

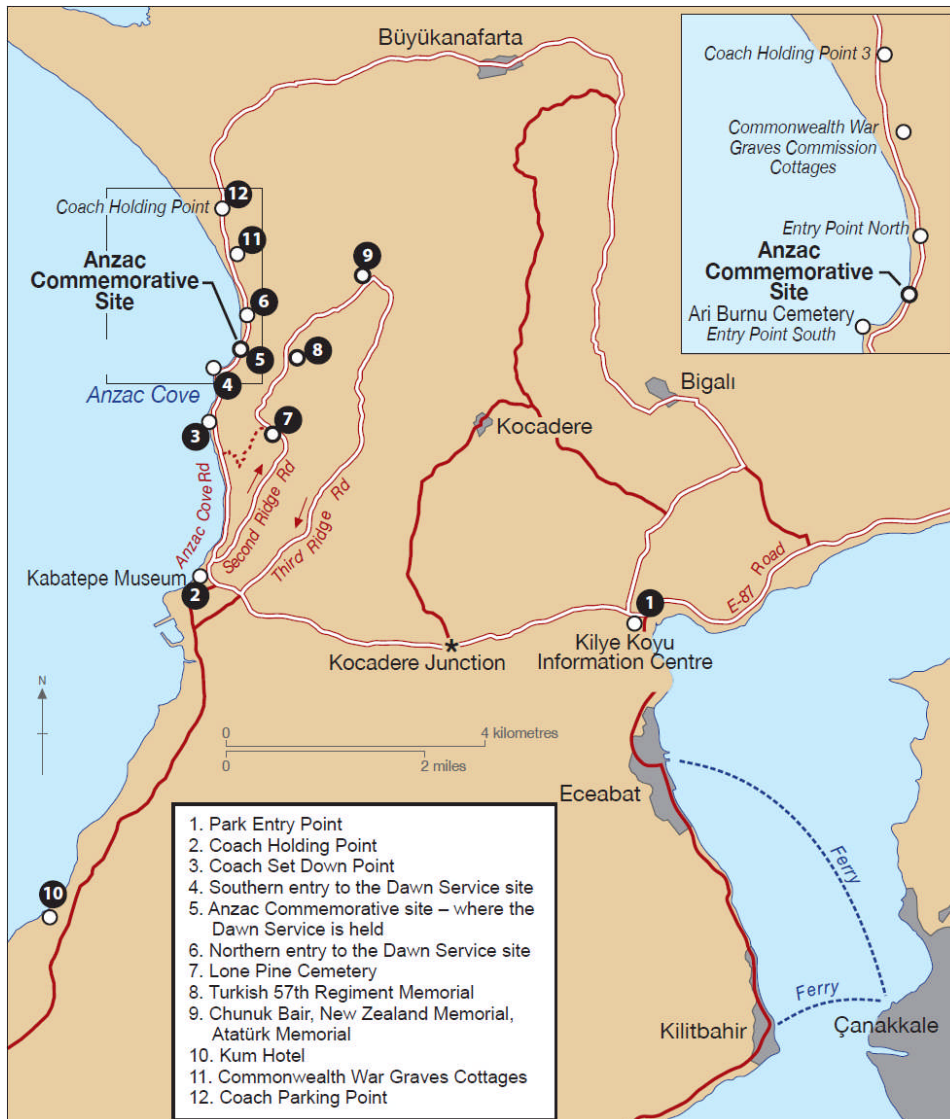
Overview of Services 25 April

- Dawn Service
 - (0530-0615)
 - Lone Pine Service
 - (1000-1045)
 - Turkish 57th Regiment
 - (1115-1200)
 - Chunuk Bair
 - (1230-1315)
- Note: at ACS, grassed areas fill up quickly. There is no reserved seating, apart from official guests (VIPs) and special needs visitors.

Site Opening

- In 2010 the opening of the site was delayed and access to the peninsula restricted due to VVIP battlefield tours.
- Survey responses made it very clear that this impacted on a large number of visitors who were unable to conduct battlefield tours
- We have advised the responsible authorities that VVIP tours should be scheduled for a more appropriate time to reduce impacts on visitors
- Visitors who had registered were informed of the restrictions as soon as we became aware of them – this emphasises the importance of registration by tour groups
- In 2011:
 - Access to the Battlefields on April 24, 2011, other than the Anzac Commemorative Site, will be available throughout the day.
 - Anzac Commemorative Site will open at 1800 hours on April 24, 2011.

Coach Movements



Variations?

- Studies in 2010 showed that fully a third of coaches did not move immediately after dropping off passengers to the Northern coach parking route – this has implications for visitor safety. Can tour providers ensure their coaches move to the NCPR immediately after dropping off passengers.
- We would like to know to what extent alternate arrangements exist – ie. are tour groups picked up at other sites, do drivers contact groups by phone and inform them when coaches are expected to arrive; do guides remain at ACS to pick up luggage when visitors move to Lone Pine and Chunuk Bair?

