

Henrietta Creek

Site Level Data Report

2001/2002



Joan M Bentrupperbäumer



Rainforest CRC

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For this research:

- | | |
|---|-------|
| ▪ James Cook University Ethics Approval No. | H1272 |
| ▪ Queensland National Parks & Wildlife Service Permit No. | FNQ06 |
| ▪ Wet Tropics Management Authority Contract No. | 654 |

Terms of Reference

Visitor Use Survey

The following Terms of Reference have been extracted directly from the WTMA/Rainforest CRC Contract document.

Background

Measurement of visitation to the WTWHA extends far beyond the estimation of visitor numbers. The collection of basic visitor numbers provides baseline information only. Further visitor specific information is required to provide managers with an understanding of patterns of visitor use, behaviour, perceptions, attitudes, expectations and satisfaction. A comprehensive understanding of these visitor aspects is critical to effective visitor management including minimisation of biophysical impacts and maximising benefits to the land manager, visitor and community.

WTMA commissioned Manidis Roberts Consultants in 1993 to conduct an extensive visitor survey with the aim of providing baseline information for comparison with future visitor use surveys. The Manidis Roberts 1993/1994 visitor survey was conducted over 56 sites and although not comprehensive provided an important first step in visitor monitoring within the WTWHA. The MR survey approach include 3 key elements:

- traffic counts
- site observations
- visitor interviews

A number of subsequent visitor use surveys have taken place throughout the WTWHA, and although they have not taken place in as many sites as the Manidis Roberts 1993/1994 survey, they have been far more comprehensive and complex in order to investigate the variety and complexity of issues identified by management agencies.

Aims:

- To collect, compare and review site-based visitor information against previous survey exercises, including aspects of the MR survey
- To update WTMA's visitor survey system to achieve improved administrative efficiency and capture of key site-based visitor information which will aid land managers and the tourism industry in making informed management decisions
- To contribute to measuring psychosocial indicators for State of Wet Tropics reporting processes
- To provide an integral input or tool for the 'Visitor Monitoring System (VMS) for the Wet Tropics World Heritage Area', a project which is also being undertaken by Rainforest CRC during 2001 to 2002.

(Ref: *WTMA Contract # 654 , 2001*)

About the Author

Dr Joan M Bentrupperbäumer is a Senior Research Fellow and Project Leader with the Rainforest CRC and Lecturer at TESAG and the School of Psychology, James Cook University, Cairns. Her research interests include human-natural environment transactions using social, psychological and biophysical perspectives. Her research approach incorporates an interdisciplinary perspective on reciprocal relationships indigenous and nonindigenous people have with the natural/built/social/cultural environment in the WTWHA and the implications of such relationships for environmental management, tourism and local communities in the region. A particular emphasis in the research is placed on the 'real world' application of results in terms of planning for, managing, monitoring and reporting on the State of the Wet Tropics, and developing practical mechanisms and strategies to mitigate impacts on those features of the WTWHA inherent to its World Heritage status.

Acknowledgments

The success of this research project, which was undertaken across ten sites within the Wet Tropics World Heritage Area, has very much depended on the many people involved in various research related tasks. In particular I would like to acknowledge my colleague Dr Joseph Reser who has worked together with me over a number of years now developing and refining the analytic framework, survey instruments, and methodologies for this multidisciplinary research on impacts of visitation and use in protected areas. Together we have finalised a report which brings together the results from the ten site level reports, and discusses in detail the analytic framework, methodologies and procedures which were used to undertake this research (Bentrupperbäumer & Reser, 2002a). I would also like to specially acknowledge my research assistant, Sue-Ellen O'Farrell, who has made a major contribution to this research by assisting me in every aspect of the administration of this project

In addition I wish to acknowledge all of those involved in this research who are listed below.

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Robyn Wilson (Field Supervisor), Cheryl Cornelius, Cleo Wilson, Shannon Bros.
Rik Morgan (Traffic Counter)

D. Research Colleagues

Dr. Robyn Wilson, Assoc. Prof. Steve Turton and Dr Miriam Goosem.

E. WTMA Personnel

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This Research

Natural resource managers are increasingly aware that the real issue and challenge for them is people management. In a protected area context this requires an informed understanding of the nature and quality of the interaction between people and environment. The multilayered and multidisciplinary site-level approach applied in this research is one that provides such an understanding and has evolved from, built upon and refined earlier research endeavours (Bentrupperbäumer & Reser 2000). The conceptual and methodological framework which assesses and documents this interactive process and which was applied in this research is outlined in Figure 1. This framework differentiates between four primary research layers or domains, one for each of the four key site-level ‘environments’ within the setting: *social and psychological* (psychosocial), *natural and built* (physical) (Reser & Bentrupperbäumer, 2001). Research projects representative of each of these ‘environments’ were conducted simultaneously at the site, which provided a comprehensive and realistic context for measuring, monitoring and reporting on the *impacts* of visitation and use at recreational settings in the Wet Tropics World Heritage Area.

From a management perspective, this site-level research approach provides specific site and situation level data which can directly inform site level decision-making and practice, as well as monitoring and reporting (see Site Level Reports #1 to #10, Bentrupperbäumer 2002a to j). In addition, this site-level sampling allows for an accurate and meaningful aggregate picture of what is happening at a bioregional or World Heritage Area level, as long as data collection sites and data collection are representative (see Report #11, Bentrupperbäumer & Reser 2002a, *WTWHA Bioregional Level Perspective 2002*). Given that reporting on the State of the Wet Tropics is a statutory requirement, the standardised conceptual and methodological framework used across the ten WTWHA sites and the subsequent information provided by research such as this is critical for continued monitoring and reporting change over time.

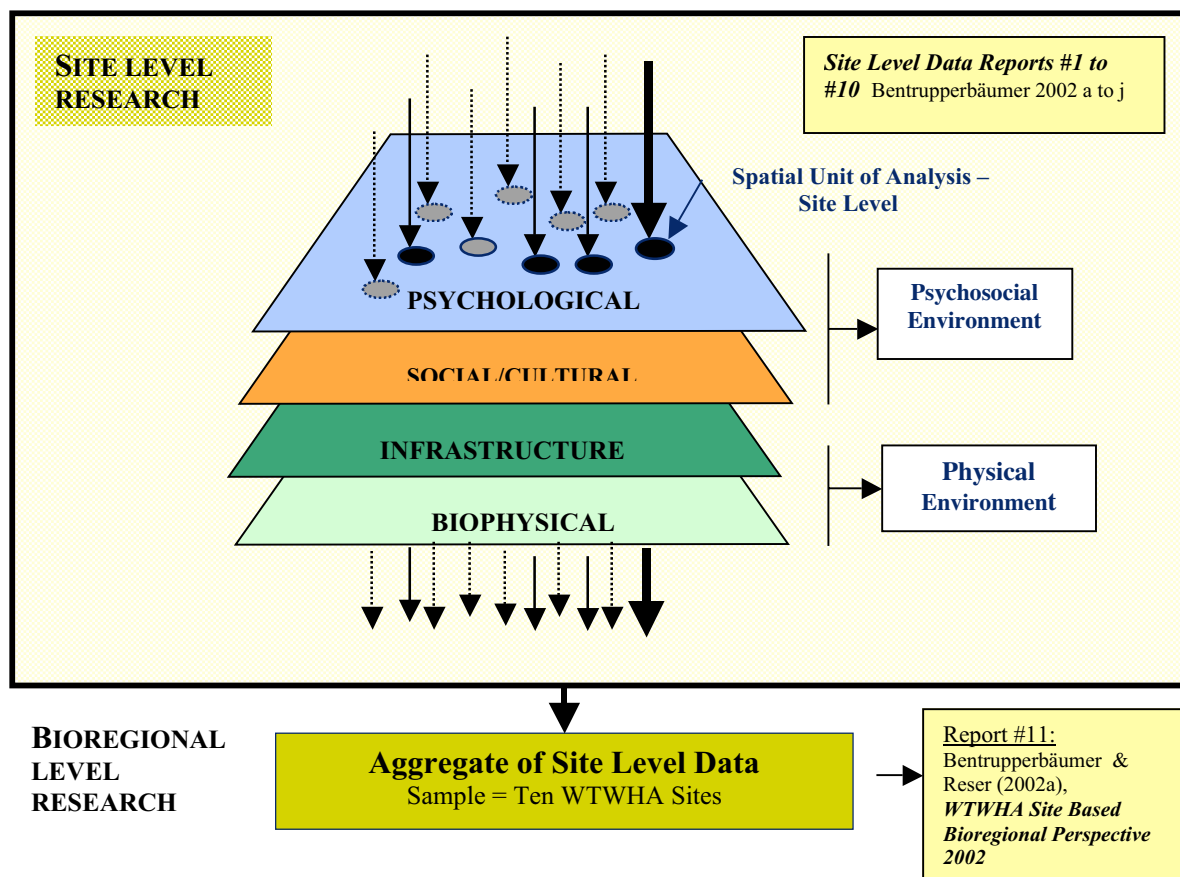


Figure 1: Diagrammatic representation of the research layers, domains and report outputs for this research .

This Report

This report is one of ten site-level reports which presents a comprehensive set of data analyses for the strategic sample of research tasks undertaken across three of the four research domains outlined in Figure 1. The research covered in this report was undertaken at the Queensland Parks & Wildlife Service and Wet Tropics World Heritage site, **Henrietta Creek**, during 2001 and 2002. Since the primary objective of this report is to provide key site-level data of relevance to all levels of management, from on-ground to policy, planning, monitoring and reporting, details of methodology are not included here. This information is available in a separate but accompanying report (Report #11, Bentrupperbäumer & Reser, 2002a). When *comparative data* from previous studies are available they are included in each relevant section. When such data is from studies other than the authors, methodology and specific measures are often different. The layout of this report, which compliments the research domains presented in Figure 1, is outlined in Figure 2 and the discussion that follows.

SITE LEVEL REPORT

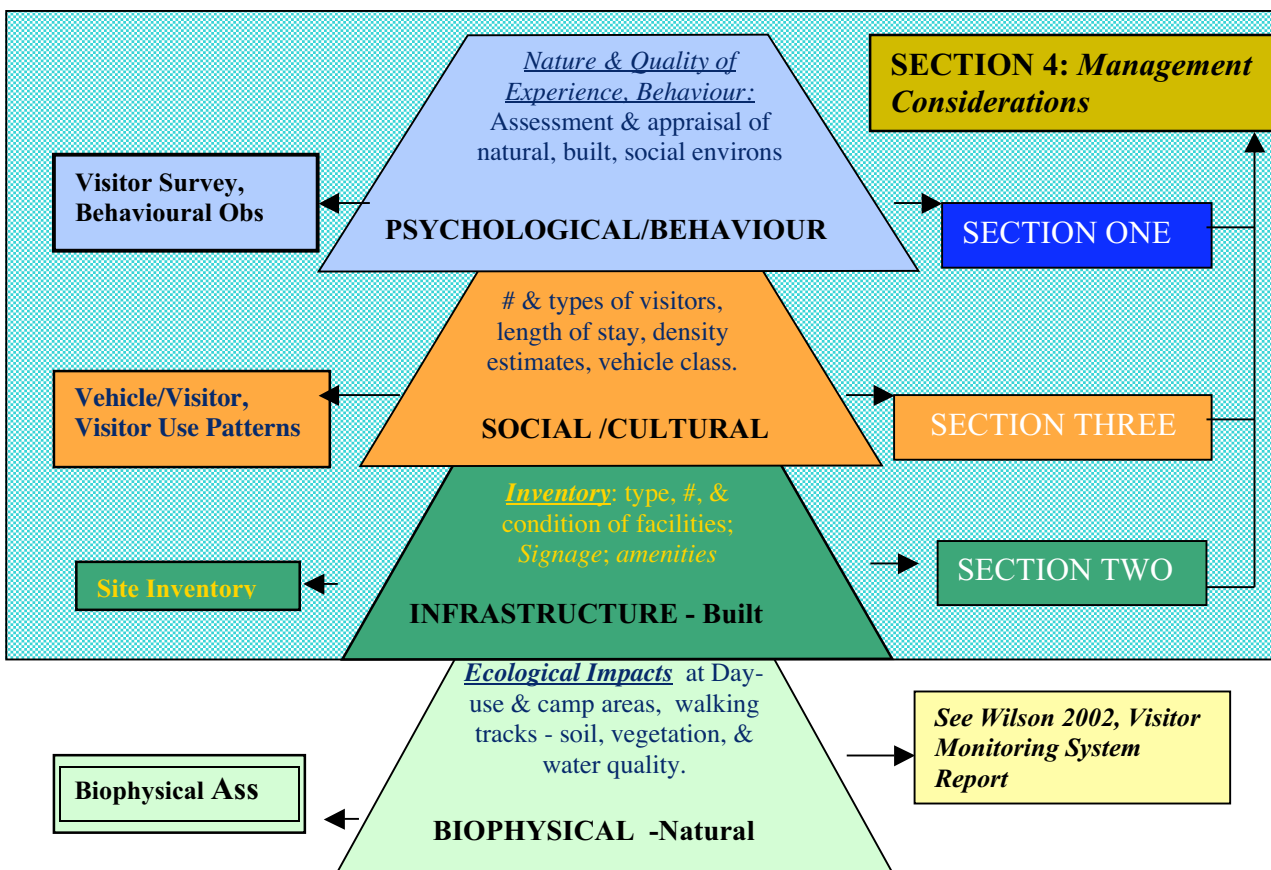


Figure 2: Diagrammatic representation of the report layout and report sections.

The layout of this report is in four sections. The first three sections present data which reflect the strategic sampling across three research domains, while the fourth section addresses key management considerations. The data in this report is presented in some considerable detail the purpose of which is to allow for the identification in future monitoring of changes in the system over time, however subtle. It also provides management agencies with the detail required for State of Environment reporting and planning, policy and on-ground management decision making.

Data Sections

Section 1: *Psychological and Behavioural*

In the first section, general descriptive analyses of the two stages of data collection undertaken at this site in September, 2001 and April, 2002, are presented. Data collected includes:

- a) **visitor survey** provides information on visitor profile, reasons for visiting, visitor appraisal of the natural, built, social environment, and signage, visitor activity, prior information sources used, experience and satisfaction. Comparable survey items from Manidis Roberts (1993/1994) are also included.
- b) **behavioural observations**, and
- c) **general comments** by visitors, field assistants and field supervisors.

Section 2: *Infrastructure/Built Environment*

The second section presents an *inventory of site facilities and infrastructure*, including all *signage*, which was undertaken by the author during the same data collection periods. An inventory from previous research (Bentrupperbäumer & Reser 2000) is included for comparison as is signage information from SitePlan (1993).

Section 3: *Social Setting/Visitor Use Patterns*

The third section presents information on the social setting of the site including visitor use patterns. While the research undertaken in this section does not encompass the full meaning of *social*, the information nevertheless provides an overview of visitor use patterns including number and type of visitors accessing the site, length of stay at the site, pattern of use over time, vehicle type, etc. This information was obtained and is presented in two ways.

- a) The first is observer-based information which outlines vehicle and visitor data obtained over 4 x 8 hour observation periods during September 2001 and April 2002.
- b) The second is instrument-based information obtained from the traffic counter which provides monthly, weekly, daily records of vehicle numbers, and visitor numbers calculated from visitor counts in vehicles and Questionnaire item # 8 in the visitor survey. The traffic counter was installed for a continuous period of 12 months from mid September 2001. Traffic counter data from Manidis Roberts (1993/1994), the WTMA Traffic Counter Program (1993-1997), and Bentrupperbäumer & Reser (2000) are included for comparison.

Integrative Section

Section 4: *Management Considerations*

The fourth section of this report addresses management considerations that have emerged through the integration of the data across the above three research domains. These considerations cover topics such as: presentation, protection, opportunities, problems and issues, threatening processes, layout and design, indicators and monitoring.

Site Location & Description

Henrietta Creek is situated within the Wooroonooran National Park just off the Palmerston Highway, 33 kilometres west of Innisfail. Henrietta Creek is a Wet Tropics World Heritage site and occurs in the central coast section of Australia's Wet Tropics of Queensland World Heritage Area (WTWHA), which extends from Cooktown southwards to Paluma, encompassing an area of 894,420 hectares (Figure 3).

Natural Environment

The vegetation found within the Palmerston region is mostly dense tropical rainforest. The rainforests are described as being complex mesophyll vineforests, meaning that these rainforests have reached their peak development (WTMA website). Typical of these types of rainforests, the soil is highly fertile and is mostly basaltic mixed with basic volcanics, mixed colluvia and riverine alluvia (WTMA website). The climate is hot and humid, with approximately 3000mm of rain annually (Horsfall, 2001). These features of the site support a diversity of plants, and wildlife. In addition to the diversity of flora and fauna, the primary natural attractions close to Henrietta Creek are Nandroya Falls, Tchupalla Falls, Wallicher Falls and Crawford's lookout.

Indigenous and Nonindigenous Cultural Environment

The Palmerston region has a long Indigenous occupational history. In 1870 when European explorers settled in the area, the Mamu people occupied an extensive area of land along the Palmerston (Horsfall, 2001). Like other rainforest people, the Mamu made use of many food plants that are poisonous without the appropriate processing (Horsfall, 1987). The indigenous population density of the region was high, which indicates that the environment was a fertile and productive one, supporting a large population. The Palmerston highway is named after Christie Palmerston, an explorer and gold prospector. In 1884, Palmerston led a team on horseback along his route "Palmerston track". They spent two years upgrading the section between Beatrice River and Henrietta creek (Horsfall, 2001).

Built Environment

The Henrietta Creek site has been designed for day usage and camping, providing visitors with the following facilities: car park area, picnic and camping areas, picnic tables, bbqs, toilet block, shelter shed, and walking tracks. Signage is present throughout the site. The layout of the site is presented in Figure 4. See Section 2 for details of infrastructure/built environment, including signage.

Opportunities

Recreational The main activity-based recreational opportunities available at this site are swimming, picnicking, camping, and walking (see Section 1 for details). There are a number of walking tracks nearby, of which access the nearby Crawford's lookout, Tchupalla Falls, Wallicher Falls and Nandroya falls. These tracks vary in difficulty, and are classified as Graded Tracks (Wet Tropics Walking Strategy, 2001). Visitor comments and usage relevant to the tracks and infrastructure are presented in Section 1. Other recreational opportunities available include: photography and bird/wildlife watching.

Experiential In addition to the activity-based recreational opportunities outlined above, Henrietta Creek provides important experiential opportunities such as nature appreciation and experience including observing scenery and possible wildlife encounters, socialising with family and friends, rest and respite.

Visitation

Compared to other sites in the Wet Tropics, Henrietta Creek experiences low levels of visitation with approximately 25,500 visitors per year (Mossman Gorge > 400,00 visitors per year). This visitation is lowest in February, March and April (406 - 601 vehicles) and highest in January (992 vehicles), and is spread evenly across the week days but with considerable increase during weekends.

Site Maps

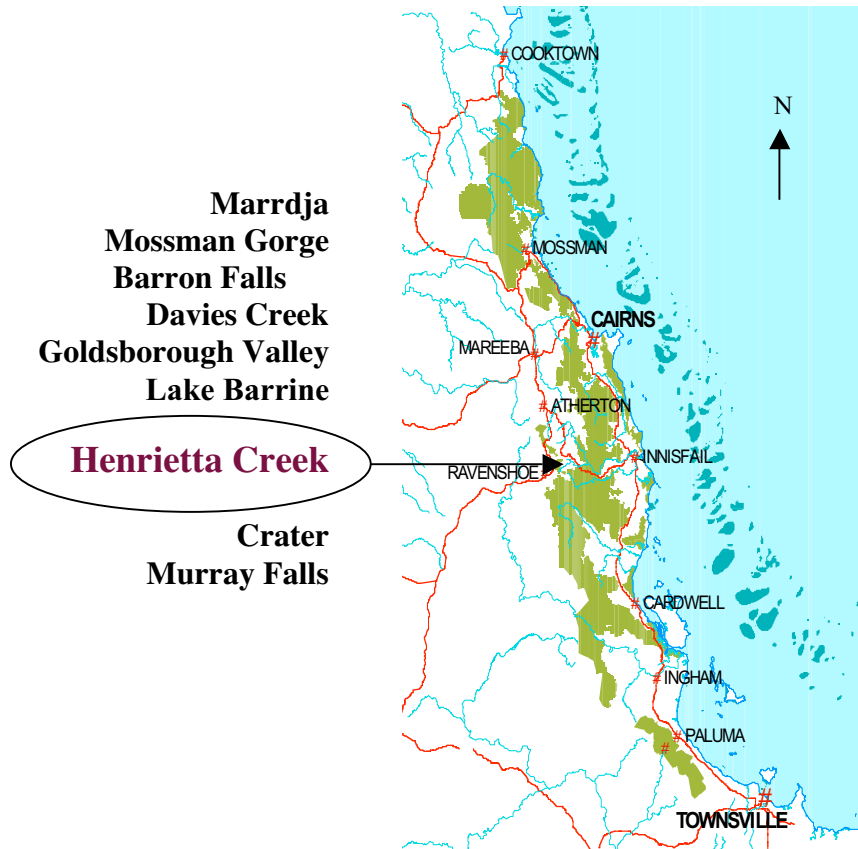


Figure 3: Site location within the Wet Tropics World Heritage Area.



Wet Tropics World Heritage Area of Australia

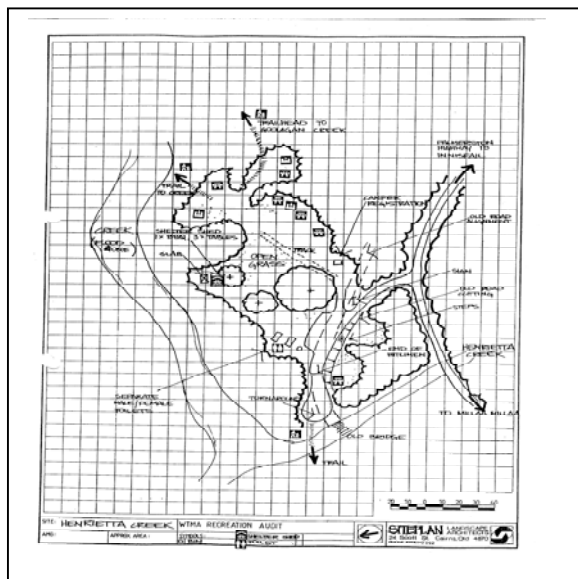


Figure 4: Henrietta Creek site map. (Source: SitePlan Landscape Architects, 1993)

Site Management

Queensland Parks and Wildlife Service/Environmental Protection Agency

The Queensland Parks and Wildlife Service/Environmental Protection Agency (QPWS/EPA) is responsible for the on-ground day-to-day management and upkeep of the Henrietta Creek site.

