

ROTTNEST ISLAND — ACCOMMODATION

1317. Hon COLIN de GRUSSA to the minister representing the Minister for Tourism:

I refer to the Rottnest Island Authority *Annual report 2021–2022* and correspondence sent to the minister in October 2022 and answered by his office in relation to accommodation services on the island.

- (1) Please detail the breakdown by topic of the 285 formal complaints in the last financial year.
- (2) Given there were only 123 formal complaints received in 2019–20, what is the minister doing to address the 230 per cent increase in complaints?
- (3) What steps is the minister taking to act on the black market accommodation swapping and selling group, which is potentially in contravention of the Rottnest Island Authority Act 1987?
- (4) If no steps are being taken, will the minister seek to deregulate the market of accommodation on Rottnest Island?

Hon ALANNAH MacTIERNAN replied:

I thank the member for the question. The following information is provided by the Minister for Tourism.

- (1) The breakdown of the 285 formal complaints is in tabular form and I seek leave to have the response incorporated into *Hansard*.

[Leave granted for the following material to be incorporated.]

Complaint category	Number
Accommodation (cleaning, missing inventory, views, pests, maintenance, renovations)	57
Public facilities / amenities (cleaning, shelter, safety, toilets, seating)	30
Commercial business (service, quality, closures, noise)	41
Antisocial behaviour	3
Customer service	13
Luggage (lost, misplaced or delayed, luggage restrictions' luggage labels)	3
Booking process (wait times on phone, payments, ballot, check-in, online booking system, availability)	48
Boating / moorings	5
Prices too high (accommodation costs, ferry cost, tour costs, food & beverage, landing fees at airport)	2
Environmental (quokka, birds, crows, seagull, peacocks)	26
Covid-19	2
Construction works	23
Other	32
Total	285

- (2) During 2019–20, numbers were impacted by a 72-day closure of the island and additional lockdown periods resulting in reduced visitation and subsequent reduction in total complaints. Complaints across all years represent less than 0.1 per cent of visitation numbers. When trends in complaints are identified, these are addressed.
- (3) In February 2022, the Rottnest Island Authority accommodation terms and conditions were updated to include a clause that allows the RIA to decline a transfer of accommodation if it is deemed to have breached the terms and conditions. If instances of inappropriate reselling of RIA accommodation are identified, RIA has the ability to refuse a transfer.
- (4) Not applicable, see (3) above.