Visitor Movements

- On coach from the welcome at coach holding point (Kabatepe) to the coach set down point
 - Walk from Coach Setdown to Security Screening (approx 1km)
 - From Screening to ACS (approx 600m)

Post Dawn Service

- Walk from ACS to Artillery Road (1.7 km) then to Lone Pine (1.5km)
- From Lone Pine to Turkish 57th Regiment (1.2km) and/or Chunuk Bair (3.2km)

No transport between Sites

- Apart from special needs shuttles, there is NO transport between sites as roads are closed by the Jandarma.
- We do not intend to arrange shuttle transport for any persons other than special needs and VIPs in 2011.
- For many visitors the walk between sites is an important part of the 'Anzac experience'.

Visitor Demographics

- Based on 2010 Survey, completed by 12% of visitors.
- 65% of visitors are female
- 50% are aged in their twenties, with approximately 30% aged in their 50s or 60s
- 94% are Australian nationals, with a smattering from New Zealand, The UK and Turkey.
- However, a significant proportion of these are expatriates, based mainly in the UK.

Registration

- Visitors and tour groups should register their intention to visit the Gallipoli commemorations with DVA and with Smart-traveller.
- Registration enables DVA to contact you and the visitors should there be any changes to the commemorations.
- Links via the DVA website (www.dva.gov.au/anzac) or www.gallipoliregistration.com
- Benefits of registering:
 - Receive timely messages about changes to traffic plans, site opening times and updates – this was a significant issue in 2010.

- Receive additional safety and security information
- We get an idea about expected visitor numbers, enabling enhanced services.
- Ideally, if all visitors registered we would be able to better plan and cater for the needs

Security

- There will be no segregation by gender at security screening points in 2011.
 - There are often long delays entering the site
- Visitors are screened at ACS and again on entering Lone Pine and Chunuk Bair. Visitors should be advised to expect this.
 - Medical facilities and security are provided by the Turkish authorities.

Visitor Safety

- Possibility of wet weather
 - It will get very cold overnight
- Visitors must come prepared for a very cold night in the open, exposed to the elements – there is no shelter at the commemorative sites.
 - Temperatures may be below freezing
- Artillery road – very steep, dirt road, people have experienced medical problems in the past.
- It is important that tour providers emphasise to visitors that they need to come appropriately prepared for these conditions.

Key messages visitors need

- Most visitors get all their information from tour providers.
- To ensure up-to-date and consistent information, visitors should be directed to important information from the DVA website (www.dva.gov.au/anzac)
 - Visitors (and tour guides) should register their intention to visit
- Warm, wet weather clothing is essential – visitors will be exposed to the elements for long periods overnight.
 - Artillery road is very steep and difficult to traverse
 - Visitors should have a reasonable degree of fitness
 - There will be delays due to security screening
- All infrastructure must be brought in from outside the national park

Special Needs Visitors

- A limited amount of reserved seating and transport is available for people with medical issues who will have difficulty walking to and between commemorative sites.
- Applications for special needs seating can be emailed to Gallipoli@dva.gov.au before 10 March 2011
- Criteria apply and medical evidence needs to be provided for each applicant.

In Case of an Evacuation

- Should circumstances arise that the Authorities deem the sites to be unsafe, most likely due to weather, visitors may need to be evacuated.
 - Coaches will be used to load visitors and take them from the site.
- In extreme circumstances visitors may be loaded onto the first available coach and repatriated to their own coach in a safe area away from the site.
- Visitors should secure their belongings in the hold of the coach or other safe place in case other visitors use their coach in an evacuation.

Consistent messages

- It is vital for the safety and security of visitors, and to manage visitor expectations that consistent, reliable information is provided to visitors
 - We would suggest that tour providers place a link to our website – www.dva.gov.au/anzac on any Gallipoli related promotional material to ensure that visitors are given correct information.
- It is important that no promises be made that can not be fulfilled – in the past we have had visitors who were extremely angry that transport between sites was not available as they had previously been promised this.

What you can do to help

- Ensure key messages are disseminated to visitors – particularly in relation to the need to come prepared for the weather and the difficulty of Artillery Road
 - Ensure visitors register their intention to attend
- Place links to DVA's website on promotional material and direct visitors to the DVA website
- Provide copies of brochures and promotional materials to DVA so they can be checked for any inadvertent inaccuracies
 - Provide DVA with visitor numbers in the lead-up to the event
- If any visitors have an interesting story, family connection to Gallipoli or are veterans themselves, it may be worth letting DVA know, as we can possibly arrange for their stories to be told as part of the reflective program or inform the media.



ANZAC CENTENARY

Arrangements for the Anzac Centenary 2014-2018 are in the early stages.

The Australian Government has formed a National Commission to examine options for the Anzac Centenary. More than 1200 ideas have been received from the public around the world. The commission will report its findings in February and the Australian Government will consider its response in 2011.

Following the Government response multi-lateral negotiations will be undertaken with Turkey, New Zealand, the UK, France and other countries involved in the Gallipoli Campaign. These multi-government negotiations will determine what may be done to commemorate the centenary of the Gallipoli campaign.

More information about the work of the National Commission and planning for overseas commemorative services between 2014-2018 will be available via the www.anzaccenatary.gov.au website in 2011.