According to the management principles for Queensland's National Parks:

A national park is to be managed to –

- (a) *As the cardinal principle, “provide, to the greatest possible extent, for the permanent preservation of the area’s natural condition and the protection of the area’s cultural resources and values; and*
- (b) *Present the area’s cultural and natural resources, and their values; and*
- (c) *Ensure that the only use of the area is nature-based and ecologically sustainable.”*

(The State of Queensland, EPA, 2001, p.7)

In the context of *sustaining recreational and tourism opportunities* the following principles were identified in the Master Plan for Queensland's Park System (The State of Queensland, EPA, 2001):

A range of opportunities will be provided for visitors to enjoy parks, and interpretative programs will enhance visitor awareness, appreciation and protection of natural and cultural heritage.

The park system will be managed to provide visitors with facilities that are safe and are located, designed, constructed and maintained to meet appropriate safety standards, and with information that will provide visitor awareness of the hazards present in parks and the levels of skill and competence required to cope with the risks they may face.

Wet Tropics Management Authority

The Primary Goal for the Wet Tropics World Heritage Area is to implement Australia's international duty to *“protect, conserve, present, rehabilitate and transmit to future generations the Wet Tropics World Heritage Area, within the meaning of the World Heritage Convention.”*

Site Specific Management Intent

Henrietta Creek site is classified as a Zone D site by the WTMA's zoning scheme. This zoning system is based on a “distance from disturbance” model. The WTMA management intent for this zone type is described below:

“To accommodate developed visitor facilities to enable visitors to appreciate and enjoy the Area. To ensure that the impact of visitor infrastructure is managed to minimize the effect on the integrity of the Area” (Wet Tropics Management Authority, 1997 p.33).

In addition, the Wet Tropics Management Authority's (WTMA) Visitor Opportunity Class system describes Henrietta Creek site as a Visitor Facility Node (Class 4). The criteria for this category of site, as defined by the WTMA (1997 p.94), are detailed below:

- An area where a visitor may expect opportunities for presentation, intensive social interaction, and where management presence may be obvious;
- Accessible by vehicle along presentation roads;
- Having developed visitor facilities such as formal car parks, toilets, picnic facilities and camping areas;
- Providing access to a range of recreation opportunities;
- Having the potential for further development of visitor facilities.

Executive Summary



Section One : *Psychological & Behavioural*

Visitor Survey & Behavioural Observations 2001 & 2002

Visitor Survey Analyses

The following key findings are based on the visitor survey being undertaken over four days in September 2001 and April 2002, and a respondent number of 99.

Visitor Profile

- In general, Henrietta Creek is a site used more by Australian (55.6%) than international visitors (44.4%). Interestingly there were more Australian visitors at Henrietta Creek in the dry season, and more overseas visitors in the wet season. The majority of Australian visitors were locals (live in the WTWHA bioregion).
- It is a site most frequently used by people between *30 and 39 years of age* who travel in a *private* car.

Prior Information Sources used

- Most people know of Henrietta Creek because of the *road sign. Have been before* and a *map* that said it was a tourist site were also important sources of information. Very few visitors to Henrietta Creek used *information centres, tourist leaflets or the web*.

Reasons for Visiting

- The primary reasons given for why people visit Henrietta Creek were to *see the natural features and scenery* and *to be close to/experience nature*.

Visitor Appraisal of Natural Environment

- Visitors found the *natural features* of Henrietta Creek to be *in good condition* and *interesting*.
- Of the natural features that a small number of visitors were expecting to find but were unable to, most were *fauna related*.

Time Spent and Activities Engaged in

- Visitors spent just enough time at Henrietta Creek to undertake the *short walk— half to one hour*. Of those few visitors who spent more than two hours at the site, the majority camped overnight.
- About one quarter of visitors used the site for picnics.
- Birdwatching and photography were also activities undertaken by some visitors.

Visitor Appraisal of Signage

- Of the information types available at the site, *natural/ecological information* received the lowest assessment.
- Visitors found the rules and regulations easier to determine than all other information present at Henrietta Creek.
- The majority of visitors found the safety information easy to locate and easy to understand.
- *Natural, ecological, cultural and historical information* were the types of additional information most frequently requested by visitors.

Visitor Appraisal of Built Environment

- The *toilets* and *walking track* were the most frequently used facilities at Henrietta Creek.
- The most frequently requested additional facilities were *better barbecues*, and *more tables and chairs*.
- The majority of visitors were reasonably satisfied with the condition of the facilities at Henrietta Creek.
- Of those visitors who believed that the presence of a ranger at the site was important, the reasons most frequently given were to *provide information / education* and for *safety and security*.

Visitor Knowledge of Management Agencies

- The majority of visitors were *unfamiliar* with the agency responsible for managing Henrietta Creek.
- The World Heritage status of Henrietta Creek was also *unknown* to the vast majority of visitors.

Visitor Appraisal of Social Environment

- *Experienced crowding* and the *behaviour of other visitors* did not appear to be a problem for the majority of visitors to Henrietta Creek.

Experience & Satisfaction

- Visitor satisfaction of Henrietta Creek, as measured by *enjoyment* and the visit to the site being *well worth the money*, was moderately high.
- Aspects of Henrietta Creek that enhanced visitor enjoyment were related to the natural features of the site, particularly the waterfalls, creek and rainforest.

Comments

Visitors mainly commented on the *positive aspects* of Henrietta Creek.

- The majority of comments focused on the natural features and facilities of the area in general. Many overseas visitors commented on the standard of the facilities.
- Comments relating to improvement of *facilities* included:
 - more signage at the beginning of the track to improve wayfinding,
 - more information on wildlife,
 - more and better maintained facilities for campers, e.g. bins, covered areas.

Behavioural Observations

From the behaviours recorded at Henrietta Creek in September 2001 and April 2002, the following events were the most frequently observed.

- **Undesignated Area Use.**

Due to the heavy down pour of rain during Stage 2 of data collection, a number of visitors to Henrietta Creek were observed using the shelter shed to camp in.

- **Interaction with wildlife.**

During both stages of data collection, it was evident that the presence of marsh flies detracted from visitor enjoyment of Henrietta Creek. In some cases, visits to the site were shortened.



Section Two:

Infrastructure Inventory and Profile

Key Findings

Site Infrastructure Inventory & Assessment

- Henrietta Creek Site contains two distinct activity nodes – *Day Use /Camp Area and Walking Tracks*.
- Within each of these nodes a variety of *infrastructure* has been established.

Day Use/ Camp Area area

- The infrastructure varies in terms of condition. The *bbqs* are in *need of repair* or they must be *removed*.
- The grassed area is *maintained* and there is a *general absence of litter*.
- Camp Area is boggy in the wet.
- Camping areas need to be *better defined*.
- *Lack of designated parking* results in bogs and erosion along road edges.

Walking Track to Goolagans (400m section)

- Infrastructure is minimal with just a few signs present.
- Track condition good.

Site Information and Signage

- A total of **26 actual sign structures and 44 separate information types** relevant to Henrietta Creek were recorded along the main road, access road and at the main section of the site itself.
- In terms of numbers of actual sign structures this represents a **30% increase** from the original sign audit undertaken in April 1993, assuming this was a complete sign audit (SitePlan, 1993);
- Most of the signs provided **visitor advice** type information (36.4%), and **regulatory** type information (31.8%);
- The **interpretive** information consisted of very limited biological information which was embedded within the camp registration and site information;
- Apart from the logo on the road signs, there were no signs specifically identifying this as a World Heritage Area site;
- **No foreign language** signs were present at Henrietta Creek.



Section Three:

Vehicle and Visitor Monitoring

Key Findings

Vehicle and Visitor Records

- Most common vehicle accessing Henrietta Creek was the *car* (58%).
- The highest number of people at the site at one time was **55** (1220 hours 14th April 2002).
- Most of the visits to Henrietta Creek occurred just prior to midday and throughout the mid afternoon, between 1100 and 1400 hours.
- On average, people stayed at Henrietta Creek for **49 minutes** (approximately three quarters of an hour).

Traffic Counter Data

- A total of **9,367 vehicles** and **25,386 people** visited Henrietta Creek in one year (September 2001-2002).
- On average, **780 vehicles/2,115 people** visited this site *each month*, range 476 to 992 vehicles.
- **January, July and August** received the *highest visitation rates*.
- On average, **180 vehicles/488 people** visited Henrietta Creek *each week*, range 102 to 312 vehicles.
- **Daily** vehicle numbers ranged from **4 to 75**.
- Average *weekday* vehicle number was **24 per day**, which represents a decrease from previous records (19.6 vehicles (wet), 28.9 (dry) Manidis Roberts, 1993/1994).
- Average *weekend* vehicle number was **32 per day**, which again represents a decrease from previous records (41.9 vehicles (wet), 38.3 (dry) Manidis Roberts, 1993/1994).



Section Four:

Management Considerations

Key Findings

Presentation

- The presentation of Henrietta Creek as a World Heritage Area site is problematic as very few visitors are aware of its World Heritage Area status.
- Indigenous and nonindigenous cultural attributes of the site are not at all presented in terms of interpretive signage.
- Natural attributes are well presented in terms of appeal, condition and management of the site.
- Management identity of the site is not well presented and their responsibilities in terms of visitor appraisal of the condition and management of the built environment is moderately presented.
- Given the reliance on prior knowledge about the site, word of mouth, road signs and maps, presentation of relevant and critical WHA and management information needs to occur at the site.
- Legibility, functionality, and environmental sensitivity of the infrastructure and facilities, layout and design is a concern, so some redesigning and upgrading is required.

Opportunities

- Henrietta Creek is providing for and facilitating activity-based recreational opportunities in a reasonable way.
- Experienced-based opportunities are very important for visitors and are reasonably well accommodated for at this site.

Specific Problems and Issues

- Principal behaviour management problems relate to visitors violating regulations which occur despite the presence of signage. This may require more innovative rule/regulation communication and redesign and upgrading of facilities.
- Inappropriate behaviour most evident included littering.

Section One

Psychological & Behavioural

Visitor Survey & Behavioural Observations 2001 & 2002



S E C T I O N O N E

-
- Descriptive Analyses of Survey
 - Additional Comments on Survey
 - Comments to Field Assistants
 - Behavioural Observations
-


Visitor Survey of the Wet Tropics Region in North Queensland Dry (Stage 1) and Wet (Stage 2) Season 2001/02

GENERAL DESCRIPTIVE DATA ANALYSES

Survey Location: Henrietta Creek – Wooroonooran National Park

	Stage 1	Stage 2
Survey Dates	29 th & 30 th September 2001	12 th - 14 th April 2002
Survey Times	0830 to 1700 each day	0830 to 1700 each day
Weather	94.5% Sunny 2.7% Overcast 0.0% Raining 1.4% Hot 1.4% Warm 0.0% Cool	13.8% Sunny 31.0% Overcast 51.7% Raining 0.0% Hot 0.0% Warm 3.4% Cool

This visitor survey was undertaken over two periods, September 2001 and April 2002. For clarity of presentation the data analysis/results corresponding to these data collection periods are represented in two colours, grey and green, and for the combined, dark red:

 **Stage 1: September 2001**

 **Stage 2: April 2002**

In addition, where comparative data is available from Manidis Roberts 1993 and 1994 data collection periods this is included in the relevant section and is represented in yellow.

 **Comparative Data** (*Manidis Roberts 1993/1994*)

- Primary data analysis for this section of the report has been undertaken by Bronwyn Guy, James Cook University.

Questionnaire Profile

Because Henrietta Creek is a low use site (25,500 visitors per year – 2001/2002), it was possible during the survey distribution period to approach almost every visitor to the site. In fact it was difficult to get the numbers required for the study. Over five days of field work **139** people were approached to take part in this survey. Of the **99 (72.2%)** who agreed to participate, **all** surveys were successfully completed and analysed. The results presented in this section are therefore very representative of those using Henrietta at the time during which surveys were undertaken. The following tables outline the details of respondent participation and survey distribution.

a) Type of Questionnaire Distributed & Returned

A total of **99 questionnaires** made up this data set, the majority of which were completed on site. Twenty-one percent were take-homes and mailed back.

	Stage 1: 2001		Stage 2: 2002		Combined	
	n	Percentage	n	Percentage	n	Percentage
On-Site	52	74.3%	26	89.7%	78	78.8%
Take-Home	18	25.7%	3	10.3%	21	21.2%
Total	70	100%	29	100%	99	100%

b) Status of Questionnaire Returns

Of the **99 questionnaires returned**, all were analysed.

	Stage 1: 2001		Stage 2: 2002		Combined	
	n	Percentage	n	Percentage	n	Percentage
Analysed: Completed	70	100%	29	100%	99	100%
Rejected: Incomplete, under age, returned too late etc.	0	0	0	0	0	0
Total	70	100%	29	100%	99	100%

c) Non-Response Information

Of the **139 people approached** over five days of survey distribution, 28.8% would either not take part or failed to return the survey. The main reasons for the no responses were *failure to return the survey* and visitors had *been surveyed out*. Many had completed surveys elsewhere. Of major concern is the now extensive use of survey methodology in the field.

Reasons	Stage 1: 2001		Stage 2: 2002		Combined	
	n	Percentage total # people approached (94)	n	Percentage total # people approached (45)	N	Percentage total # people approached (139)
Take-homes not returned			15		15	11.1%
Filled in other/same survey	14				14	10.1%
Language Difficulties	1		1		2	1.4%
No Time	6				6	4.3%
Not Interested	3				3	2.2%
Other						
Non-Response	24	25.5%	16	35.6%	40	28.8%

a) Background Information**Key Findings****Stage 1: September 2001** *Visitor Profile*

During this first data collection stage,

- The majority of visitors (respondents) to Henrietta Creek were **Australian** (as opposed to international visitors). Of the Australian visitors, just over half were **local** visitors, i.e., they lived within the Wet Tropics Bioregion;
- **Nonindigenous Australians** were the major ethnic group;
- The highest level of education achieved by the majority of visitors was **Secondary**;
- While the average age of visitors was **38.7 years**, the majority were in the **20 – 29 age class**;
- More males participated in this survey than females.

Stage 2: April 2002 *Visitor Profile*

Due to poor weather conditions, there were not as many respondents to the survey in Stage 2 compared to Stage 1. There are some noticeable differences in visitor demographics in Stage 2.

- The majority of visitors in Stage 2, were from overseas. Australian visitors made up just over one third of the visitor numbers;
- Of those **Australian** visitors to Henrietta Creek, the majority lived within the Wet Tropics;
- **German** visitors, followed by **English** visitors were the major ethnic groups;
- Unlike Stage 1, the highest level of education achieved by the majority of visitors was **Tertiary B (University)**;
- The average age of visitors declined slightly to **36.8 years**, with the majority in the **30 – 39 age class**;
- Unlike Stage 1, almost equal numbers of males and females participated in this survey.

Combined Data & General Comments

For the combined data set, the visitor profile was as follows:

- Just over half of the visitors to Henrietta Creek were **Australian (55.6%)**, which is considerably lower compared to the 1993 Manidis Roberts results (82.7%), with international visitors at 44.4%. Of the international visitors, the majority came from **Germany (29.6%)**;
- Of the Australian visitors, the majority were **locals (36.2%)**, i.e., living within the Wet Tropics Bioregion. Of these, **28.6%** came from the **Tablelands**.
- Just under a third of visitors (31.3%) identified themselves as **Nonindigenous Australians**;

1. *This visitor profile suggests that Henrietta Creek is a site used by a diversity of visitors many just using the site as a quick stop over while travelling from one place to another.*
2. *The site is used most frequently by people between 30-39years of age.*
3. *Of the international visitors it is most popular with **Germans**.*

a) Background Information

QUESTIONS & RESULTS

1. Where do you live?

STAGE 1: (September/October 2001)				STAGE 2: (March/April 2002)			
n = 70				n* = 29			
Australia 61.4% n = 43				Australia 37.9% n = 11			
Locals n = 22 (53.7%) (n = 41 responses)				Locals n = 6 (66.7%) (n = 9 responses)			
Cairns & District Tablelands Mareeba	n = 3 n = 8 n = 1	Townsville & District Innisfail & Babinda Tully	n = 5 n = 4 n = 1	Cairns & District Innisfail	n = 1 n = 1	Ingham Townsville & District	n = 1 n = 3
Non-Locals n = 19 (46.3%)				Non-Locals n = 3 (33.3%)			
Overseas 38.6% n = 27				Overseas 62.1% n = 18			
Switzerland Germany Netherlands	n = 1 n = 8 n = 1	UK New Zealand Sweden	n = 5 n = 5 n = 2	Germany Holland	n = 8 n = 2	UK	n = 8
Canada Israel	n = 1 n = 3						
Comparative Data 1993: Australian = 82.7% (Local = 79.3%); Overseas = 17.3% n = 29							

2. How long have you lived there?

Period of Residence: n = 66	Period of Residence: n = 28
\bar{X} = 26.83 years ± SD 19.82 (range 0.1-66)	\bar{X} = 20.9 years ± SD 18.02 (range 0.25-63)
≤ 10 years = 25.8% > 10 years = 74.2%	≤ 10 years = 39.3% > 10 years = 60.7%

3. How would you describe your ethnic background?

n = 67	n = 29
Nonindigenous Australian 34.3% Indigenous Australian 11.9% Canadian 1.5% Swedish 3.0% German 13.4% English 15.0% Japanese 1.5%	Other 19.5% Non Indig / English 3.0% Swiss / German 1.5% English / Scottish / NZ 1.5% Israeli 4.5% Croatian 1.5% Australian 1.5% NZ 3.0% Polish 1.5% Dutch 1.5%
	Nonindigenous Australian 17.2% Indigenous Australian 3.4% American 3.4% German 31.0% Malaysian 3.4% English 27.6% Other 13.8% British 6.9% Dutch 6.9%

4. What is the highest level of formal education you have completed so far?

n = 69	n = 29
Primary (1-8 years of education) 10.1%	Primary (1-8 years of education) 0.0%
Secondary (9-12 years of education) 42.0%	Secondary (9-12 years of education) 13.8%
Tertiary A (Technical or further educ institution) 21.7%	Tertiary A (Tech or further educ institution) 13.8%
Tertiary B (University) 26.1%	Tertiary B (University) 72.4%

5. Age

n = 62	n = 27
\bar{X} = 38.74 years ± SD 15.41 (range 13-66)	\bar{X} = 36.89 years ± SD 12.26 (range 20-65)
Age Categories:	Age Categories:
< 20 years = 4.8%	< 20 years = 3.7%
20-29years = 30.6%	40-49years = 25.9%
30-39years = 19.4%	20-29years = 25.9%
40-49years = 12.9%	30-39years = 29.7%
50-59 years = 17.7%	> 60 years = 11.1%
> 60 years = 14.5%	
Comparative Data 1993: 16-25 = 13.8%; 26-45 = 58.6%; 45-65 = 24.1% >65 = 3.5% n = 29	

6. Gender

n = 70	Male 55.7%	Female 44.3%	n = 29	Female 51.7%	Male 48.3%
Comparative Data 1993: Male = 75.9%; Female = 24.1% n = 29					

b) Transport & Travel Group

Key Findings

Stage 1: September 2001 *Travel Profile*

During this first data collection stage,

- During this data collection stage *no visitors* to Henrietta Creek were with an *organised tour*;
- On average there were *2.7 people* in each vehicle;
- The major group profile of people visiting the site was *families / groups*;
- Just under three quarters of visitors travelled in *privately owned* vehicles;
- The **most** important source of prior information about Henrietta Creek was the “*road sign*”. The information sources not used were “*tourist leaflet*”, “*the web*”, and “*trip included in a package tour*”.

Stage 2: April 2002 *Travel Profile*

There were some slight differences evident in this second data collection stage.

- Unlike Stage 1, there were visitors to Henrietta Creek who were with an *organised tour*,
- There was a slight decrease in the average number of people per vehicle to *2.2*;
- Unlike Stage 1, the major group profile of people was *two adults*;
- Just over half of the visitors travelled in *private* vehicles;
- The two most important sources of prior information about Henrietta Creek were “*map which said it was a tourist site*” and “*road sign*”. The two information sources not used was “*the web*” and “*trip included in a package tour*”.

Combined Data & General Comments

For the combined data set, the visitor profile is as follows:

- Majority of visitors to Henrietta Creek were *independent travellers* (97%), which is slightly lower compared to the 1993 Manidis Roberts results (100%);
- On average, there were *2.57 people* in each vehicle, which is similar to 1993 Manidis Roberts results (2.5);
- Most visitors (69.7%), travelled in *privately owned* vehicles, which is lower than 1993 Manidis Roberts results (93.1%);
- “*Road sign*” was the most important source of prior information about Henrietta, used by 39.4% of respondents. The information sources not used at all were “*the web*” and “*trip included in tour*”.

1. *Most people know of Henrietta Creek because of the road signs. In addition this site attracts a number of repeat visitors, mainly locals who stop for a break in their journey to elsewhere.*
2. *Very few people rely on information centres or tourist leaflets for information about this site.*

b) Transport & Travel Group

QUESTIONS & RESULTS

7. Are you with an organised tour?					
n = 70			n = 29		
Yes	0.0%	No	100.0%	Yes	10.3%
				No	89.7%
					JCU Terrestrial Resource Field Trip
					n = 3

8. If you travelled in a private or hired vehicle, how many people including yourself are in your vehicle?					
n = 68			n = 25		
People per Vehicle	$\bar{X} = 2.71 \pm SD 1.20$	(range 1-6)	People per Vehicle	$\bar{X} = 2.20 \pm SD 0.87$	(range 1-5)
Adults per vehicle	$\bar{X} = 2.37$	(n = 161)	Adults per vehicle	$\bar{X} = 2.12$	(n=53)
Children per vehicle	$\bar{X} = 0.41$	(n = 28)	Children per vehicle	$\bar{X} = 0.12$	(n = 2)
Private vehicle	74.2%	Hired Vehicle	25.8%	Private vehicle	56.5%
				Hired Vehicle	43.5%
Comparative Data 1993:					
		People per vehicle = 2.5		n = 29	
		Private vehicle = 93.1%;		Hired vehicle = 6.9%; Commercial = 0%;	

9. How did you obtain prior information about this site?					
n = 70			n = 29		
	n	%		n	%
Have been here before	21	30.0%	Have been here before	3	10.3%
Road sign	31	44.3%	Road sign	8	27.6%
Word of mouth	11	15.7%	Word of mouth	7	24.1%
Map which said it was a tourist site	7	10.0%	Map which said it was a tourist site	11	37.9%
Tourist information centre in Nth Qld	3	4.3%	Tourist information centre in Nth Qld	1	3.4%
Tourist information centre	1	1.4%	Tourist inform	1	3.4%
Tourist leaflet	0	0.0%	Tourist leaflet	2	6.9%
Travel guide or book	11	15.7%	Travel guide or book	3	10.3%
From the web	0	0.0%	From the web	0	0.0%
Trip included in a package tour	0	0.0%	Trip included in a package tour	0	0.0%
Other	4	5.7%	Other	3	10.3%
Came with relative / partner / locals	1	1.4%	From lecturer	3	10.3%
Ground keeper recommended site	1	1.4%			
Grew up in region / local	1	1.4%			
Told by locals	1	1.4%			
Specify:			Specify:		
Tourist inform centre: N/A			Tourist inform centre: Babinda		
Tourist leaflet: N/A			Tourist leaflet: Atherton Tableland map, Innisfail and Mission Beach		
Travel guide or book : <i>Camping in Qld</i>			Travel guide or book : <i>Lonely Planet</i>		

c) Reasons for Visiting

Key Findings

Stage 1: September 2001

During this first data collection stage,

- The most important reasons given for why people visit Henrietta Creek were *experiential*, followed by *activity*-based reasons. *Educational* reasons were least important;
- To *be close to / experience nature* and *see natural features and scenery* were the most important reasons given with 52.5% of visitors rating these as *very important* in both instances;
- These were followed by two other experiential reasons - *experience tranquillity*, and *experience the Wet Tropics*;
- Activity-based reasons were rated moderately important to important. Of these, *opportunities for short walks*, followed by *out door exercise* rated the highest;
- Educational reasons were just slightly important to important. *Learning about Aboriginal culture* was rated by visitors as being the least important.

Stage 2: April 2002

During this second data collection stage, slight differences in responses were evident.

- The most important reasons for why people visit Henrietta Creek were *experiential*, followed by educational reasons. Unlike Stage 1, activity reasons were least important.
- To *see the natural features and scenery* was the most important reason given;
- This was followed by one other experiential reason – *experience the Wet Tropics*, and an educational reason – *learn about native animals and plants*;
- Activity-based reasons were rated moderately important to important. Of these, *opportunities for short walks* again rated the highest;
- Of the educational reasons, *learn about Aboriginal culture* was rated the lowest, with 44% of visitors labeling this reason as *not important*.

Combined Data & General Comments

- The most important reason given for visiting the site was rated *very important* by 54% of visitors - *see natural features & scenery*. Visitors rated the experiential reasons *significantly higher* than activity-based reasons [$t(86) = 7.17$; $p = 0.00$];
- *Learn about aboriginal culture* was the least important reason given and was rated *not important* by 46% of visitors. Visitors rated the two educational reasons *significantly lower* than experiential [$t(86) = -8.62$; $p = 0.00$], and activity-based reasons [$t(86) = -2.09$; $p = 0.03$].

1. *The primary reasons given for people visiting Henrietta Creek were to see the natural features of the site and to be close to/experience nature.*
2. *Clearly activity-based reasons are secondary for most people.*
3. *Learning about the natural and cultural features does not appear to be why people visit this site.*

c) Reasons for Visiting

QUESTIONS & RESULTS

10. We would like to know how important the following <u>reasons</u> were for you visiting this site today.									
		1 = Not important		2 = Slightly important		3 = Moderately important			
		4 = Important		5 = Quite important		6 = Very important			
		Not Important				Very Important			
		n	1	2	3	4	5	6	\bar{X} *
a)	Learn about native animals and plants <i>(Educational)</i>	61	16.4%	11.5%	16.4%	18.0%	14.8%	23.0%	3.72
		26	3.8%	15.4%	15.4%	11.5%	3.8%	50.0%	4.46
b)	Learn about Aboriginal culture <i>(Educational)</i>	59	47.5%	8.5%	8.5%	18.6%	10.2%	6.8%	2.56
		25	44.0%	8.0%	16.0%	4.0%	12.0%	16.0%	2.80
c)	See natural features and scenery <i>(Experiential)</i>	61	3.3%	3.3%	6.6%	16.4%	18.0%	52.5%	5.00
		26	0.0%	0.0%	7.7%	11.5%	23.1%	57.7%	5.31
d)	Be close to/experience nature <i>(Experiential)</i>	61	3.4%	1.7%	6.8%	11.9%	23.7%	52.5%	5.08
		27	0.0%	7.4%	7.4%	18.5%	18.5%	48.1%	4.93
e)	Socialise with family/friends <i>(Experiential)</i>	58	29.3%	5.2%	8.6%	19.0%	20.7%	17.2%	3.48
		25	40.0%	12.0%	8.0%	12.0%	12.0%	16.0%	2.92
f)	Rest and relax <i>(Experiential)</i>	62	9.7%	0.0%	4.8%	12.9%	33.9%	38.7%	4.77
		27	11.1%	7.4%	11.1%	18.5%	29.6%	22.2%	4.15
g)	Experience tranquility <i>(Experiential)</i>	61	4.9%	4.9%	6.6%	14.8%	18.0%	50.8%	4.89
		26	11.5%	7.7%	19.2%	19.2%	19.2%	23.1%	3.96
h)	Experience the Wet Tropics <i>(Experiential)</i>	60	6.7%	1.7%	11.7%	11.7%	28.3%	40.0%	4.73
		26	0.0%	7.7%	15.4%	11.5%	30.8%	34.6%	4.69
i)	Outdoor exercise <i>(Activity)</i>	69	10.2%	10.2%	15.3%	18.6%	25.4%	20.3%	4.00
		24	25.0%	8.3%	12.5%	20.8%	12.5%	20.8%	3.50
j)	Opportunities for short walks <i>(Activity)</i>	61	9.8%	9.8%	16.4%	18.0%	21.3%	24.6%	4.05
		26	11.5%	7.7%	11.5%	7.7%	38.5%	23.1%	4.23
k)	Opportunities for long walks <i>(Activity)</i>	59	23.7%	13.6%	20.3%	15.3%	10.2%	16.9%	3.25
		25	36.0%	8.0%	20.0%	4.0%	20.0%	12.0%	3.00
l)	Other	65	0.0%	0.0%	0.0%	1.5%	4.6%	15.4%	N/A 78.5%
		27	0.0%	0.0%	0.0%	3.7%	3.7%	18.5%	N/A 74.1%
Specify other reasons:			Activity:	n	Experiential:	n	Educational:	n	
Reasons provided have been placed into three major categories. Those that are related to activity, experience, education. The fourth category is "other".		15	See waterfalls	1					
			Coffee break / lunch	6					
			Sightseeing	1			Other:		
			Work	1					
			Photography	1					
			To sleep	1					
			Toilet stop	3					
			View wildlife	1					
		7	Activity:	n	Experiential:	n	Educational:	n	
			Trip for family	1	Few people	1	Study insects	1	
							Other:		
							Assess the facilities	3	
							Cheap place to stay	1	

\bar{X} = The mean of the categories are presented despite this being ordinal data and the precautions necessary in interpreting this data.

d) Natural Environment**Key Findings****Stage 1: September 2001** *Visitor Appraisal*

During this first data collection stage,

- Overall, *visitor appraisal* of the positive aspects of the natural environment at Henrietta Creek was *moderately high*;
- In particular, the majority of visitors somewhat to strongly agreed that the natural environment was in *good condition, appealing and interesting*;
- Over three quarters of visitors (79%) *somewhat to strongly agreed* that the natural environment was *well managed*;
- Just over half of visitors indicated *some level of concern* about the *impacts of human activity* on the natural environment at Henrietta Creek, but the majority of visitors did not consider the site to be disturbed or impacted;
- Those visitors expecting other natural features at the site mainly expected *more wildlife* to be present.

Stage 2: April 2002 *Visitor Appraisal*

During this second data collection stage, slight differences in some responses were evident.

- Again, *visitor appraisal* of the positive aspects of the natural environment was *moderately high*;
- The majority of visitors (53.6%) *strongly agreed* that Henrietta Creek was *interesting*;
- In terms of the natural environment, half of the visitors *strongly agreed* to wanting to *explore the environment at Henrietta Creek more*;
- In each case, over 30% of visitors *strongly agreed* that the *natural environment* at Henrietta Creek *appeared to be good* and was *appealing*;
- Just over half of the visitors were *concerned* to some degree about the *impacts of human activity* on the natural environment, but did not consider the site to be disturbed or impacted.

Combined Data & General Comments

For the combined data set,

- Aspects of the natural environment that were most highly rated were the *condition* ($\bar{X} = 5.22$), *interesting* ($\bar{X} = 5.21$), and *appeal of natural attractions and scenic beauty* ($\bar{X} = 5.10$).
- Some visitors (22.8%) did have particular expectations of what they would find or encounter.

1. *These results suggest that, overall, visitors find the natural features of Henrietta Creek to be interesting and in reasonable condition.*
2. *Of the natural features that the small number of visitors reported expecting to find at Henrietta Creek but were unable to, most were fauna-related.*

d) Natural Environment

QUESTIONS & RESULTS

11. The following statements are about the natural features of this site. Please rate the extent to which you agree or disagree with each statement by circling the number that best reflects your level of agreement /disagreement.

1 = Strongly Disagree 2 = Somewhat Disagree 3 = Mildly Disagree
4 = Mildly Agree 5 = Somewhat Agree 6 = Strongly Agree

	n	Strongly Disagree			Strongly Agree			\bar{X}^*
		1	2	3	4	5	6	
a) The natural environment at this site is interesting.	61	0.0%	3.2%	0.0%	17.7%	38.7%	40.3%	5.16
	28	0.0%	0.0%	3.6%	14.3%	28.6%	53.6%	5.32
b) I would like to spend more time exploring this natural environment.	61	3.3%	4.9%	1.6%	32.8%	23.0%	34.4%	4.70
	28	0.0%	0.0%	10.7%	17.9%	21.4%	50.0%	5.11
c) In terms of natural attractions and scenic beauty this site is appealing.	62	0.0%	1.6%	0.0%	19.4%	37.1%	41.9%	5.18
	26	0.0%	0.0%	3.8%	30.8%	34.6%	30.8%	4.92
d) The condition of the natural environment at this site appears to be good.	62	0.0%	1.6%	0.0%	9.7%	41.9%	46.8%	5.34
	29	0.0%	3.4%	6.9%	10.3%	48.3%	31.0%	4.97
e) The natural environment at this site is well managed.	62	1.6%	0.0%	1.6%	17.7%	37.1%	41.9%	5.15
	29	0.0%	6.9%	10.3%	10.3%	48.3%	24.1%	4.72
f) I am concerned about the impacts of human activity on the natural environment at this site.	60	26.7%	10.0%	16.7%	20.0%	3.3%	23.3%	3.33
	29	3.4%	17.2%	24.1%	17.2%	13.8%	24.1%	3.93
g) This site appears to be disturbed and impacted.	59	39.0%	28.8%	16.9%	6.8%	5.1%	3.4%	2.20
	27	25.9%	29.6%	14.8%	11.1%	11.1%	7.4%	2.74

12. At this site were there any natural features you were expecting to find which were not present?

n = 68		Yes	20.6%	No	79.4%	n = 28		Yes	17.9%	No	82.1%
If yes, please specify: <i>Responses provided have been placed into three major categories. Those related to natural/biological features, natural/physical features, and the built/structural features of the environment.</i>	13	<u>Natural/Biological:</u>	n	<u>Natural/Physical</u>	n	<u>Built/Structural</u>	n				
		Birds	2	Gems in natural state	1	Camp site further off road	1				
		Butterflies / moths	1			More tables (in sun)	2				
		Climbing kangaroos	1								
		Turkeys	1								
		Platypus	1								
		More wildlife	3								
	5	<u>Natural/Biological:</u>	n	<u>Natural/Physical</u>	n	<u>Built/Structural</u>	n				
		Wildlife (platypus)	5								

e) Time Spent and Activities

Key Findings

Stage 1: September 2001 *Activity Profile*

During this first data collection stage,

- Just under half of the visitors, 49.2%, spent approximately ***half an hour or less*** at the site;
- Besides ***observing scenery***, the activities most visitors engaged in was ***relaxing*** and ***taking a short walk***;
- ***Observing wildlife*** and ***photography*** were also activities that some visitors engaged in.

Stage 2: April 2002 *Activity Profile*

During this second data collection stage, the responses changed slightly.

- Unlike Stage 1, the majority of visitors, 31%, ***camped over night*** at Henrietta Creek. Of the day visitors, the majority spent ***half an hour or less*** at the site;
- ***Observing scenery*** and ***taking a short walk***, were again the two most frequently engaged activities;
- ***Observing wildlife*** and having a ***picnic / barbeque*** were also frequently reported;
- Of those visitors who would have liked to engage in other activities, many identified activities that were connected to the natural environment, especially exploring and camping, however the heavy rain prevented these activities from happening.

Combined Data & General Comments

1. *These results suggest that, overall, visitors spend enough time at Henrietta Creek which allows them to do the short walk – **half to one hour**.*
2. *About **one quarter** of visitors use the site for picnics (26.3%).*
3. *Photography and birdwatching are activities undertaken by 21.2% and 23.2% of visitors.*

e) Time Spent and Activities

QUESTIONS & RESULTS

13. How long have you spent at this site today?

<i>n</i> = 69				<i>n</i> = 29			
	%		%		%		%
less than 1/2 hour	24.6%	About 3 hours	15.9%	less than 1/2 hour	24.1%	About 3 hours	0.0%
About 1/2 hour	24.6%	About 4 hours	1.4%	About 1/2 hour	17.2%	About 4 hours	3.4%
About 1 hour	13.0%	More than 4 hours	1.4%	About 1 hour	17.2%	More than 4 hours	0.0%
About 2 hours	8.7%	Overnight	10.1%	About 2 hours	6.9%	Overnight	31.0%

Comparative Data 1993: <1/2 hr = 41.4%, <1 hr = 13.8%, 1-<2hrs = 0%; 2-<4hrs = 10.3%, drive through = 20.7% *n* = 29

14. What activities did you engage in at this site today?

<i>n</i> = 70				<i>n</i> = 29			
Activities:	%	Activities:	%		%		%
Observing scenery	51.4%	Observing scenery	82.8%				
Bird watching	20.0%	Bird watching	31.0%				
Observe other wildlife	27.1%	Observe other wildlife	37.9%				
Photography/painting/drawing	24.3%	Photography/painting/drawing	13.8%				
Picnic/barbeque	22.9%	Picnic/barbeque	34.5%				
Using café/restaurant	0.0%	Using café/restaurant	0.0%				
Camping	7.1%	Camping	31.0%				
Walking – Short (1 hr or less)	31.4%	Walking – Short (1 hr or less)	51.7%				
Walking – Long (1-6 hours)	14.3%	Walking – Long (1-6 hours)	13.8%				
Swimming	11.4%	Swimming	17.2%				
Guided tour	0.0%	Guided tour	0.0%				
Looking at interpretation material	8.6%	Looking at interpretation material	10.3%				
Relaxing	48.6%	Relaxing	41.4%				
<i>Other</i>	11.3%	<i>Other</i>	17.0%				
Eating lunch	2.8%	Analysing facilities & management	3.4%				
Sleeping	1.4%	Answering survey	3.4%				
Completing this survey	7.1%	Cooking & eating	3.4%				
		Lecture	3.4%				
		Removing leeches	3.4%				

Comparative Data 1993: Walking = 13.8%; Nature Study = 13.8% Picnic/bbq = 17.2%
Photography = 20.7%; Relaxing = 44.8%; Scenic viewing = 4.8%; Bird Watching = 13.8% *n* = 29

15. Were there particular things you wanted to do at this site which you were unable to do?

<i>n</i> = 70				N = 25			
Yes	11.4%	No	88.6%	Yes = 44.0%	No = 56.0%		
If yes, please specify: <i>Responses provided have been placed into five major categories. Those activities related to natural, built, or social environment, and rules/regulations.</i>	<i>n</i> = 4	n		n	n	n	n
	Natural Environ Sit by creek / river	1		Built Environ Sit at a table Cooking	1 1	Social Environ Rules/regulation Collect gems	1
	<i>n</i> = 7	n		n	n	n	n
	Natural Environ Rain: couldn't camp or explore area Swim: not enough water	3 1		Built Environ Shower Rules/regulation	1	Social Environ If not on tour – would have done a walk	2

f) Information

Key Findings

Stage 1: September 2001 *Information/Signage Use*

During this first data collection stage,

- Most visitors (42.3%) strongly agreed that *directional signage* was easy to locate at Henrietta Creek. However, slightly fewer visitors (37.3%) strongly agreed that such signage enabled them to find their way round;
- Over three quarters of visitors (77.6%) agreed to being able to *determine* the *rules and regulations* at Henrietta Creek. Similarly, 79.2% of visitors agreed to being able to clearly identify what was *acceptable activity*;
- 44.7% of visitors strongly agreed that *safety* information was *easy to locate*, and 46.8% strongly agreed that it was *understandable*;
- Visitor assessment of the *natural / ecological* information was low.

Stage 2: April 2002 *Information/Signage Use*

During this second data collection stage, visitor assessment of information differed slightly.

- In this stage, a lot fewer people *strongly agreed* that *maps* were *easy to locate* (28.6%), or assisted with *way finding* (20%);
- Overall, visitor assessment of the *rules and regulations* at Henrietta Creek was slightly higher for this data collection stage compared to the first, however in this stage there were fewer people who strongly agreed to the information being easy to determine (31.8%), and to being able to identify acceptable activities (35%);
- Approximately 95% of visitors agreed to some extent that *safety* information was easy to locate (95.3%), and that it was understandable (95%);
- Visitor assessment of the *natural / ecological* information was lower for this data collection stage compared to the first.

Combined Data & General Comments

- Visitor assessment of all information sources was only within the range of *slightly to somewhat agree*.
- Visitor assessment of the *rules and regulations* at Henrietta Creek was the highest compared to the other information types – easy to determine ($\bar{X} = 4.82$), identify acceptable activity ($\bar{X} = 4.81$);
- Visitor assessment of *safety* information received the second highest ratings ($\bar{X} = 4.59$ to 4.72);
- Visitors slightly to somewhat agreed that the *maps* at Henrietta Creek were easy to locate ($\bar{X} = 4.63$), though wayfinding ability as determined by presentation of information on the maps received a slightly lower assessment ($\bar{X} = 4.45$);
- The *natural/ecological* information received the lowest assessment of all information types.

f) Information

QUESTIONS & RESULTS

16. Did you refer to any of the information available at this site today?	n = 70	Yes	34.3%	No	65.7%
	n = 25	Yes	60.0%	No	40.0%

17. Please rate the extent to which you agree or disagree with the following statements about information that may be available at this site by circling one number.		Strongly Disagree			Strongly Agree			\bar{X}	
		1	2	3	4	5	6		
<i>All of the signs from (a) to (d) were present at Henrietta Creek (see Section 2 for details).</i>		n							
a) The maps and directions at this site: <i>i) were easy to locate</i>		52	11.5%	0.0%	9.6%	25.0%	11.5%	42.3%	4.52
		21	0.0%	4.8%	0.0%	23.8%	42.9%	28.6%	4.90
	<i>ii) helped me to find my way round</i>	51	9.8%	2.0%	7.8%	25.5%	17.6%	37.3%	4.51
		20	5.0%	0.0%	30.0%	10.0%	35.0%	20.0%	4.30
b) The rules and regulations at this site: <i>i) were easy to determine</i>		48	6.1%	0.0%	16.3%	14.3%	14.3%	49.0%	4.78
		22	0.0%	0.0%	9.1%	22.7%	36.4%	31.8%	4.91
	<i>ii) enabled me to clearly identify acceptable activities</i>	52	6.3%	0.0%	14.6%	16.7%	14.6%	47.9%	4.77
		20	0.0%	5.0%	10.0%	10.0%	40.0%	35.0%	4.90
c) The safety information at this site: <i>i) was easy to locate</i>		47	12.8%	4.3%	10.6%	14.9%	12.8%	44.7%	4.45
		21	0.0%	0.0%	4.8%	28.6%	38.1%	28.6%	4.90
	<i>ii) was easy to understand</i>	47	10.6%	4.3%	6.4%	14.9%	17.0%	46.8%	4.64
		20	0.0%	0.0%	5.0%	30.0%	35.0%	30.0%	4.90
d) The natural/ecological information at this site: <i>i) was interesting</i>		45	13.3%	6.7%	13.3%	24.4%	13.3%	28.9%	4.04
		21	0.0%	9.5%	23.8%	42.9%	9.5%	14.3%	3.95
	<i>ii) was clearly presented</i>	44	15.9%	4.5%	11.4%	25.0%	13.6%	29.5%	4.05
		20	0.0%	10.0%	35.0%	20.0%	25.0%	10.0%	3.90
	<i>iii) helped me better understand the ecological processes of this area</i>	44	15.9%	6.8%	11.4%	27.3%	9.1%	29.5%	3.95
		20	0.0%	15.0%	35.0%	20.0%	20.0%	10.0%	3.75
f) The indigenous cultural information at this site: <i>i) was interesting</i> <i>ii) was clearly presented</i> <i>iii) helped me understand the significance of this area for indigenous Australians</i>	<i>No indigenous information present at this site</i>								

g) Site Facilities & Management Issues

Key Findings

Stage 1: September 2001

Visitor Appraisal

During this first data collection stage,

- The **toilet facilities** at Henrietta Creek were the **most frequently** used of all facilities present. Many other visitors also used the **walking track** and **picnic tables**. The most frequently requested additional facilities were more **tables and chairs** and **gas barbecues**;
- The overall **condition** of facilities was rated the highest followed by their **adequacy** and **appeal**;
- The management of facilities was rated moderately high, with 41.7% of visitors **strongly agreeing** that the facilities were **well managed**;
- Over half of the visitors **agreed** that the presence of a **ranger** at the site was important;
- Of those who did agree to the ranger's presence, the reasons most frequently identified were for **safety and security**, and to **provide information and education**.

Stage 2: April 2002

Visitor Appraisal

During this second data collection stage, visitor appraisal and use of facilities varied slightly.

- The **walking track** at Henrietta Creek was the most used facility. This was followed by the **toilet facilities** and the **picnic tables**;
- The overall **visitor appraisal** of facilities was lower in Stage 2 compared to Stage 1;
- The overall **condition** of the facilities was rated the highest with **40% strongly agreeing** that the condition of the facilities was good. About one quarter of visitors strongly agreed that the facilities were **appealing** (24%), **adequate** (28%) and **well managed** (22.2%);
- Over half of the visitors (56%) disagreed to the presence of a **ranger** ;
- Of those who did agree to the presence of a ranger, the reasons most frequently identified were to **provide information/education** and **to answer questions**.

Combined Data & General Comments

- The **toilets** and **walking track** at Henrietta Creek were the most frequently used facilities;
- The facilities most often requested by visitors were **picnic tables, gas bbq and showers**;
- **Condition of facilities** received the highest rating ($\bar{X} = 5.17$), with 81.3% of visitors somewhat and strongly agreeing that the condition was good;
- Of the 54.1% of visitors for whom the presence of a ranger was important, the majority identified **providing information/education** and **safety and security** as the reasons.

1. **The toilets and walking track** at Henrietta Creek were the most frequently used facilities at this site.
2. Overall, visitors were satisfied with the **condition** of facilities at Henrietta Creek.

g) Site Facilities & Management Issues

QUESTIONS & RESULTS

19. What facilities have you used at this site today?

n = 67		%		n = 27		%	
Picnic table	34.3%	Walking track	45.6%	Picnic table	40.7%	Walking track	88.9%
Shelter shed	11.9%	Boardwalk	0.0%	Shelter shed	29.6%	Boardwalk	3.7%
Restaurant/café	0.0%	Viewing platform/lookout	14.9%	Restaurant/café	0.0%	Viewing platform/lookout	22.2%
Rubbish bin	26.9%	Fire place	3.0%	Rubbish bin	14.8%	Fire place	7.4%
Toilet	62.7%	Barbeque	1.5%	Toilet/showers	66.7%	Barbeque	0.0%
Tap	20.9%	Other (campsite, creek, road)	3.0%	Tap	40.7%	Other (campsite)	3.7%

Comparative Data 1993: Walking track = 44.8%; toilet = 44.8%; picnic table = 17.2%; viewing platform from lookout = 10.3%; shelter shed = 6.9%. grassed area = 31% n = 29

20. Were there particular facilities at this site you were expecting to find which were not available?

n = 66		Yes		7.6%		No		92.4%			
		n = 25		Yes		20.0%		No 80.0%			
If yes, please specify:											
n = 5		n		n = 5		n		n			
More tables & chairs		2		Tap that works properly		1		More covered picnic areas		1	
Decent gas BBQ		2		Biodegradable soap		1		Showers		2	

21. Please rate the extent to which you agree or disagree with each of the following statement about the facilities and management at this site by circling one number for each statement.

	n	Strongly Disagree					Strongly Agree		\bar{X}
		1	2	3	4	5	6		
a) This site is appealing in terms of the character and attractiveness of the facilities.	61	0.0%	1.6%	3.3%	23.0%	23.0%	49.2%	5.15	
	25	0.0%	4.0%	8.0%	28.0%	36.0%	24.0%	4.68	
b) The facilities at this site are adequate .	61	0.0%	0.0%	1.6%	19.7%	32.8%	45.9%	5.23	
	25	4.0%	0.0%	8.0%	20.0%	40.0%	28.0%	4.76	
c) The overall condition of the facilities at this site appears to be good.	61	0.0%	1.6%	1.6%	13.1%	36.1%	47.5%	5.26	
	25	0.0%	4.0%	12.0%	8.0%	36.0%	40.0%	4.96	
d) The facilities and infrastructure at this site are well managed .	60	0.0%	1.7%	1.7%	21.7%	33.3%	41.7%	5.12	
	27	0.0%	7.4%	11.1%	14.8%	44.4%	22.2%	4.63	
e) The presence of a ranger at sites like this is important to me.	60	20.0%	10.0%	11.7%	21.7%	18.3%	18.3%	3.63	
	25	20.0%	16.0%	20.0%	16.0%	12.0%	16.0%	3.32	

22. If you agreed the presence of a ranger was important, what are the reasons for this?

n = 62		n		%		n = 27		n		%	
To provide information/education		24		38.7%		To provide information/education		10		37.0%	
To answer questions		18		29.0%		To answer questions		9		33.3%	
To take us on guided walks		6		9.7%		To take us on guided walks		1		3.7%	
For safety/security		25		40.3%		For safety/security		6		22.2%	
To give directions		14		22.6%		To give directions		2		7.4%	
For lodging complaints about other behaviour		7		11.3%		For lodging complaints about other behaviour		4		14.8%	
For site maintenance		17		27.4%		For site maintenance		6		22.2%	
Other						Other					
Supervision / deter vandalism		1		1.4%		Nice to talk to		1		3.7%	
						To ensure rules		1		3.7%	

g) Site Facilities & Management Issues Cont'd**Key Findings****Stage 1: September 2001**

During this first data collection stage,

- Just under 20% of visitors identified Henrietta Creek as having special significance. The most frequently reported unprompted response was because the site is a Wet Tropics National Park;
- The majority of visitors, **60%**, either *did not know* or *answered incorrectly* when asked who was the management agency responsible for Henrietta Creek;
- Of those who did identify an agency, **40%** identified **National Parks** (with its various labels) as the management agency;
- When provided with a choice, **most visitors (39.7%)** labeled Henrietta Creek a **National Park**. **20.6%** identified it as a **National Park and World Heritage Area**;
- Most visitors preferred sites with **limited facilities**, however, many also indicated that they preferred **sites with fairly well developed facilities**.

Stage 2: April 2002

During this second data collection stage, visitor responses were similar to Stage 1.

- A greater percentage of visitors (42.3%) in Stage 2, considered Henrietta Creek to have special significance. The most frequently reported unprompted response was because it was **a National Park and World Heritage Area**;
- Similar to Stage 1, the majority of visitors, **59.3%**, either *did not know* or *answered incorrectly* when asked who the management agency responsible for Henrietta Creek was;
- Of those who did identify an agency, **40.7%** identified **National Parks** (with its various labels) as the management agency;
- When provided with a choice, **half of the visitors** labelled Henrietta Creek a **National Park**, and **21.4%** identified it as a **National Park and World Heritage Area**;
- Many more visitors preferred sites with **limited facilities**.

Combined Data & General Comments

- The majority of visitors (57.7%) either *did not know* or provided an **incorrect answer** when asked who manages Henrietta Creek;
- When given a choice the majority believed the site to be managed by **National Parks**.
- 14% of visitors identified Henrietta Creek as a World Heritage Area, and 20% as a National Park and World Heritage Area.

-
1. *Visitors remain unfamiliar with the agency responsible for managing this site.*
 2. *The World Heritage status is also not known by the vast majority of the visitors.*
 3. *These results clearly suggest that the role of different land management agencies is not understood.*

g) Site Facilities & Management Issues cont'd

QUESTIONS & RESULTS

23. Does this area you have visited today have any special status or significance that you are aware of?									
n = 63 Yes 19.0% No 81.0%					n = 26 Yes 42.3% No 57.7%				
If yes, please specify:									
n = 11		n		n	n = 10		n		n
Connection to land	1		Falls	1	Indigenous site	1	National Park	3(1)	
Excellent gem stones	1		Wet Tropics NP	6	World Heritage Area	3(1)	Rainforest	1	
Natural beauty	1		WHA	1	Highest biodiversity around	1	One of a few camping areas	1	

24. What agency or department do you think manages this site?					
n = 70			n = 27		
Management Agency or Department:			Management Agency or Department:		
National Parks/Parks & Wildlife/QPWS	28	40.0%	National Parks/Parks & Wildlife/QPWS	11	40.7%
Natural Resources / State Forestry	2	2.8%	DNR	1	3.7%
WHA	2	2.8%	Conservation	1	3.7%
WTMA	2	2.8%	Palmerston	2	7.4%
Rainforest CRC	1	1.4%	Unanswered /Don't Know	12	44.4%
Government	1	1.4%			
Unanswered /Don't Know	34	48.6%			

25. Which of the following labels applies to this site?					
n = 68			n = 28		
National Park (NP)	39.7%	NP & WHA	20.6%	National Park (NP)	50.0%
State Forestry (SF)	1.5%	NP & SF	0.0%	State Forestry (SF)	3.6%
World Heritage Area (WHA)	16.2%	SF & WHA	0.0%	World Heritage Area (WHA)	10.7%
Don't know	10.3%	NP, SF, WHA	1.5%	Don't know	14.3%
				NP & WHA	21.4%
				NP & SF	0.0%
				SF & WHA	0.0%
				NP, SF, WHA	0.0%

26. Which of the following natural areas do you most prefer visiting?			
n = 63		n = 29	
Natural area with:		Natural area with:	
no facilities (eg. no toilets, no designated camp ground)	6.3%	no facilities (eg. no toilets, no designated camp ground)	6.9%
few facilities (eg. rough walking tracks)	9.5%	few facilities (eg. rough walking tracks)	10.3%
limited facilities (eg. walking tracks evident , some directional signage)	25.4%	limited facilities (eg. walking tracks evident , some directional signage)	44.8%
fairly well developed facilities (eg. well marked tracks, extensive signage)	23.8%	fairly well developed facilities (eg. well marked tracks, extensive signage)	17.2%
very well developed facilities (eg. camp grounds, visitor centre)	12.7%	very well developed facilities (eg. camp grounds, visitor centre)	20.7%
don't know/don't care	22.2%	don't know/don't care	0.0%

h) Other Visitors & Experience

Key Findings

Stage 1: September 2001

During this first data collection stage,

- The majority of visitors (90.1%) *did not agree* that there were *too many other people* at Henrietta Creek;
- They also *did not agree* that the people who were there *impacted on their own behaviour or experience* of the site;
- Two thirds of visitors (65%) agreed that other visitors at the site were on the whole environmentally responsible;
- In terms of their experience of Henrietta Creek, visitors rated their *enjoyment* of the site *highest* with many strongly disagreeing that there were disappointing aspects;
- Just under three quarters of visitors (71.2%) *agreed* to some extent that their visit had been a *special experience*.

Stage 2: April 2002

During this second data collection stage, visitor responses were slightly different.

- Just under three quarters of visitors (73.1%) *strongly disagreed* to there being too many people at the site;
- Similarly, 76.9% of visitors *strongly disagreed* that the presence of other people *impacted on their own behaviour or experience* of the site;
- Although the majority of visitors agreed that other visitors were on the whole environmentally responsible, one third strongly disagreed;
- Visitors rated their *enjoyment* of the site *highest* with many strongly disagreeing that there were disappointing aspects;
- Most visitors (59.3%) *mildly agreed* that their visit was a *special experience*.

Combined Data & General Comments

- The majority of visitors were not concerned about the number, presence or behaviour of people at Henrietta Creek;
- Visitor experience of the site was highest in terms of *enjoyment* and *worth the money*.

1. Experienced *crowding*, as measured by number, presence and behaviour of others, does not appear to be a problem at Henrietta Creek.
2. Reported visitor *satisfaction*, as measured by enjoyment and worth the money, was moderately high.

h) Other visitors**QUESTIONS & RESULTS**

27. The following statements are about other visitors at this site today. Please rate how strongly you agree or disagree with each statement by circling one number for each statement.

	n	Strongly Disagree			Strongly Agree			\bar{X}
		1	2	3	4	5	6	
a) There were too many people at this site today.	61	63.9%	16.4%	9.8%	3.3%	1.6%	4.9%	1.77
	26	73.1%	19.2%	3.8%	3.8%	0.0%	0.0%	1.38
b) The presence of other people at this site prevented me from doing what I wanted to.	62	77.4%	8.1%	1.6%	1.6%	0.0%	11.3%	1.73
	26	76.9%	15.4%	3.8%	3.8%	0.0%	0.0%	1.35
c) The behaviour of other visitors at this site has been on the whole environmentally responsible.	60	25.0%	3.3%	6.7%	11.7%	20.0%	33.3%	3.98
	23	34.8%	0.0%	8.7%	4.3%	30.4%	21.7%	3.61
d) The behaviour of some visitors at this site detracted from my enjoyment of this site.	61	68.9%	13.1%	4.9%	4.9%	0.0%	8.2%	1.79
	25	72.0%	16.0%	8.0%	0.0%	0.0%	4.0%	1.52

i) Experience**QUESTIONS & RESULTS**

28. The following statements are about your experience of this site. Please rate the extent to which you agree or disagree with each statement by circling one number.

	n	Strongly Disagree			Strongly Agree			\bar{X}
		1	2	3	4	5	6	
a) I experienced a real sense of involvement and connection with this place.	61	4.9%	6.6%	26.2%	32.8%	14.8%	14.8%	3.90
	25	8.0%	8.0%	28.0%	32.0%	16.0%	8.0%	3.64
b) For me visiting this site has been a special experience.	59	3.4%	8.5%	16.9%	33.9%	22.0%	15.3%	4.08
	27	7.4%	0.0%	7.4%	59.3%	7.4%	18.5%	4.15
c) I thoroughly enjoyed my visit to this site today.	59	1.7%	0.0%	6.8%	22.0%	30.5%	39.0%	4.97
	27	3.7%	0.0%	7.4%	44.4%	25.9%	18.5%	4.44
d) It was well worth the money I spent to come to this site.	51	13.7%	3.9%	5.9%	19.6%	21.6%	35.3%	4.37
	21	14.3%	0.0%	9.5%	38.1%	19.0%	19.0%	4.05
e) I was disappointed with some aspects of this site.	55	47.3%	25.5%	9.1%	9.1%	7.3%	1.8%	2.09
	23	34.8%	30.4%	4.3%	17.4%	13.0%	0.0%	2.43

j) Additional Open-ended Items

Key Findings

Stage 1: September 2001

During this first data collection stage,

- **Additional information** requirements were predominantly related to *natural and ecological* information followed closely by *cultural and historical* information;
- While a number of aspects were identified as **enhancing visitor enjoyment**, most were related to *natural features* of the site, in particular the rainforest, and the waterfalls;
- The most frequently reported aspects of the visit that **detracted from visitor experience** were related to insects - *marsh flies*.

Stage 2: April 2002

During this second data collection stage, visitor responses were similar.

- **Additional information** requirements were again predominantly related to *natural and ecological* information;
- Similar to Stage 1, aspects most frequently identified with **enhancing visitor enjoyment** were related to *natural features* – especially waterfalls and creek;
- The most frequently reported aspects of the visit that **detracted from visitor experience** were those to do with the *rain* and the *facilities*, in particular the roads and tracks.

Combined Data & General Comments

1. *Natural, ecological, cultural and historical information were the types of additional information most frequently sought by visitors.*
2. *The natural features at Henrietta Creek were what enhanced visitor enjoyment of their visit.*
3. *Facilities such as the track, the weather, and marsh flies detracted from visitor enjoyment of Henrietta Creek.*

k) Additional Open-Ended Items

Questions & Results

18. If you were to visit this site again what additional information would you like?
Responses provided have been placed into five major categories. Information related to maps/orientation, natura/ecological information, cultural/historical information and general information.

Of the 18 respondents to this question, 1 indicated that no more additional information was required;				Of the 9 respondents to this question, 1 indicated that they would like no more additional information.			
Maps/Orientation	n	Natural/Ecological/Geological	n	Maps/Orientation	n	Natural/Ecological	n
No maps	1	Facts re: gems, timber, minerals	1	Clearer maps of walks	2	Wildlife	4(3)
Rules/Regulations/Safety		Types of birds, tress & animals	4			Plant labels	1
No rules	1	Seasonal wildlife	1			Conservation	(1)
General:		Watch out for leeches	1	Rules/Regulations/Safety		Cultural/Historical Information	
		Bush tucker labels	1			Indigenous Culture	(2)
		Cultural/Historical Information		General:			
		Indigenous cultural info	5			** Did not see any information	1
		White / local history	2				

29. Were there any particular aspects of your visit that increased/enhanced your enjoyment of this site?

n = 63	Yes	25.4%	No	74.6%	n = 26	Yes	42.3%	No	57.7%
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If yes, please specify:

Natural:	n	PsychoSocial:	n	Natural:	n	PsychoSocial:	n
Swim	1	Tranquillity / Peacefulness	2	Gentle rain	1	Visit from ranger	(1)
Beauty of the rainforest	3	Other:		Heavy down pour	1		
Good weather	1	Very tidy	1	Large area of undisturbed forest	1	Other:	
Platypus	1			Not raining	1		
Waterfalls	2			Lots of waterfalls / creek	2		
Facilities:				Rat Kangaroo & lots of birds	1		
Picnic tables	1			Facilities:			
Shady parking	1			Clean eco-toilet	1		
Information on wildlife	1			Rain shelter	2		

30. Were there any particular aspects of your visit that took away/detracted from your enjoyment of this site?

n = 63	Yes	28.6%	No	71.4%	n = 26	Yes	38.5%	No	61.5%
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If yes, please specify:

Natural/Biophysical:	n	Facilities:	n	Natural/Biophysical:	n	Facilities:	n
Marsh flies	12	Camp ground	1	Leeches	1	No rubbish bin	1
Leeches	1	Other:		Rain	3	Tracks muddy & eroding	1
Rules/Regulations/safety		Water crossing inappropriate	1	Rules/Regulations/safety		Road was worn & dangerous	1
PsychoSocial:				PsychoSocial:		Other:	
Traffic Noise	1					Answering survey	1
						Noise of road	2
						Rubbish in toilets	1

Comments on Questionnaire

Key Findings

The following are key findings from comments made by visitors to Henrietta Creek.

Stage 1: September 2001

- The majority of comments reflected visitors' *positive experiences* at Henrietta Creek. In two cases, visitors (from the U.K) described the site as adding to the overall enjoyment of their trip. In both cases, they were *impressed with the size and quality of the facilities*.
- Other comments were varied. Some visitors were uncomfortable with the *marsh flies*, while others indicated that there should be *more signage* at the beginning of the track to make it easier to follow.
- Comments that suggested improvements with the site focused on:
 - more signage on the track.
- Overall, the majority of the comments were positive.

Stage 2: April 2002

Like Stage 1, comments were varied.

- Many comments focused on the *positive aspects and experiences* of the site. In particular, the *ranger's information*, and the area in general, often described by visitors as being *'beautiful'* and *'excellent'*.
- Negative comments focused on *paying to camp* at the site, the *poor condition of the road*, and the *information provided* at the site.
- A respondent suggested that there should be *additional information on flora and fauna*, as well as *illustrations* of the different species. The map of the area was also negatively commented upon, with the respondent suggesting that the *approximate length and time* of the walking tracks be included on this map. This particular respondent also focused on the lack of facilities of the area, specifically, *rubbish bins, covered tables and chairs*.

HENRIETTA CREEK: September 2001

ADDITIONAL COMMENTS MADE BY RESPONDENTS ON QUESTIONNAIRE

The following are comments made by some respondents who completed the questionnaire at Henrietta Creek.

<u>Date</u>	<u>Comments</u>
25.09.01	We have been impressed with the size and quality (in natural history terms) of the Reserve and facilities (camping, walking tracks, and general access). At least as good as anywhere we have been in the world and many respects the <u>best</u> . We have visited around 45 countries . <i>(UK Visitor, male, 60 years)</i>
25.09.01	We have visited a large number of National Parks and State Forests during our visit to Australia. Our experience has been wonderful, e.g:Access to areas; privileged to be able to visit indigenous areas; privileged to be able to visit non indigenous cultural sites; friendly, helpful rangers; excellent facilities e.g., toilets, showers, shelters, information, leaflets, signs, centres, guides, videos; Low prices; Mostly clean bush camping sites (info on not burying toilet paper at sites may help). We are careful of our impact everywhere. Thank you – Australian Environmental Agencies. <i>(UK Visitor, female, 45 years)</i>
30.09.01	My only comment would be to add signs at the beginning of the track stating that there are water crossings. Also some signs may make track slightly easier to follow. <i>(Australian Visitor, female, 26 years)</i>
30.09.01	I would like to see the re-introduction of fossicking hand only. <i>(Indigenous Australian Visitor, male, ? years)</i>
30.09.01	Marsh flies drove me to distraction. <i>(NZ Visitor, female, 49 years)</i>
30.09.01	The lady handing out these leaflets was very polite and friendly. <i>(Australian Visitor, female, 32 years)</i>
30.09.01	The park is in a high standard of condition although I didn't stay long. <i>(NZ Visitor, female, 13 years)</i>
30.09.01	We were in our caravan and appreciated a good rest area to have our lunch and smokos. I do not like people who overstay at rest areas where a time limit applies, so areas not supervised? <i>(Australian Visitor, female, 66 years)</i>
30.09.01	Qs4: Vegetation appears to be excellent; hardly saw any wildlife, only birds; BBQ in poor condition; Saw no feral or domestic animals. <i>(Australian Visitor, female, 62 years)</i>

HENRIETTA CREEK:**April 2002**

ADDITIONAL COMMENTS MADE BY RESPONDENTS ON QUESTIONNAIRE

The following are comments made by some respondents who completed the questionnaire at Henrietta Creek

<u>Date</u>	Comments
12.04.02	Thanks to the very nice ranger. He gave us information and was very helpful. <i>(Dutch visitor, 39 years, female).</i>
13.04.02	Falls drive was well set out and well worth doing. We didn't really explore the area due to bad weather, a day of mud. If campsite had power for the campervan we'd have stayed here. I don't like snakes so my fear stops me from enjoying rainforest walks. <i>(UK visitor, 30 years, male).</i>
13.04.02	Generally feel a ranger is quite important on hand as something similar like a D.O.C. Centre which they have in NZ which will give you good information at walking tracks, safety, and how to be environmentally sound. Their accessibility to such a service would be most useful – have to also consider for those people who can't read! The area is very beautiful and probably the most impressive area I've seen on the east coast. <i>(UK visitor, 34 years, female).</i>
13.04.02	Excellent. Should be more like it and should be free to stay. What do we pay rates and taxes for? <i>(Australian visitor, 40 years, female).</i>
14.04.02	We came here to investigate the Lepidoptera (moth) fauna as part of a project on a certain moth family that is indigenous to Australia. <i>(German visitor, 41 years, male).</i>
14.04.02	Roads need upgrade – badly! Visitor information signs need more information on natural systems including plant species and animal species. Signs should have illustrations of birds, mammals, significant rainforest plants along with brief descriptions on their features, habitat and what their role is in the overall rainforest system. This would allow visitors to identify what they are seeing and feel a sense of belonging. It will also help them to understand the conservation value of the area. A prime example of what I am talking about can be found along the walking in the Lucia State Forest outside of Mission Beach. It is managed by the State Forestry Department. Also, the map of the area is too broad a scale. Need a map of Henrietta Creek area showing walking trails and natural features on trails as well as length of trail and approximate time it takes. When providing camping areas it is important to provide facilities for the campers. The toilet facilities are excellent but other facilities such as showers, designated car park (so campers don't stop tourists from parking on park or grass), more rubbish bins and more covered areas and tables and chairs. Information signs and parking permit stand are not in an appropriate spot. Need to be in an area so that they are seen when you first enter. I am an environmental science student and these are just a few obvious suggestions from first impressions of the area. <i>(UK visitor, 20 years, female).</i>

Comments to Field Assistants***Key Findings***

The following comments were most frequently reported to the field assistants at Henrietta Creek.

Stage 1: September 2001

- The majority of comments made to field assistants focused on the presence of the marsh flies and the facilities of the site.
- In regards to the facilities on the site, field assistants were asked if there were any showers and gas barbecues present on the site. An emergency phone in the area was suggested by a visitor as an additional facility.

Stage 2: April 2002

- Comments made to field assistants during Stage 2, focused on the facilities of the area; particularly the absence of bins, a shower and the lack of information regarding wildlife.

ADDITIONAL COMMENTS MADE BY RESPONDENTS TO FIELD ASSISTANTS**SITE : Henrietta Creek****September/October 2001**

The following are comments made by visitors to the field assistants at Henrietta Creek.

Date	Comments	
29.09.01	Man wanted a shower on the site.	(Anon.)
29.09.01	Two men wanted gas barbecues on the site and a ranger to be present.	(Anon.)
29.09.01	“The impatiens at Nandroya Falls look lovely”: couple of biologists who didn’t know they are exotic.	(Anon.)
29.09.01	“More room in camping area – they are like suburbia.”	(Anon.)
30.09.01	German group who did not know what “weeds” were.	(Anon.)
30.09.01	“How long does this survey take? We have filled out surveys at the dam and at the dam wall – not J.C.U., though, yesterday”; “Get rid of the Marsh flies!”	(799, 800)
30.09.01	“Do you have a Japanese form?”; “Very nice area.”	(793)
30.09.01	Need an emergency phone in area s mobile doesn't work (2 different groups of people who pulled into the area with vehicle problems).	
30.09.01	Is there a phone close to this location?	
30.09.01	Does a ranger check these sites at night? We don't like stopping in locations where we are alone and likely to be frightened by local yobbo's (Retired couple with van).	
30.09.01	Need an emergency phone in the area.	(Anon.)
25.10.01	Visitors from overseas: visited a couple of weeks ago. Marsh flies worse then, but still bad.	(822 - 825)
25.10.01	Walked to platypus watch – short stop.	(814, 815)
25.10.01	Completed short walk to platypus watch.	(818)

ADDITIONAL COMMENTS MADE BY RESPONDENTS TO FIELD ASSISTANTS

SITE : Henrietta Creek **April 2002**

The following are comments made by 11 visitors to the field assistants at Henrietta Creek.

<u>Date</u>	<u>Comments</u>	
12.04.02	Two females camping overnight; would not go walking because of concern for valuables being left: no-one else around; unaware that platypus viewing area so close – would have gone early in the morning. “This area is not tranquil due to road.” It is very difficult for international visitors to know where to dispose their rubbish. We cannot take it on the plane with us.” At least they could provide us with directions as to where the next waste disposal place is.”	(Anon.)
12.04.02	Had collected a water sample which contained minute water mites and wanted to know what they were. Is planning to take the sample back to Germany.	(German male)
13.04.02	Arrived late and sat in vehicle eating sandwich and wondering what to do, as it was so wet and still raining. Had intended walking Nandroya but by 16.00 hrs starting to look dark and still raining. Drove on.	(Anon.)
13.04.02	Couple live in area and visit site frequently.	(2119)
13.04.02	Disappointed that there weren't guides to wildlife.	(2114)
13.04.02	Woman from Cairns showing area to her folks. Came looking for platypus.	(2109 - 2111)
14.04.02	Entomologists – female: PhD student (ANU) collecting moths – stayed overnight. Male showed his collecting permit – said he was told to show it if speaking to people.	(2112, 2113)
14.04.02	Site needs a shower.	(Anon.)

BEHAVIOURAL EVENTS**Key Findings**

Combined Data Sets

From the behaviours recorded at Henrietta Creek in September 2001 and April 2002, the following events were the most frequently observed.

- Undesignated area use

During Stage 2, field assistants observed that due to a heavy down pour during the night, a lot of overnight visitors camped underneath the shelter shed. Additionally, due to the heavy down pour during this period, a bus group had to use the toilets to get changed in.

Other behaviours observed varied, many being Stage specific (only observed during one stage, and not the other). However, during both stages (especially Stage 1), visitors were often agitated by the presence of marsh flies. Field assistants observed that visits to the area were shortened due to this problem.

Behaviours such as vandalising information signs and litter in the toilets were also observed.

BEHAVIOURAL EVENTS

The following are critical incidental observations of behavioural events made opportunistically by field assistants during the period of administration of surveys and counts of vehicles/visitors.

Behavioural Topic	Comment : SEPTEMBER, OCTOBER 2001	Comment: April 2002
Domestic Animals	30.09.01 <ul style="list-style-type: none"> Three dogs in cage – drive through – dogs let out. 11.55 hrs. 	<ul style="list-style-type: none"> N/A
Deliberate Damage to Plants	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Undesignated Area Use	<ul style="list-style-type: none"> N/A 	12.04.02 <ul style="list-style-type: none"> Two campers using shelter shed to camp in (very heavy rain overnight). Park car next to shed. 10.30 hrs. Bus group having to use toilets to change in – very heavy downpour). 13.30 hrs. 14.04.02 <ul style="list-style-type: none"> Campers using shelter shed overnight to camp in (heavy rain overnight). Hung clothes in shelter. Ran a generator overnight to power light for insect trap.
Speeding	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Risk Activity	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Aggressive Behaviour	30.09.01 <ul style="list-style-type: none"> People yelling in creek. 11.20 hrs. 	<ul style="list-style-type: none"> N/A
Other	29.09.01 <ul style="list-style-type: none"> Writing on information signs. 11.20 hrs. Picnicking – table 1: 11.00 – 11.15 hrs, table 2: 11.00 – 11.30 hrs, table 3: 13.00 hrs, table 4: 15.00 hrs. Interaction with insects: Marsh flies. 30.09.01 <ul style="list-style-type: none"> Picnicking Interaction with insects: Marsh flies. (present throughout the day: worse 10.00 – 16.00 hrs). Interaction with wildlife: 10 year old child throwing food at butcher bird. 11.15 hrs. 25.10.01 <ul style="list-style-type: none"> Interaction with insects: Marsh flies affecting people, ie. stay at site shortened. 	12.04.02 <ul style="list-style-type: none"> Road traffic very loud. 10.30 hrs. Marsh flies, mosquitoes, sandflies harassing visitors. 10.30 hrs. 13.04.02 <ul style="list-style-type: none"> Indigenous woman from Cape York – often stops here and she fishes for bream, also turtles, which are her favourite food. Fish with a line and bread for bait. 14.04.02 <ul style="list-style-type: none"> Visitor sorting insects at picnic table in shelter. Litter in ladies’ toilets: takeaway box, coffee cups, bag of garbage. 08.30 hrs.

Section Two

Infrastructure Inventory and Profile



S E C T I O N T W O

-
- Site Infrastructure Inventory
 - Site Information and Signage
-

HENRIETTA CREEK

Map of the layout of the site including the delineation of the use/impact nodes which have been assessed.

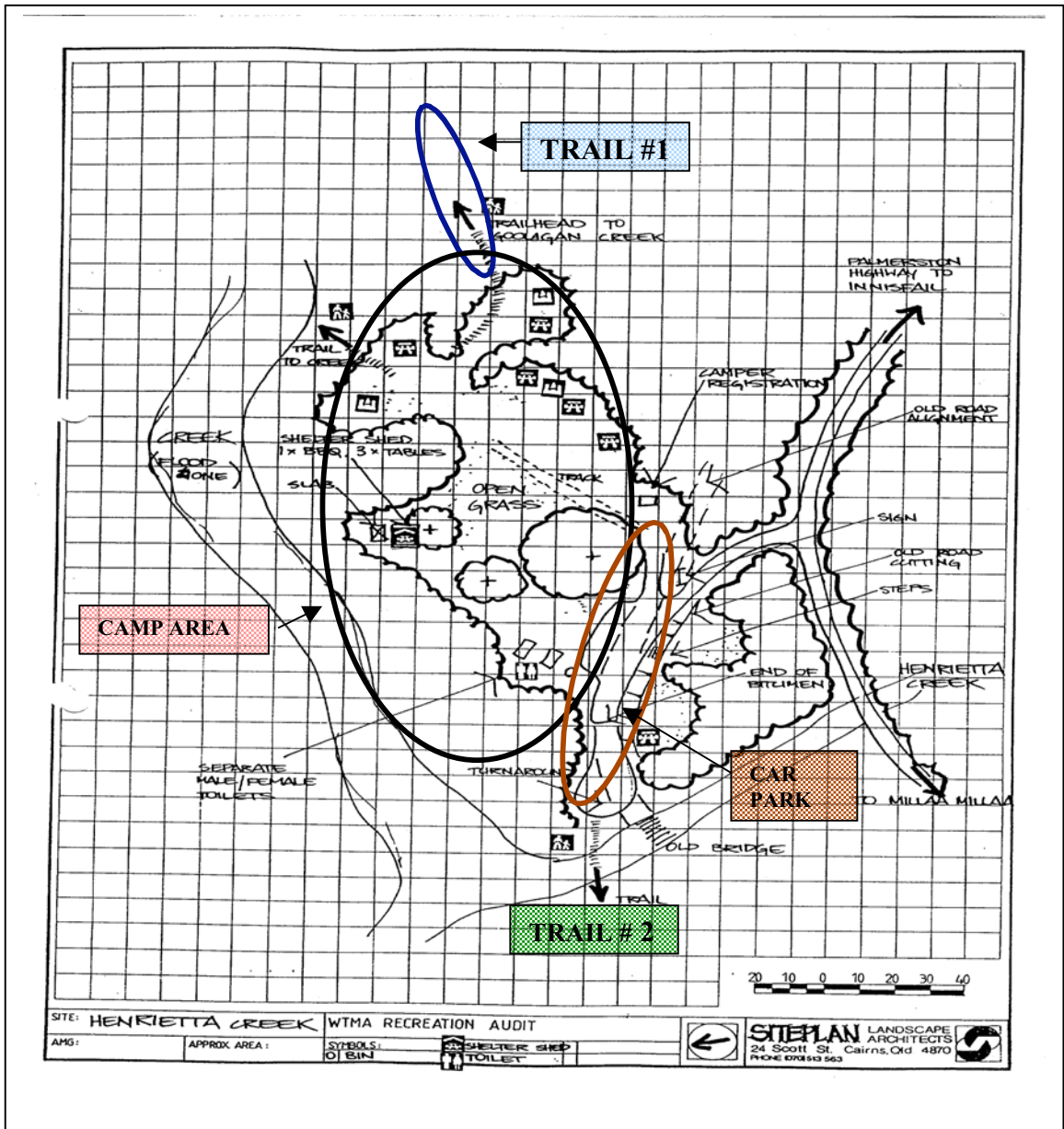


Figure 1: Henrietta Creek site map and activity nodes (Source: SitePlan 1993 modified).

Site Infrastructure Inventory**Key Findings**

The following table is a summary version of the inventory of features/facilities recorded at the three activity nodes within the site. An inventory was first undertaken in 1999 (yellow shading), and repeated at time of distribution of questionnaires in 2001/02.

HENRIETTA CREEK		Wet Tropics Site No. : 65 Management Agency: EPA/QPWS Date Assessed: 23.3.99 & 29.9.01				
Site Parameters	Annual vehicle/visitor # Site Access: Road Type: Road Conditions:		Vehicle s = 11,863; Visitors = 41,521 Road Sealed Minor erosion / few potholes		Vehicle s = 9,367; Visitors = 25,386 Road Sealed Minor erosion / few potholes	
	Access Road/Car Park		Day Use/Camp Area		Trail – Henrietta to Goolagan	
Facilities / Infrastructure	1999	2002				
Landscaping: Signage:	Medium	Medium	Medium	Medium/soft	Soft	Soft
Corporate Identity	Absent	1	1	1	Absent	Absent
Visitor Orientation	2	1	2	1	2	3
Visitor Advice	2	2	5	6	2	Absent
Regulatory	1	3	2	1	2	1
Interpretive	Absent	Absent	Absent	Absent	Absent	1
Foreign Language	Absent	Absent	Absent	Absent	Absent	Absent
Capacity / Description:	Bitumen; gravel	Bitumen; gravel, dirt	4 camp spaces	4 camp spaces	Gravel, 400m	Gravel, 400m (to bush pool)
Amenities / Utilities						
Toilets:	Absent	Absent	Composting	Composting x 4	Absent	Absent
Showers:	Absent	Absent	Absent	Absent	Absent	Absent
Bins:	Absent	Absent	Absent	Absent	Absent	Absent
Water:	Absent	Absent	Present	Present	Present	Creek
Power:	Absent	Absent	Absent	Absent	Absent	Absent
Telephone:	Absent	Absent	Absent	Absent	Absent	Absent
Other	Absent	Absent	Basins, 4 wood BBQs, 5 tables, 1 shelter shed	Basins, 3 old BBQs, 1 tap 5 tables, 1 shelter shed	Absent	Absent
Appeal						
Attractiveness:						
Naturalness (within)	Low	Low	Medium	Medium	High	High
Naturalness (surroundings)	Medium	Medium	High	High	High	High
Nuisance insects	Medium	High	Medium	High	High	High
Built environment	Low	Low	Medium	Low/Medium	-	Medium
Shade	5%	5-10%	0 to 80%	0 to 80%	90%	90%
Noise (human origin):	High - cars	High – cars, close to road	Medium - cars	Medium – cars from road	Low	Low
Biophysical						
Landform:	Level		Gently-moderate inclined		Gently inclined	
Altitude:	600m		600m		600m	
Vegetation:	Rainforest on edges		Rainforest		Rainforest	
Geology:	Basalt		Basalt		Basalt	
Water body:	Absent		Absent		Creek	
Impact Assessment:						
Condition Indicators:						
Litter (visual impact)	Nil	Nil	Medium	Low	Low	Low
Litter (amount)	Nil	Nil	>21 items	< 15 items	<5 items	<5 items
Litter (type)	Nil	Nil	Tins, paper	Paper, plastic	-	-
Waste Management	Nil	No bins	Nil	No bins	Nil	No bins
Wear on facilities	-	-	High	High	Low	Low
Vandalism / graffiti	-	-	-	Medium	-	-
Environmental Indicators:						
Soil erosion	Medium	Medium	Medium - high	Medium	Medium	Low
Exotic weeds	Low	Low	High	High	Nil	Nil
Exotic ornamentals	Nil	Nil	High - ferns	High - ferns	Nil	Nil
Vegetation	High breakage, high mutilation	No breakage, low mutilation	Med breakage, high mutilation	High breakage, high mutilation	Low breakage, low mutilation	Low breakage, low mutilation
Wildlife	No evidence of habituation	No evidence of habituation	No evidence of habituation	No evidence of habituation	No evidence of habituation	No evidence of habituation
Additional Notes	1999: Landscaping is bitumen & gravel. No formal parking bays or bollards. 2001: Remains unchanged. Road slightly boggy when wet.		1999: Recent painting disguises any graffiti on furniture. 3 of the 4 BBQ plates are missing and BBQs are disintegrating. 2001: BBQs not functional.		1999: High erosion at end of track. 2001: Some of the signs along the track are rotting.	

Site Infrastructure Inventory

Details

A. Car Park Area

Car park area is not formally defined nor contains designated parking bays. Widening of the access road suggests this is the car park area. No bollards are present. The 'car park' is situated above the day use/camping area and would mainly be used by walking track users.

B. Day Use/Camping Area

Amenities Area: Composting toilet block. This is located at the north west end of the day use/camping area and on the side of the access road to the beginning of the Nandroya Falls walking trail.

Day use/Camp Area: The first section is a large, mown grassed area in the centre of which is a shelter shed. The road runs to one side of this grassed area and into a forested section which contains very basic facilities. These facilities suggest four broad camp areas. No numbered campsites; no defined parking areas; no vehicle barriers. Camp registration is located within the grassed area. The layout of the grassed area and the limited facilities present would suggest that this is the day use area.

Facilities	#	Construction/Condition
Tables	5	Timber
Sitting Benches	10	Timber
Fire Ring & plate	-	-
BBQ (brick)	3	Concrete/ in very poor condition
Wood store/table (brick)	-	-
Bins	-	-
Taps	1	
Shelter Shed	1	Timber, concrete, iron. In good condition

C. Trail #1 – Henrietta Creek to Goolagan Creek

This is a *graded* track (WTWTS, 2001) which winds through the forest along the edge of Henrietta Creek. For this project only the first part of the trail was assessed, i.e. to the point where the trail crosses Henrietta Creek. A platypus viewing area is present along this section of the trail together with interpretive signage. The trail condition is good.

The Nandroya Falls Walking track was assessed in detail for the Visitor Monitoring System project and results can be found in the VMS report (Wilson, 2002).

A. Day Use/Camp Area



Shelter Shed



Camping Registration

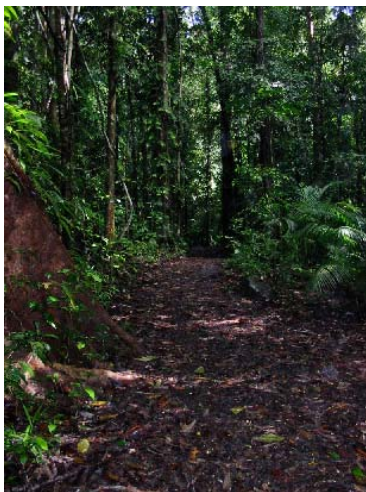


Toilet Block



BBQs

C. Trail – Henrietta to Goologan



Note: Details of signage next section.

Site Information and Signage

The information and signage for the site has been grouped, as best as possible, according to the Department of Natural Resource's five broad sign categories. The inventory includes number of actual sign structures and frequency of information types (according to these categories) within each of the activity nodes. This inventory does not include an assessment of sign content. The signage along Nandroya Falls Track and the full length of Gooligans is not included in this audit.

Key Findings

- A total of **26 actual sign structures** containing **44 separate information types** relevant to Henrietta Creek were recorded along the main road, access road and at the main section of the site itself (Table 1).
- In terms of number of actual sign structures this represents a **30% increase** from the original sign audit undertaken in April 1993, assuming this was a complete sign audit (SitePlan, 1993);
- Most of the signs provided **visitor advice** (36.4%), and **regulatory** type information (31.8%);
- The **interpretive** information consisted of very limited biological information which was embedded within the camp registration and site information;
- Apart from the logo on the road signs, there were no signs specifically identifying this as a World Heritage Area site;
- **No foreign language** signage was present at Henrietta Creek.

Table 1: Number of sign structures and type of information at Henrietta Creek.

Sign Category	Main Road	Access Road/Car Park	Day Use Camp Area	Track –(Gooligans & Nandroya to first creek crossing)	TOTAL
Interpretive			1		1
Visitor orientation	4	3	2	3	12
Visitor advice		11		5	16
Regulatory		3	7	4	14
Corporate Identity			1		1
TOTAL Information Types	4	17	11	12	44
# Actual Sign Structures	4	5	9	8	26
<i>SitePlan 93</i> <i># Sign structures</i>					<i>(18)</i>

Comparative Data Set

SitePlan undertook an audit of signage at Henrietta Creek in April 1993. Due to the quality of this information it was only possible to determine total number of sign structures rather than actual sign categories.

Main Road (Palmerston Highway)

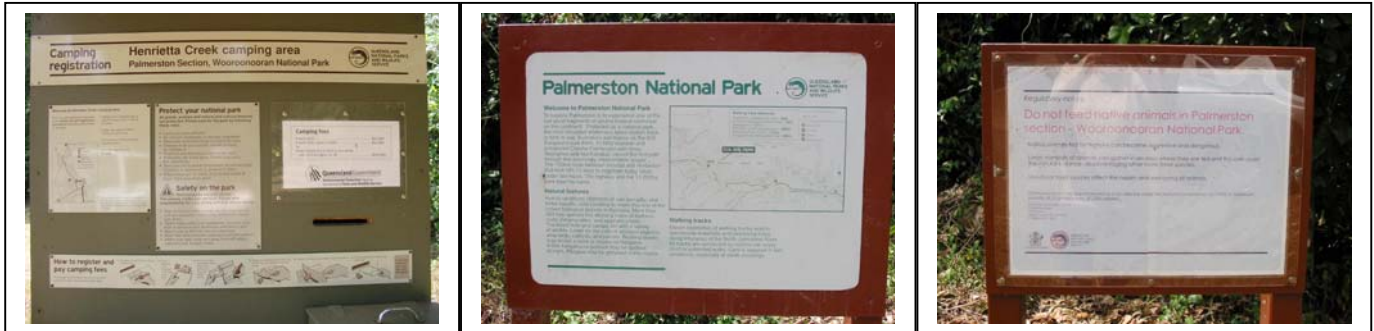


Access Road (bitumen road)



Day Use / Picnic Area Signage

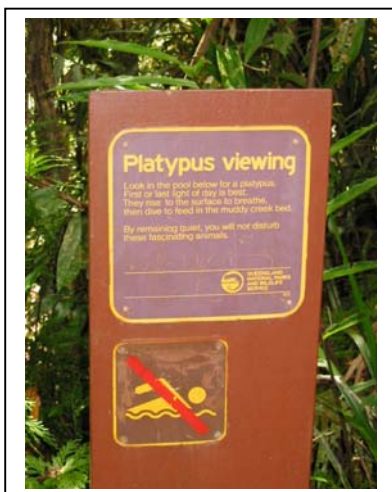




Camp Area Signage



Track - Gooligans (signage to creek crossing)



Track - Nandroya (signage to first creek crossing)



Section Three

Vehicle and Visitor Monitoring



S E C T I O N T H R E E

-
- Vehicle and Visitor Records
 - Traffic Counter Data
-

Henrietta Creek: Summary Table of Visitor and Vehicle Data

		Visitors				Vehicles					
		Major Type	# in 8hrs	# per vehicle	Highest # at one time	Time: hours	Major Type	# in 8hrs	Highest # at one time	Time : hours	Average Length of Stay
29 Sept	Families/ groups 52%		36	2.12	13	1120	cars (58%)	17	5	1120	68 mins
30 Sept			149	2.7	28	1120		55	8	1120	37 mins
12 April	Couples 55%		21	2.63	14	1100	cars (57%)	8	4	1130	56 mins
13 April			44	2.44	7	1015		18	2	1015	20 mins
14 April			77	4.28	55	1220		18	8	1220	62 mins

Note: Data based on four x eight hour observations and one x five hour observation of vehicles and visitor occupancy in September 2001 and April 2002.

Henrietta Creek: Summary Table of Traffic Counter Data

		Visitors				Vehicles			
		Average	Highest #	Time Of Highest	Lowest #	Time Of Lowest	Average	Highest #	Lowest #
Yearly	25,386 visitors				9,367 vehicles				
Monthly	2,115	2,688	January 2002	1,290	February 2002	780	992	476	
Weekly	488	846	December 2001 Week 4	276	February 2002 Week 2	180	312	102	
Daily : Weekdays	65	195	1 st January 2002	11	20 th February 2002	24	72	4	
Daily: Weekends	84	203	30 th December 2001	35	13 th April 2002	31	75	13	

Note: Data based on the continuous recording of traffic using the traffic counter/metro count system from November 2001 to October 2002.

Vehicle and Visitor Records

Key Findings

Data for these records were established from eight hours of continuous observations of vehicles and vehicle occupancy during each day of the survey distribution periods, Stage 1 (29th & 30th September 2001) and Stage 2 (12th, 13th & 14th April 2002). This is the first time this type of data has been collected at Henrietta Creek and so previous data is unavailable for comparative purposes.

Stage 1: 29th and 30th September 2001

Pattern of access to and use of Henrietta Creek

Figure 1

General

- **Vehicle Type:** The majority of vehicles using the site over the two days of observation were *cars (58%)*.
- **Visitor Category:** Henrietta Creek appears to be favoured by *independent visitors* with families and/or small groups making up the major visitor category over these two days (52%).

Day 1 (29th September 2001 - Saturday)

- A total of **36 people** in **17 vehicles** visited Henrietta Creek during this eight hour observation period.
- There was **one distinct peak** in visitor numbers around **1120 hours**.
- The highest number of visitors at the site at any one time was **13 at 1120 hours**. Visitor numbers remained below 5 for most of the day.
- The highest number of vehicles at the site at any one time was **5 at 1120 hours**. For most of the day number of vehicles at the site remained below 3.

Day 2 (30th September 2001 - Sunday)

- A total of **149 people** in **55 vehicles** visited Henrietta Creek during this eight hour observation period.
- There was **one distinct peak** in visitor numbers **between 1120 and 1130 hours**.
- The highest number of visitors at the site at any one time was **28 at 1120 hours**. For most of the day the number of visitors at the site at any one time remained between 10 and 20.
- The highest number of vehicles at the site at any one time was **8 at 1120 hours**. For most of the day number of vehicles at the site remained below 5.

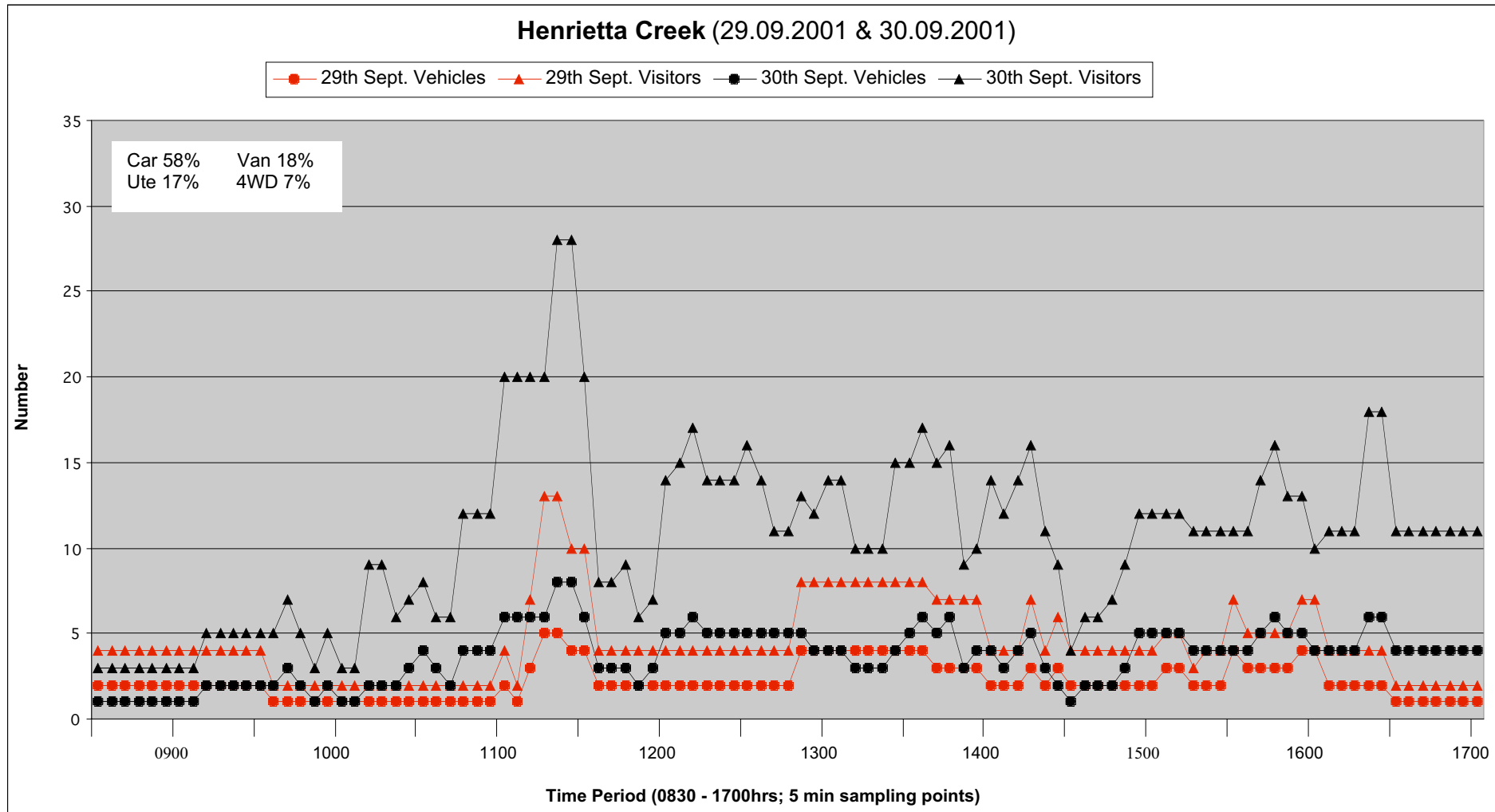
Length of Stay

Figures 2 and 3

- There were fewer vehicles observed at the site on Day 1 (17 vehicles) compared to Day 2 (55 vehicles), and there were fewer people (36 visitors Day 1, 149 visitors Day 2).
- The average length of stay was **68 minutes** on Day 1, and **37 minutes** on Day 2.

VEHICLE AND VISITOR COUNT DATA: HENRIETTA CREEK

Figure 1: Records for Vehicles and Visitors at Henrietta Creek.



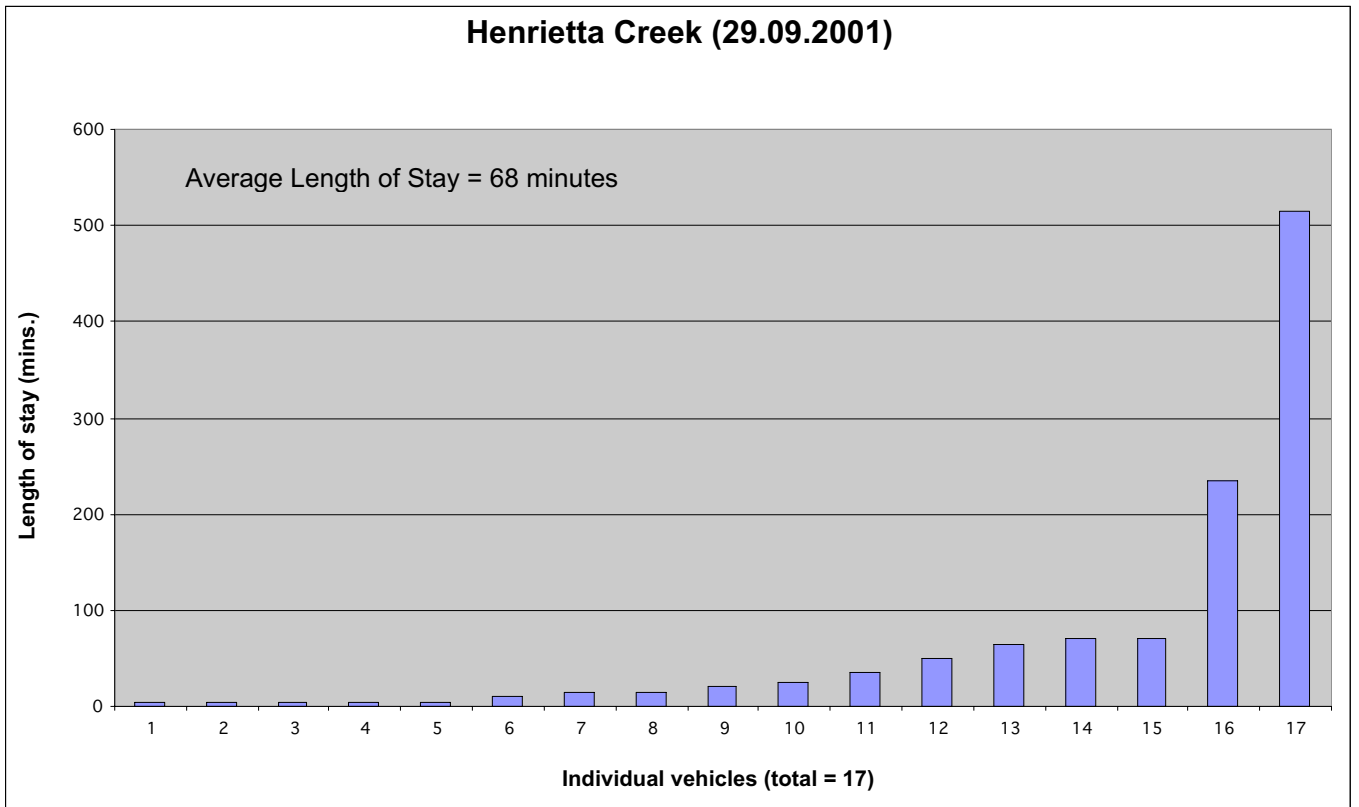


Figure 2: Length of stay of each vehicle at Henrietta Creek Day 1 - 29.09.2001.

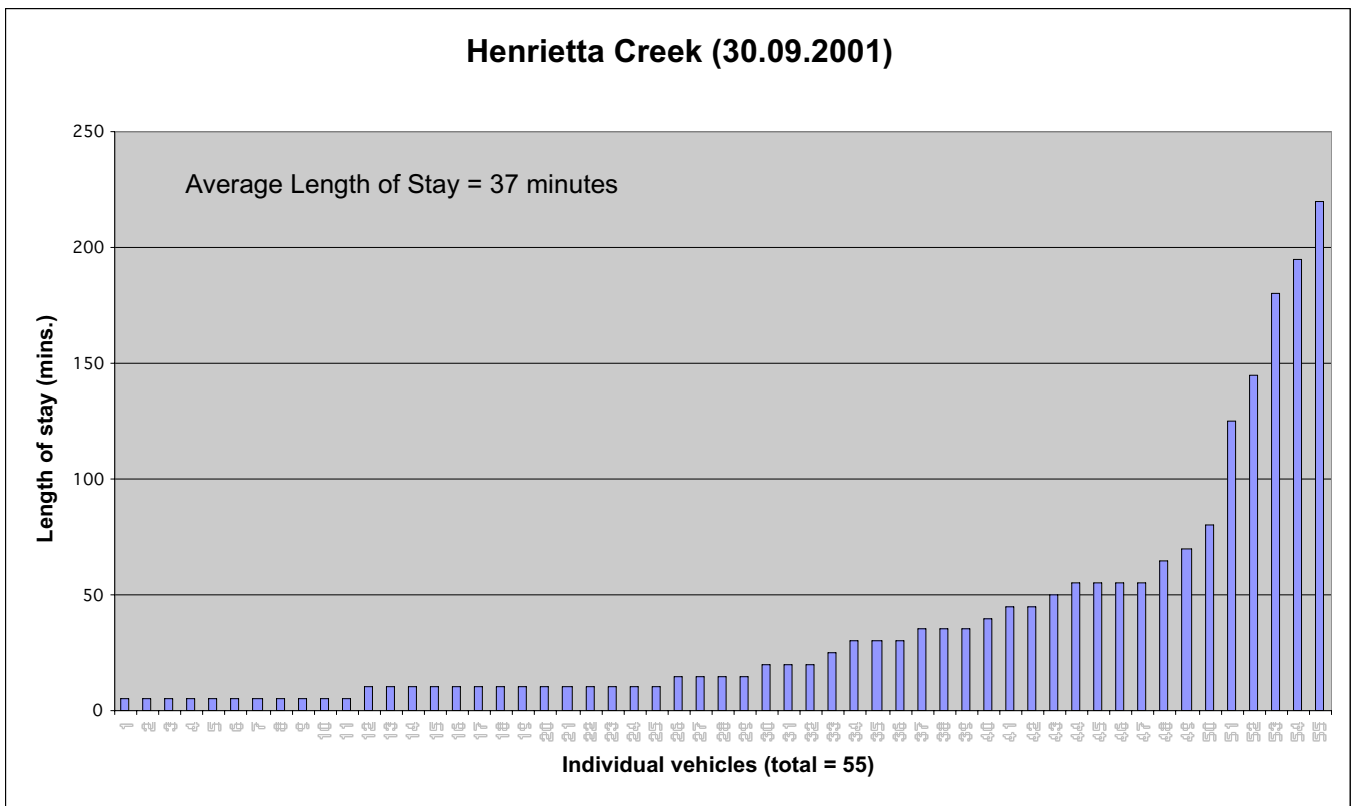


Figure 3: Length of stay of each vehicle at Henrietta Creek on Day 2 - 30.09.2001.

Vehicle and Visitor Records

Key Findings

Stage 2: 12th, 13th and 14th April 2002

Due to very low numbers three days of observations were undertaken during this stage .

Pattern of access to and use of Henrietta Creek

Figure 4

General

- **Vehicle Type:** The majority of vehicles using the site over the observation periods were *cars (57%)*.
- **Visitor Category:** Henrietta Creek appears to be favoured by *independent visitors* with couples (two people) making up the major visitor category (55%).

Day 1 (12th April 2002 - Friday)

- A total of **21 people** in **8 vehicles** visited Henrietta during this five hour observation period.
- There were **two distinct peaks** in visitor numbers between **1100 and 1130 hours**;
- The highest number of visitors at the site at any one time was **14 at 1100 hours**.
- The highest number of vehicles at the site at any one time was **4 at 1130 hours**.

Day 2 (13th April 2002 - Saturday)

- A total of **44 people** in **18 vehicles** visited Henrietta during this eight hour observation period.
- The highest number of visitors at the site at any one time was **7 at 1015 hours**.
- The highest number of vehicles at the site at any one time was **2 at 1015 hours**.

Day 3 (14th April 2002 - Sunday)

- A total of **77 people** in **18 vehicles** visited Henrietta during this eight hour observation period.
- The highest number of visitors at the site at any one time was **55 at 1220 hours**.
- The highest number of vehicles at the site at any one time was **8 at 1220 hours**.

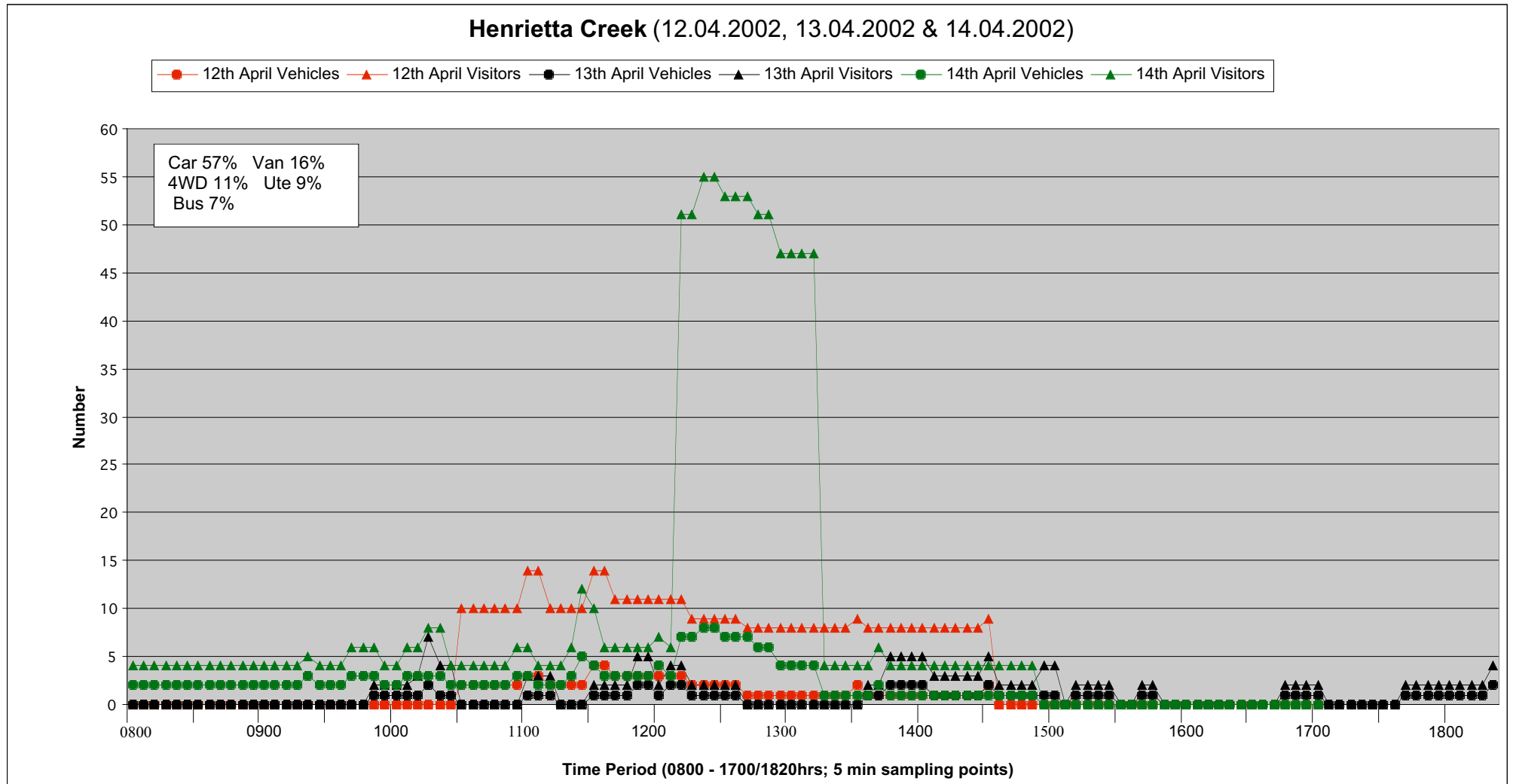
Length of Stay

Figures 5, 6 and 7

- The average length of stay was **56 minutes** on Day 1, and **20 minutes** on Day 2, and **62 minutes** on Day 3.

VEHICLE AND VISITOR COUNT DATA: HENRIETTA CREEK

Figure 4: Records for Vehicles and Visitors at Henrietta Creek.



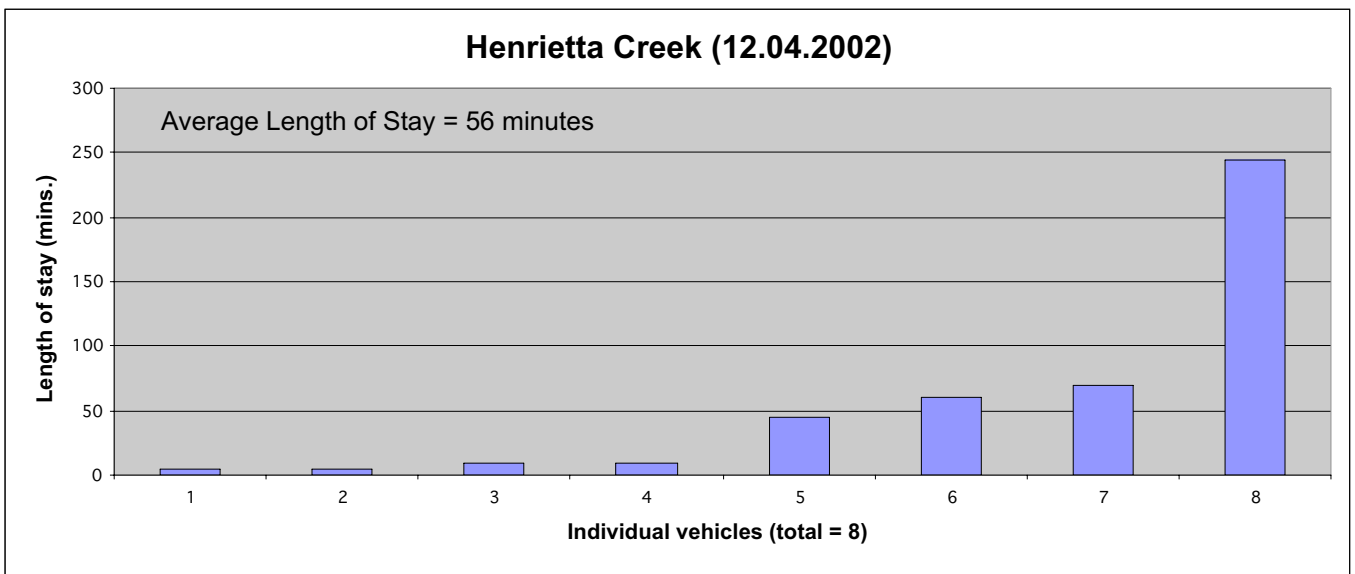


Figure 5: Length of stay of each vehicle at Henrietta Creek on Day 1 - 12.04.2002.

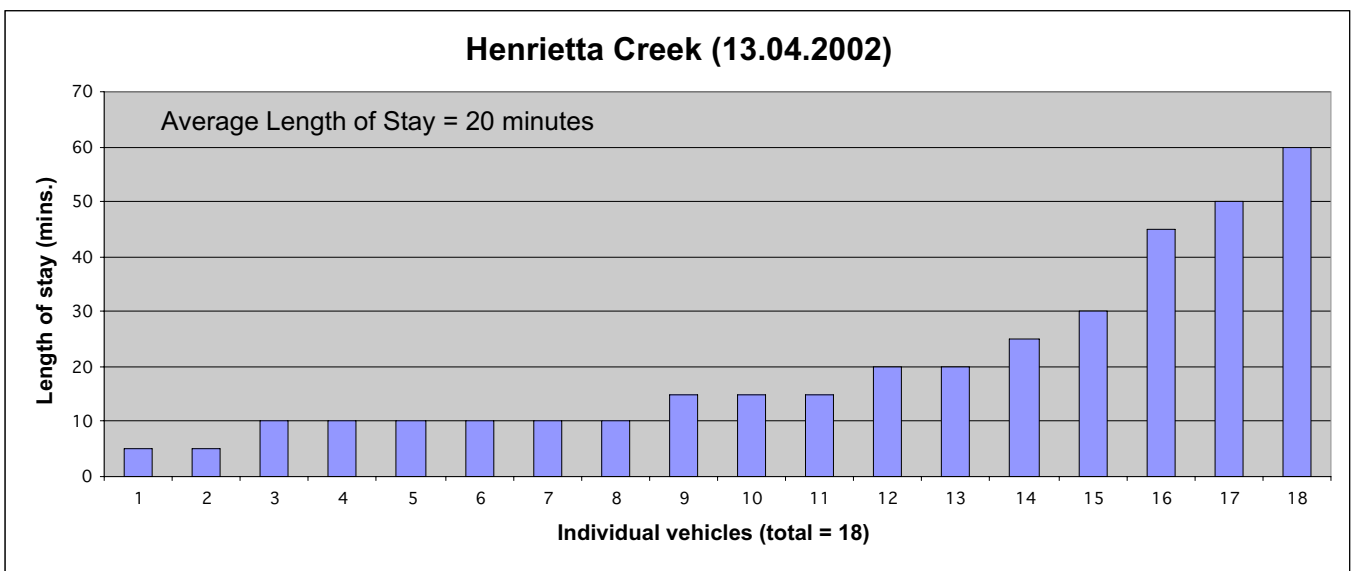


Figure 6: Length of stay of each vehicle at Henrietta Creek on Day 2 - 13.04.2002.

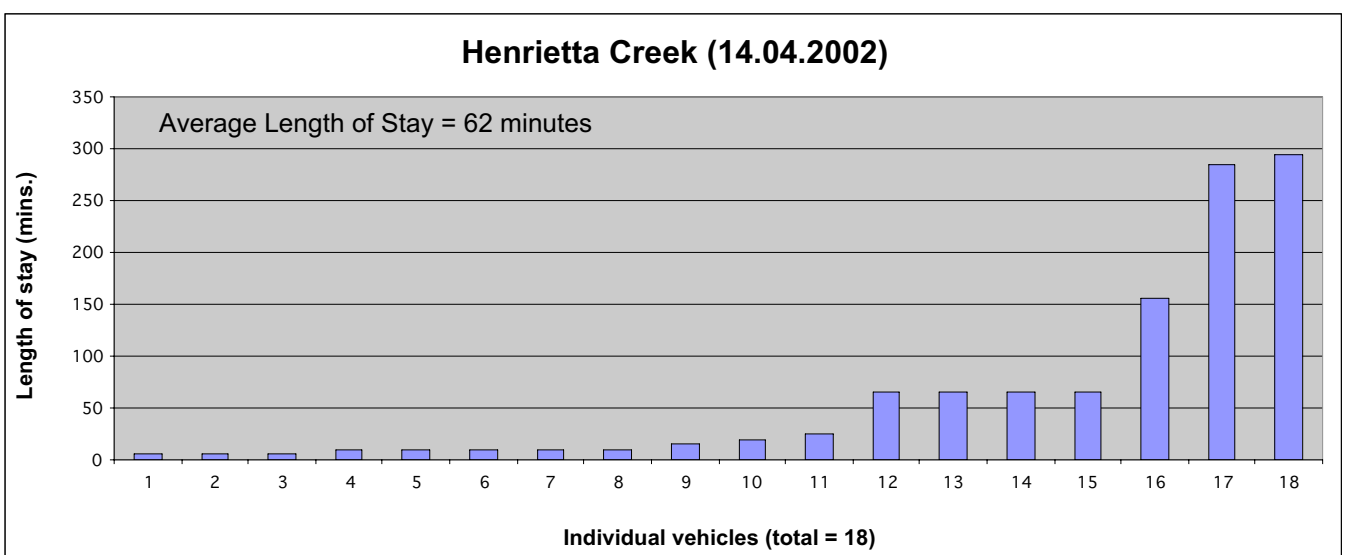


Figure 7: Length of stay of each vehicle at Henrietta Creek on Day 3 - 14.04.2002.

Traffic Counter Data

Key Findings

The traffic counter was installed at Henrietta Creek for 12 months (September 2001 – September 2002). The following key findings are associated with this data set.

Yearly Estimates = 9,367 vehicles and 25,386 visitors

Monthly Records

Figure 8

- On average **780 vehicles** (range = 476 – 992) and **2,115 people** (range = 1,290 – 2,688) visited Henrietta Creek each month.
- **January 2002** received the **highest** visitation rates during which period vehicle numbers were just under 1,000. The quietest period was February.

Weekly Records

Figure 9

- On average **180 vehicles** (range = 102 – 312) and **488 people** (range = 276 – 846) visit Henrietta each week.
- There was one discernible period of increased vehicular traffic levels recorded during sampling: **December (week 4)**. The quietest period was in February 2002, Week 2.
- The highest number of vehicles and visitors was in **December 2001, Week 4**, during which week **312 vehicles and 846 visitors** used this site.

Daily Records

Figure 10 and Table 2

- On average, **26 vehicles** (range = 4 – 75) and **71 people** (range = 11 – 203) visit Henrietta each day. **Average weekday use = 24 vehicles per day;**
- Weekends are slightly busier than weekdays with Sunday recording, on average, 32 vehicles (range 13 – 75), and 87 people (highest number = 203 people on 30th December 2001). **Average weekend use = 31 vehicles per day.**

Comparative Traffic Counter Data

A. Estimated visitor use at Henrietta Creek 1992/93: (Source: Manidis Roberts 1993/94)

- a. Yearly estimates vehicles = 11,607; people = 31, 429 (calculated on 2.7 people per vehicle)
- b. Average weekend use 41.9 vehicles (wet), 38.3 (dry)
- c. Average weekday use 19.6 vehicles (wet), 28.9 (dry)

B. Estimated visitor use at Henrietta Creek 1998: (Source: Bentrupperbäumer & Reser 2000)

- vehicles = 11,863; people = 41,521 (calculated on 3.5 people per vehicle)

TRAFFIC COUNTER/METRO COUNT DATA: HENRIETTA CREEK

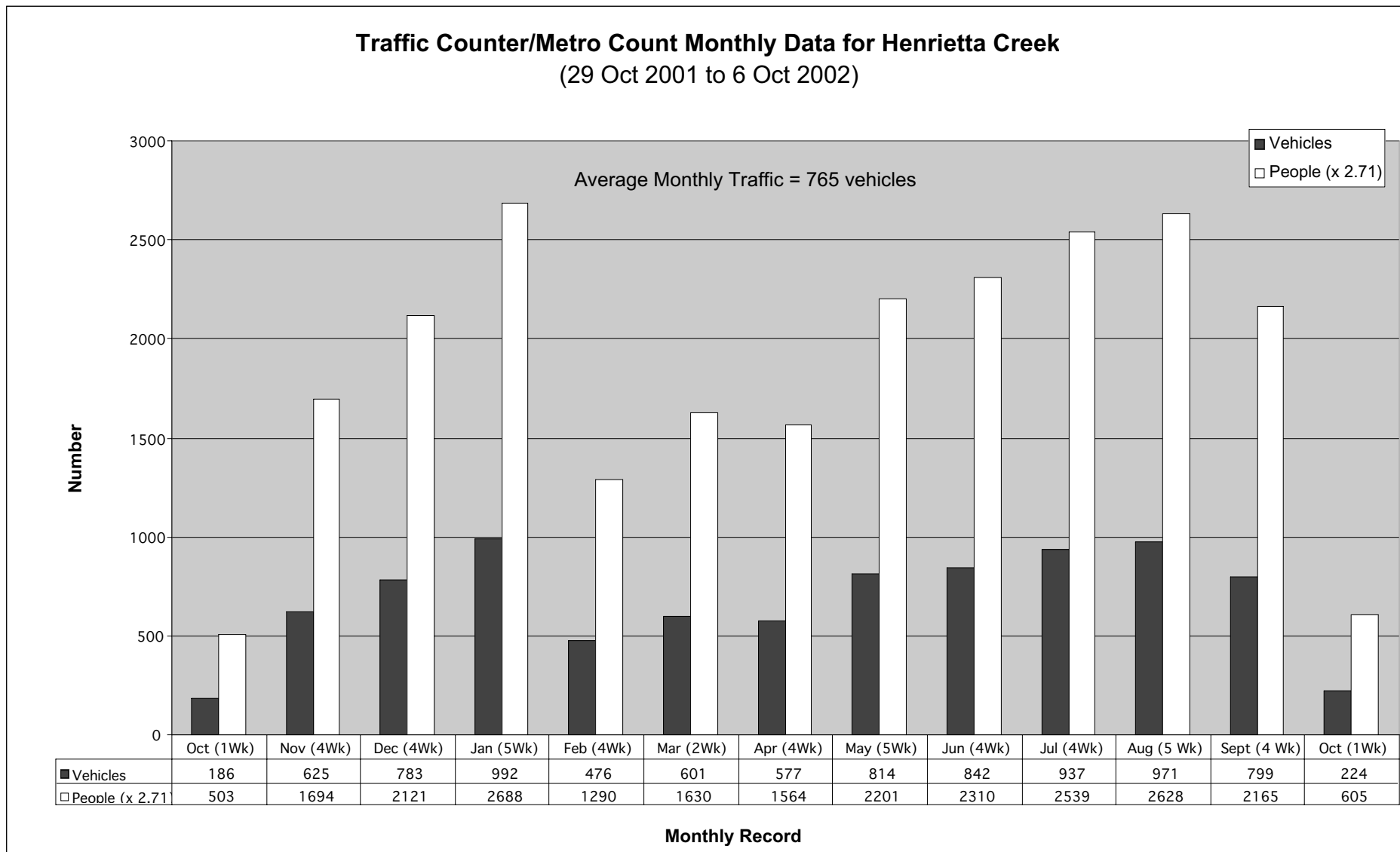


Figure 8: Monthly Records for Vehicles and Visitors at Henrietta Creek.

TRAFFIC COUNTER/METRO COUNT DATA: HENRIETTA CREEK

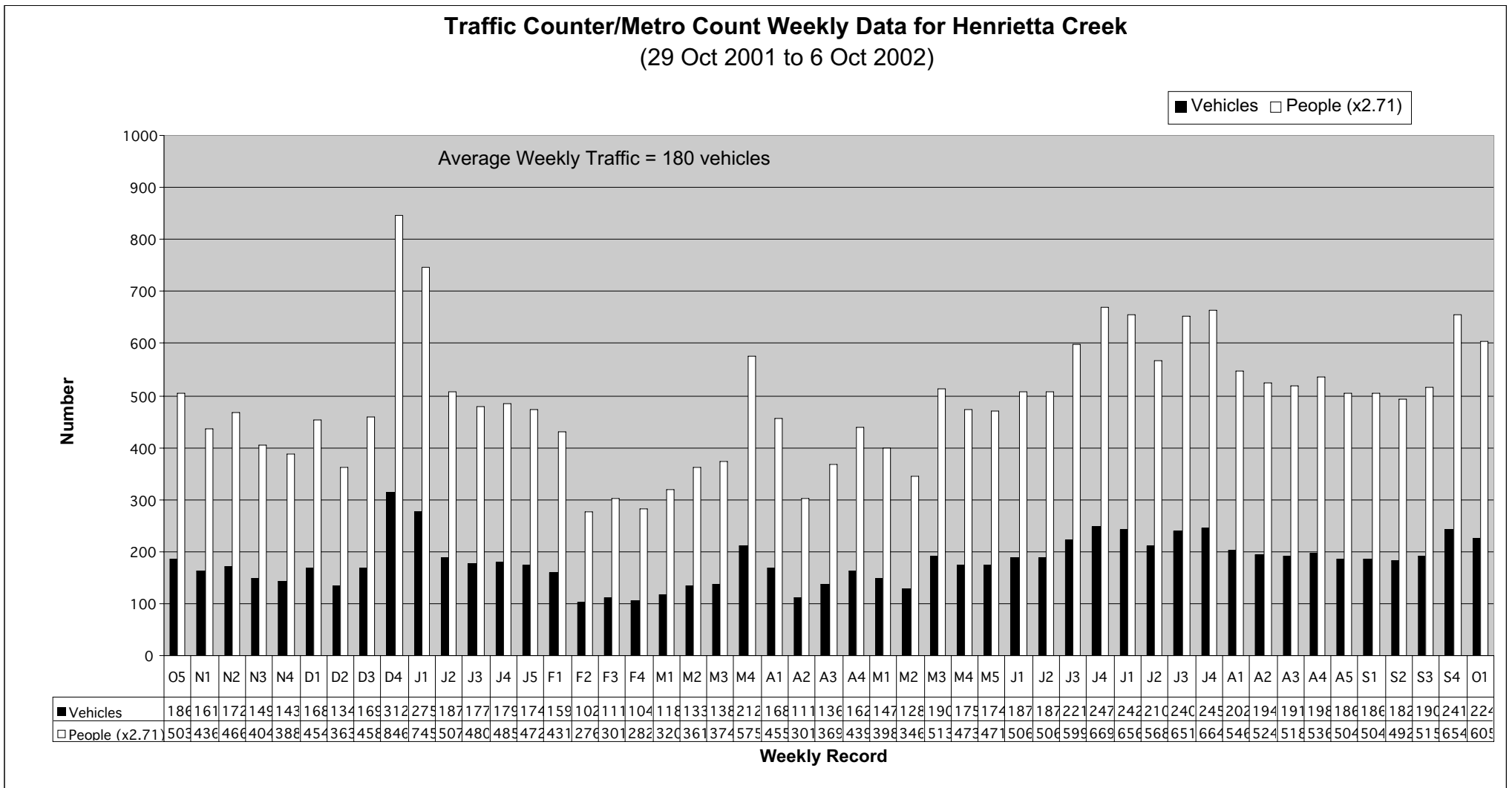


Figure 9: Weekly Records for Vehicles and Visitors at Henrietta Creek.

TRAFFIC COUNTER/METRO COUNT DATA FOR HENRIETTA CREEK

Table 1: Daily Records of Vehicles and Visitors.

OCTOBER 2001 Data highlighted in green are daily averages from the overall site data set. Traffic counter was not installed until beginning of November														
2001	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 5 29Oct-4Nov	23	61	23	62	21	58	23	62	25	68	28	75	43	117
NOVEMBER 2001														
2001	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 5-11Nov	12	33	14	38	23	62	25	68	23	62	21	57	45	122
Wk 2 12-18Nov	9	24	20	54	22	60	26	70	25	68	33	89	38	103
Wk 3 19-25Nov	22	60	20	54	14	38	10	27	28	76	26	70	31	84
Wk 4 26-2Dec	12	33	24	65	21	57	22	60	10	27	14	38	40	108
DECEMBER 2001 Blue = Public Holidays														
2001	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 3-9Dec	19	51	26	70	16	43	21	57	19	51	27	73	41	111
Wk 2 10-16Dec	23	62	20	54	11	30	13	35	15	41	33	89	22	60
*Wk 3 17-23Dec	24	65	20	54	25	68	22	60	22	60	23	62	35	95
*Wk 4 24-30Dec	27	73	28	76	54	146	46	125	48	130	36	98	75	203
JANUARY 2002 Blue = Public Holidays														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
*Wk 1 31Dec-6Jan	32	87	72	195	31	84	27	73	28	76	40	108	48	130
*Wk 2 7-13Jan	16	43	30	81	31	84	32	87	26	70	19	51	34	92
*Wk 3 14-20Jan	21	57	25	68	26	70	27	73	27	73	27	73	25	68
*Wk 4 21-27Jan	26	70	26	70	23	62	16	43	22	60	25	68	42	114
Wk 5 28Jan-3Feb	57	154	15	41	20	54	20	54	23	62	20	54	21	57

FEBRUARY 2002														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 4-10Feb	15	41	17	46	17	46	15	41	23	62	27	73	47	127
Wk 2 11-17Feb	21	57	13	35	13	35	9	24	11	30	18	49	18	49
Wk 3 18-24Feb	19	51	8	22	4	11	13	35	11	30	23	62	35	95
Wk 4 25-3Mar	8	22	17	46	10	27	11	30	10	27	20	54	30	81

MARCH 2002 Data highlighted in yellow are daily averages from this month.

2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 4-10Mar	9	24	15	41	12	33	15	41	17	46	19	51	31	84
Wk 2 11-17Mar	15	41	15	41	16	43	14	38	21	57	29	79	23	62
Wk 3 18-24Mar	18	49	20	54	13	35	18	49	25	68	19	51	27	73
Wk 4 25-31Mar	10	27	15	41	15	41	30	81	48	130	49	133	45	122

APRIL 2002 Blue = Public Holidays

2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
*Wk 1 1-7Apr	34	92	21	57	18	49	23	62	22	60	24	65	28	76
Wk 2 8-14Apr	17	46	18	49	19	51	10	27	19	51	13	35	18	49
Wk 3 15-21Apr	8	22	14	38	16	43	10	27	27	73	32	87	30	81
Wk 4 22-28Apr	16	43	19	51	24	65	28	76	31	84	24	65	21	57

MAY 2002 Blue = Public Holidays

2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 29-5May	19	51	25	68	17	46	16	43	25	68	26	70	19	51
Wk 2 6-12May	27	73	13	35	11	30	19	51	18	49	21	57	19	51
Wk 3 13-19May	22	60	29	79	18	49	26	70	32	87	34	92	29	76
Wk 4 20-26May	17	46	26	70	22	60	19	51	26	70	25	68	40	108
Wk 5 27-2Jun	21	57	25	68	21	57	30	81	23	62	19	51	35	95

JUNE 2002														
Blue = Public Holidays														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 3-9Jun	20	54	23	62	23	62	30	81	27	78	28	76	36	98
Wk 2 10-16Jun	52	141	19	51	23	62	24	65	25	68	24	65	20	54
Wk 3 17-23Jun	23	62	20	54	25	68	35	95	26	70	50	136	42	114
*Wk 4 24-30Jun	40	108	33	89	35	95	35	95	28	76	40	108	36	98
JULY 2002														
Data highlighted in yellow are daily averages for this month.														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
*Wk 1 1-7Jul	32	87	34	92	38 Tsv	103	29	79	34	92	35	95	40	108
Wk 2 8-14Jul	28	76	25	68	26	70	31	84	30	81	39	106	31	84
Wk 3 15-21Jul	39	106	38	103	29	79	34	92	42 Cns	114	26	70	32	87
Wk 4 22-28Jul	29	79	31	84	33	89	37	100	41	111	40	108	34	93
AUGUST 2002														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 29-04Aug	29	79	20	54	30	81	31	84	33	89	26	70	33	89
Wk 2 05-11Aug	23	62	21	57	33	89	26	70	28	76	30	81	33	89
Wk 3 12-18Aug	27	73	29	79	20	54	24	65	29	79	33	89	29	79
Wk 4 19-25Aug	25	68	30	81	20	54	28	76	28	76	33	89	34	92
Wk 5 26-01Sep	25	68	25	68	23	62	24	65	31	84	27	73	31	84
SEPTEMBER 2002														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
Wk 1 02-08Sep	31	84	23	62	18	49	22	60	21	57	31	84	40	108
Wk 2 09-15Sep	28	76	23	62	20	54	28	76	26	70	30	81	27	73
Wk 3 16-22Sep	16	43	30	81	35	95	26	70	22	60	25	68	36	98
*Wk 4 23-29Sep	26	70	32	87	28	76	32	87	38	103	43	117	42	114

OCTOBER 2002 Data highlighted in green are the daily averages for the site data set.														
2002	MON		TUE		WED		THU		FRI		SAT		SUN	
	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People	Vehicles	People
*Wk 1	41		37		30		26		28		28		34	
30-06Oct		111		100		81		70		76		76		91

AVERAGES	24	64	24	64	22	60	24	64	26	70	28	76	34	91
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Note: *Indicates that these dates are school holidays.
 People estimates are based on vehicle numbers x 2.71, the average number of people in vehicles established from questionnaire, item # 8, ,
 Data that are highlighted have not been included in the overall averages.

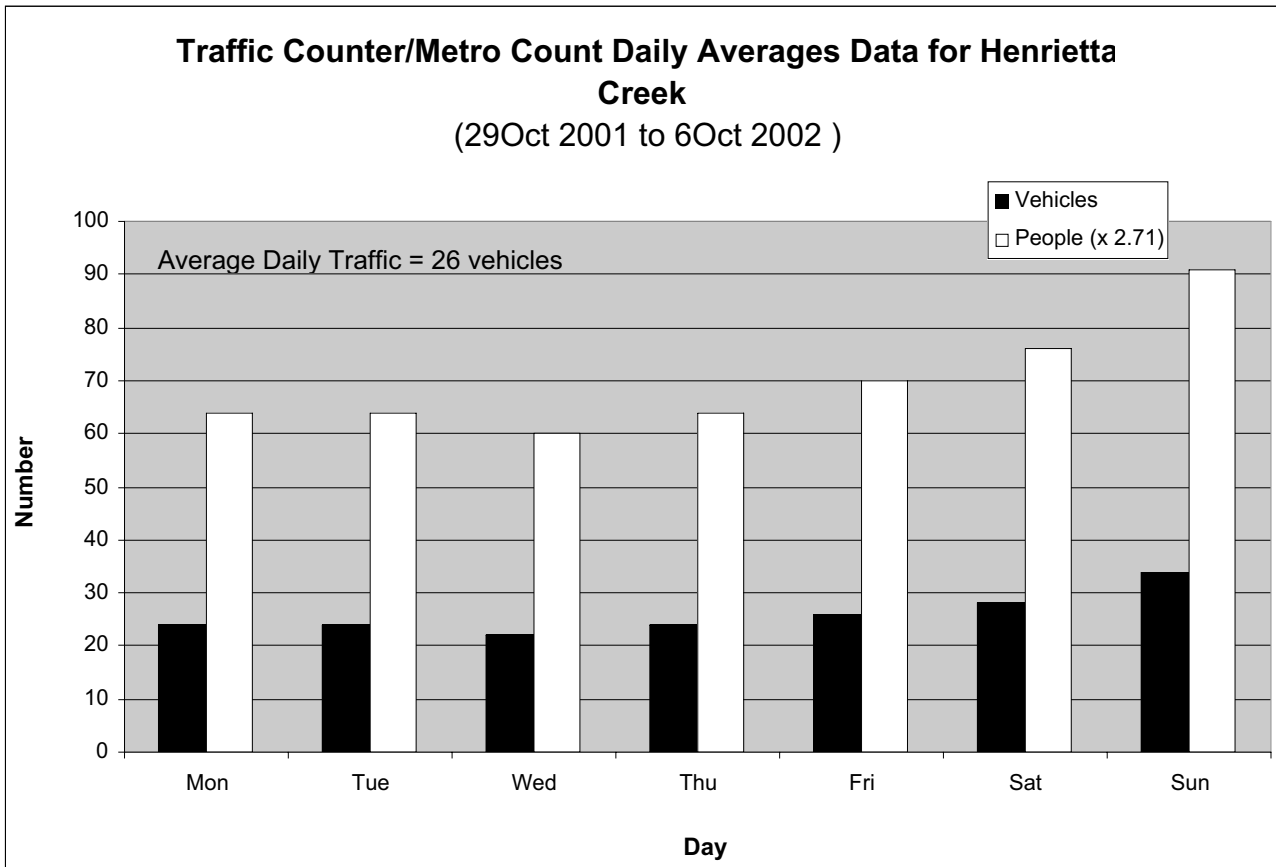


Figure 11: Average daily vehicle and visitor numbers for Henrietta Creek.

Comparative Traffic Counter Data : Henrietta Creek

(Source: Manidis Roberts 1993/1994 study, Bentrupperbäumer & Reser, 2000, WTMA Traffic Counter Records 1994-1997)

Figure 10: Monthly visitor estimates established since 1994

- a. Visitor estimates for the period 1994-1998 have been based on 3.5 people per vehicle as established by the Manidis Roberts 1993/94 study;
- b. Visitor estimates for 2001-2002 period have been based on 2.71 people per vehicle as established by this study;
- c. Visitor estimates were the highest for 1998;
- d. Visitor estimates for this study period, 2001-2002, were the lowest across most months;
- e. Consistently, monthly visitor estimates through the mid year period are the highest – June, July, August.

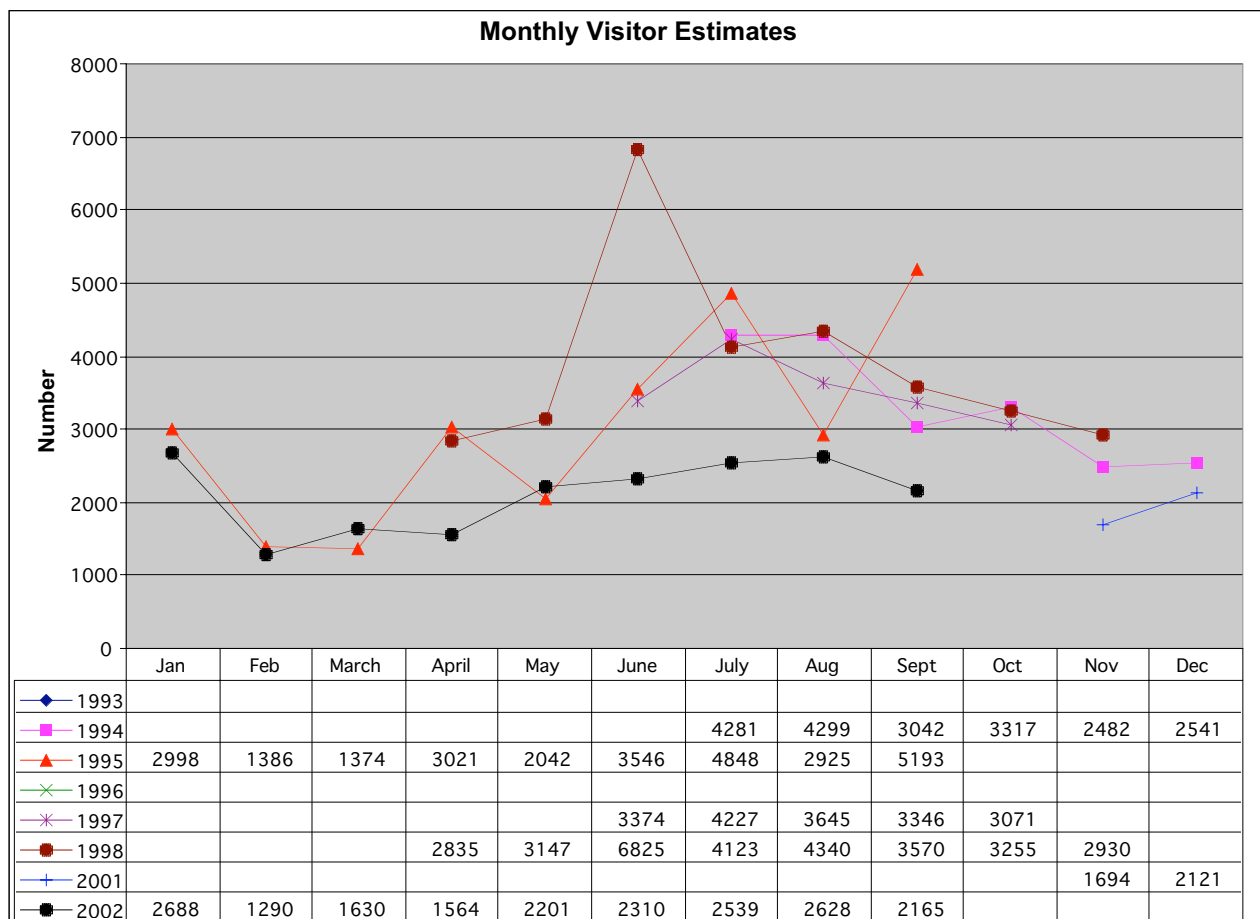


Figure 11: Monthly visitor estimates for Henrietta Creek established from WTMA traffic counter data 1994 – 1997, Bentrupperbäumer 1998 study, and this study, 2001-2002.

Section Four

Management Considerations



-
- Presentation
 - Opportunities
 - Specific Problems & Issues
-

Presentation

- **Significance** *WHA Status, Natural & Cultural Attributes, Historical Context*
 - **Management Agency** *Identity and Presence, Conservation and Protection*
 - **Information** *Sources and Signage*
 - **Structural Features** *Layout and Design, Infrastructure and Facilities*
-

*The Wet Tropics Management Authority (WTMA) was established to manage the area to meet Government commitments under the World Heritage Convention which are specifically to protect, conserve, **present**, transmit to future generations, and rehabilitate the Wet Tropics WHA*

(WTMA, 2000, pg.4).

Presentation in the context of a World Heritage property and with respect to WTWHA visitor sites encompasses the significance and meaning of World Heritage status, the nature of the natural and cultural attributes as ‘heritage values’ for which an area has been listed, and the historical context of the site, including its natural history and history of human use, association and meaning. Presentation also encompasses a number of other management responsibilities, including maintenance, communication, site design, amenity provision, and identification of those authorities and agencies responsible for the management of the site. While many of these considerations are often subsumed under the term ‘interpretation’, the term presentation is used here along with subheadings to more directly address the specific mandate and multiple responsibilities of a World Heritage management authority. Given that Henrietta Creek could be considered as the southern gateway to the beginning of the tableland section of the WTWHA, presentation is clearly an important consideration.

● **Significance:** *WHA Status, Natural and Cultural Attributes, Historical Context*

WHA Status The presentation of Henrietta Creek as a Wet Tropics World Heritage Area site (WTWHA) is problematic. Approximately 70 percent of respondents were not aware that the area had any special significance, and only 35 percent of respondents were aware that this site was part of the WTWHA (Section 1 Visitor Survey pg 34-35). Of the visitors surveyed, approximately half were Australian visitors and half were overseas visitors (Section 1 Community Survey pgs 20-21). In general, the survey results across the WHA sites suggest that overseas visitors are more likely to know of the WHA status of a site than locals. However, here at Henrietta Creek both local and non local visitors are unaware of the WHA status of the site. It is worth noting that this is a site that has two signs containing the new logo *Australia’s Tropical Rainforests World Heritage* at different locations along the access road (Section 2 Site Inventory pg 56-57), but Henrietta Creek does not have a specific sign within the site that identifies it as a World Heritage Area. The presence of such a sign would be more likely to improve awareness of the WHA status of Henrietta Creek.

Natural and Cultural Attributes A principal aspect of presentation of a WTWHA site is natural and cultural heritage interpretation. There is no indigenous cultural information present at Henrietta Creek despite the long indigenous occupation of the area by the Mamu tribe (Section 1 Visitor Survey pgs30-31). When visitors were asked what additional information they would like to see presented at Henrietta Creek, many requested more cultural and historical information (Section 1 Visitor Survey pgs 38-39). The addition of such information, particularly now that the Mamu tribe are having a greater involvement in the Palmerston region, may well enhance visitors’ experiences of Henrietta Creek and increase their awareness of this important WTWHA attribute. Additionally, the Palmerston region has a rich non-indigenous history that was also requested by a few visitors (Section 1 Visitor Survey pgs 38-39). In addition to the absence of indigenous and nonindigenous cultural information at the site itself, natural and ecological information is very limited and mainly embedded within the camp registration information. Visitor appraisal of what natural/ecological information is present at the site (Section 1 Visitor Survey pgs30-31) reflects their dissatisfaction with what is available. Furthermore, this type of information was most frequently

requested by visitors (Section 1 Visitor Survey pgs 38-39). Carefully considered and located natural and cultural information would be beneficial to the overall presentation and experience of Henrietta Creek.

Historical Context Another consideration with respect to significance of the site relates to its use by local residents (Section 1 Visitor Survey pg 20-21). Interpretation material which addresses the post-contact history of the site is absent. Such historical information (e.g., changing land use, roads, initial protected area status) might well be of interest to both indigenous and nonindigenous local residents as well as other visitors and may provide an additional way of encouraging visitor appreciation of human connectedness with country. Interpretation material could also include the history and significance of the WTWHA listing, and what this has meant to Henrietta Creek in terms of management and visitation, protection and preservation.

Management Agency: *Identity and Presence, Conservation and Protection*

Identity & Presence A related presentation issue is level of visitor and other user awareness of the management agency (ies) responsible for management of the site. It is a concern that 60 percent of visitors did not know who the management agency responsible for Henrietta Creek was (Section 1 Visitor Survey pgs 34-35). This is noteworthy given that this site attracts repeat visits from mostly local visitors (Section 1 pg 22-23). Additionally, there is only one sign present at Henrietta Creek identifying this area as a National Park and this is incorporated within the information at and adjacent to the camp registration (Section 2 Sign inventory pgs 56-58). This lack of awareness and/or confusion amongst visitors has clear implications for the nonreporting of critical incidents or damage, the provision of any type of feedback to managers, the public representation of agencies, and management performance monitoring.

Conservation & Protection Visitors and other users are reasonably satisfied with the overall management of the Henrietta Creek site as indicated by direct and indirect item responses relating to their appraisal of the condition and management of the natural environments (Section 1 Visitor Survey pgs 26-27; 32-33). Their moderate level of appraisal of the built environment is consistent with the fact that the majority of visitors to Henrietta Creek prefer limited facilities, which is currently the situation at this site (Section 2 Site Inventory pgs 52-53).

Information *Sources and Signage*

Sources Presentation of the WTWHA and the decision to visit sites such as Henrietta Creek are closely linked to and influenced by the way in which relevant information is accessed or sourced. Visitors to Henrietta Creek obtain information about the site from a variety of sources, depending on if the visitors are local or non-local. The high local use of the site in Stage 1 would explain the predominant use of 'prior knowledge' and 'word of mouth' as a means of knowing about the site. This is different in Stage 2 when the high use by non locals is reflected in the use of sources of information such as 'maps' (Section 1 Visitor Survey pgs 22-23). Overall however, the road signs at Henrietta Creek are most effective, and may explain some of the reasons for stopping at the site including toilet stop and coffee break / lunch (Section 1 Visitor Survey pgs 24-25). It is clear from the results that information sources such as the web and tourist information centres are not used by visitors to find out about Henrietta Creek.

Signage Another important presentation issue and management responsibility at sites such as Henrietta Creek is the provision of signage that clearly identifies rules and regulations, safety issues, and directions. Here such signage is evident throughout (Section 2 Sign Inventory pgs 56-59). Visitor appraisal of various aspects of the signage was moderately high (Section 1 Visitor Survey pg 30), and their overall condition was found to be good (Section 2 Sign Inventory pg 56).

Structural Features *Layout and Design, Infrastructure and Facilities*

Layout and Design Much of the current site layout and design at Henrietta Creek does not appear to be very legible, functional, nor environmentally sensitive (Section 2 Site Inventory pgs 52-53). There are aspects of the layout and design of the site that could, through relatively minimal effort, improve legibility, functionality and environmental sensitivity considerably. The current layout and design of the camping area is in particular need of attention. While the physical extent of the site appears to mitigate potential use conflicts and distribute visitors over the site in a way which can maximise choice and options, the facilities and infrastructure do not.

Infrastructure and Facilities The addition of the relatively new composting toilets has improved the status of the infrastructure and facilities at Henrietta Creek considerably. In spite of visitor appraisal of the facilities as being adequate, the site infrastructure inventory reveals that, particularly in the camp area, infrastructure is highly worn with medium levels of vandalism, as well as high mutilation of vegetation (Section 2 Site Infrastructure Inventory pg 53). This apparent inconsistency between visitor appraisal and the infrastructure inventory may best be explained by the preference of this visitor group for natural areas with limited facilities (Section 1 Visitor Survey pg 35). However, what is clear is that while limited facilities can still remain the management strategy for this site, what facilities are available need to be well presented, functional, and environmentally sensitive (for example, the bbq/fire place facilities are in a very poor condition). A decision has to be made as to whether to upgrade or remove them completely, thereby dissuading visitors to create their own and in so doing damage the environment. Given that Henrietta Creek can be a very wet site, the presence of just one shelter shed is clearly insufficient. Out of desperation campers shelter in this facility despite signage stating otherwise, making this unavailable to day visitors. Some visitors to Henrietta Creek expected more covered tables and chairs with barbecues that were better maintained (Section 1 Visitor Survey pgs 32-33).

Opportunities

- **Recreational**
- **Experiential**
- **Educational**

Activity-based Opportunities

Experience-based Opportunities

Knowledge-based Opportunities

Opportunities in the context of protected area visitor sites have traditionally been seen to encompass a spectrum of activity-based recreation prospects within which experience-based opportunities have been embedded. Knowledge-based considerations have on the whole been absent. Here in this discussion this concept has been broadened to profile and highlight the importance of experience-based and knowledge-based opportunities in addition to activity-based opportunities at sites such as Henrietta Creek as separate but interlinked entities. The term opportunities along with the subheadings thus allow for a more direct linking of management considerations to specific visitor needs in terms of opportunities sought, available and utilised.

● **Recreational**

Activity-based

Activity-based The activity-based recreational opportunities available at Henrietta Creek are largely those of a National Park day use and overnight camping site with limited facilities, and include swimming, picnicing, a short walking track, and open grassed areas for other activities. The site also caters for longer bush walks, however, it appears that only a minority of visitors use such tracks (Section 1 Visitor Survey pg 29). The activities reported by respondents indicate that the site was providing for and facilitating those activities which most visitors were seeking in a reasonable way (Section 1 Visitor Survey pgs 28-29).

● **Experiential**

Experience-based

Experience-based Experience-based opportunities at Henrietta Creek include nature watching (specifically, platypus observing), relaxation, and contemplation, as well as the opportunity of encountering, experiencing, and appreciating the WTWHA. Such opportunities were identified by visitors as being the most important in terms of their reasons for visiting this site (Section 1 Visitor Survey pg 24-25), and were significantly more important than activity-based reasons. The importance of the experiential aspects of visiting Henrietta Creek is evident by visitor comments relating to aspects of the site that enhanced visitor enjoyment (Section 1 Visitor Survey pg 39). Many visitors indicated that the tranquility and peacefulness, as well as the natural aspects of the site enhanced their enjoyment.



Educational

Knowledge-based Opportunities

Knowledge-based Knowledge-based opportunities at Henrietta Creek are considerable for those wishing to take advantage of the rich natural and cultural attributes of the site. Many already do so as evident in the number of field programs organised through a variety of national and international educational institutions and organisations. Independent researchers also take advantage of this site for a variety of research needs. However, as already discussed, the site lacks any formal cultural, historical and natural / ecological information. Since the area is rich in indigenous and non-indigenous history, there would be no shortage of information to provide visitors, particularly non-local visitors who would have limited knowledge of the history of the area. The area is also rich in natural features (for example, the waterfalls, flora and fauna), which could also be developed into interpretive information specific to the site.

Specific Problems and Issues



Problems

Risk Activity and Regulation Violation



Issues

Use/User Conflicts, Inappropriate Behaviour

Henrietta Creek is a reasonably well-managed site which has a low volume of visitation and use (Section 3 Traffic Information), and while it does not present any substantial problems or issues there are those related to site layout and design, infrastructure and facilities which have been identified previously. In this section, human management concerns most of which are linked to facilities and require consideration are outlined below.



Problems

Regulation Violation

Regulation Violation The regulation violations observed at Henrietta Creek came only in the event of heavy down pour in which some visitors camped underneath the shelter shed, and the toilets were used by a bus group to get changed in. The presence of domestic animals at Henrietta Creek was also reported despite signage indicating the domestic animals were prohibited (Section 2 Sign Inventory pgs 56-59).



Issues

Use/User Conflicts, Inappropriate Behaviour

Use/user conflict Overall, use/user conflict appears to be rare at this site as evident in the visitor assessment of the behaviour of others at the site (Section 1 Visitor Survey pg 36-37). This is largely due to the extensive layout of the setting which allows visitors to establish their own personal/family space (Section 2 Site Inventory pgs 52-53). This is also due to the low to moderate levels of visitation (Section 3 Traffic Information).

Inappropriate Behaviour

Visitors to Henrietta Creek were observed vandalising information signs and littering in the toilets (Section 1 Behavioural Observations pgs 45-47).

References

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WTWHA Reports 2001/2002

The reports produced by the Rainforest CRC Project 4.1 research team for the 2001 and 2002 Wet Tropics World Heritage Area site surveys and the Wet Tropics World Heritage Area bioregion community survey are listed below.

WTWHA Site Level Data Reports:

Bentrupperbäumer, J. M. (2002a) *Murray Falls: Site Level Data Report 2001/2002*. Rainforest Cooperative Research Centre: Cairns.

Bentrupperbäumer, J. M. (2002b) *Davies Creek: Site Level Data Report 2001/2002*. Rainforest Cooperative Research Centre: Cairns.

Bentrupperbäumer, J. M. (2002c) *Barron Falls: Site Level Data Report 2001/2002*. Rainforest Cooperative Research Centre: Cairns.

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Bentrupperbäumer, J. M. (2002i) *Henrietta Creek: Site Level Data Report 2001/2002*. Rainforest Cooperative Research Centre: Cairns.

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Bentrupperbäumer, J. M. & Reser, J.P. (2002a) *Measuring and Monitoring the Impacts of Visitation and Use in the Wet Tropics World Heritage Area: A Site Based Bioregional Perspective*. Rainforest Cooperative Research Centre: Cairns.

- Attachment: *Research Procedural Manual: Measuring and Monitoring the Impacts of Visitation and Use in the Wet Tropics World Heritage Area*. Rainforest Cooperative Research Centre: Cairns.

WTWHA Community Survey Reports:

Bentrupperbäumer, J. M. & Reser, J.P. (2002b) *The Role of the Wet Tropics in the Life of the Community: A Wet Tropics World Heritage Area Community Survey 2001/2002*. Rainforest Cooperative Research Centre: Cairns.

- Attachment: *Research Procedural Manual: Wet Tropics World Heritage Area Community Survey 2001/2002*. Rainforest Cooperative Research Centre: Cairns.
