

AccessMe

Concept Assessment

Report to the New Zealand Walking
Access Commission

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February 2017



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Glossary

Access granter	The person who has delegated authority to grant permission to access private property. An access granter may be an owner, occupier, manager or lease holder.
DoC	Department of Conservation
PCBU	A 'person conducting a business or undertaking' as per the Health and Safety at Work Act 2015.
Private land	Throughout this report refers to land managed by, but not necessarily owned by, private interests. For example, the Crown owns pastoral lease land, but leases it for pastoral farming purposes. The leaseholder controls access. Crown pastoral lease land therefore fits the definition of private land used throughout this report.
Recreational user	A person who requires permission to access or cross private land for recreational purposes.

Chapter 1

Introduction

If recreational users require access onto or across private land in New Zealand they usually request permission through a phone call or a personal meeting with the appropriate access granter. However, the New Zealand Walking Access Commission recognises that it is not always easy to request permission to access private land, due to contact detail unavailability, access granter unavailability, or because recreational users are hesitant to inconvenience the access granter.

Consequently, this research project was initiated and funded by the New Zealand Walking Access Commission to investigate common access issues, including concerns that access granters have with allowing recreational users onto their property, how to address these issues, and to assess whether there is interest and support for the use of an online access granting system (AccessMe).

To assess these items, a number of Canterbury-based stakeholder groups were contacted, including farmers, hunters, anglers, trampers and mountaineers. These stakeholders were invited to express their views about advantages and disadvantages of an online system and what information they would like to see included if the system did exist.

The research process was:

- Stage 1: Scoping interviews with key informants
- Stage 2: Summary of findings and issue identification
- Stage 3: Collating desirable system attributes
- Stage 4: System options and evaluation
- Stage 5: Assessment of potential uptake
- Stage 6: Review of the draft report
- Stage 7: Production of a final written report

Chapter 2

Background information

Initial discussions with key informants from various Canterbury stakeholder groups indicated that there are issues around providing for public access onto or across private land. For recreational users some of these issues include difficulty in gaining contact information of land occupiers in order to request permission, refusal of occupiers to grant access, and concerns about bothering the occupier at inconvenient times. For land occupiers, issues include dealing with members of the public who think access is a right rather than a privilege, liability issues in terms of health and safety legislation, and conflict between recreational uses and farming practices, for example disturbance of stock during lambing.

2.1 Problems visitors create on private land

Allowing public access to private farmland is a cause for concerns for access granters, including impacts an activity may have on the environment and farm operations, theft and vandalism, and safety, particularly when firearms are brought onto the property. Issues raised during discussions with access granters and by the media, as well as suggested management methods are outlined in Table 1.

Table 1
Problems people may cause on private land

Issue	Options for management
Trespassing	<ul style="list-style-type: none"> • As per the Trespass Act 1980, the trespasser can be warned that they are trespassing and additionally given a warning to stay off the land. It can be frustrating for access granters to warn trespassers continuously. • Place signs at commonly used access points warning that the land beyond the fence is private property. Farmers bear the cost of erecting signs, and trespassers frequently ignore them. • Raise awareness of visitors through provision of guidance documents, available through visitor information centres and on the internet, on New Zealand land access rules. Include maps showing which areas are publicly available and which areas require landholder permission. <p>AccessMe could clarify where permission is required, and from whom.</p>
Disturbing stock	<ul style="list-style-type: none"> • Prosecution under the Trespass Act 1980. • If there is a possibility of access-approved visitors disturbing stock, instruct visitors to remain on approved areas, or to avoid sensitive areas. <p>AccessMe could identify approved and/or prohibited areas.</p>
Dogs disturbing or attacking stock	<ul style="list-style-type: none"> • Dogs could be banned, or limited to stock-free areas, or be required to remain in vehicles or on a lead. <p>AccessMe could inform users of rules about dogs on each property.</p>
Laying traps or poison	<ul style="list-style-type: none"> • Unauthorised trapping and poisoning can lead to prosecution under the Trespass Act. It may be difficult to determine who laid the traps or poison though. • For health and safety reasons, it is important for the landholder to know which poisons are in use and where traps and poisons are deployed. <p>AccessMe could identify poison application and trapped areas.</p>
Not leaving gates as they were found	<ul style="list-style-type: none"> • Give clear instructions to leave gates as found. • Instruct visitors on the correct way to secure closed gates. • Where possible, use stiles instead of gates on foot access routes.

	<ul style="list-style-type: none"> • Where possible, use animal grids (cattle stops) on vehicle tracks where gates must remain shut. • These solutions all impose farmer costs. <p>AccessMe could provide one avenue for information provision.</p>
Visitor safety (and liability)	<ul style="list-style-type: none"> • Inform all visitors of hazards or dangers (excluding those usually expected in such an environment). • Avoid health and safety liability by allowing only non-paying visitors. • Educate access granters about health and safety laws, which are widely misunderstood. This could result in better visitor access if landholders know the limitations on their liability. <p>AccessMe could inform visitors of hazards and identify non-paying visitors to facilitate liability defence.</p>
Operational constraints from unforeseen farm management activities	<ul style="list-style-type: none"> • Landholder changes or defers management actions. • Notify visitors of changed access provisions, or cancellation. <p>AccessMe could facilitate visitor notification.</p>
Illegal hunting	<ul style="list-style-type: none"> • Prosecute under the Trespass Act or Wild Animal Control Act <p>AccessMe would provide a record of who has permission to hunt on the property.</p>
Littering	<ul style="list-style-type: none"> • Require recreational users to take out all items they bring onto the farm. • Prosecute under the Litter Act 1979. • Provide waste disposal bins.
Fires	<ul style="list-style-type: none"> • The landholder imposes a complete fire ban for recreational users. • Restrict access to recreational users who have liability insurance (or be part of a club that insures its members).
Security	<ul style="list-style-type: none"> • Require visitor personal details. • Require visitor character references. • Increase the number of visitors to increase monitoring and landholder support. <p>AccessMe could collect personal details.</p>
Loss of privacy	<ul style="list-style-type: none"> • Restrict number of visitors. • Restrict visitor times. <p>AccessMe could facilitate both solutions.</p>
Land damage	<ul style="list-style-type: none"> • Limit access routes. • No off-track access. <p>AccessMe could identify permitted access routes</p>
Vandalism and property damage	<ul style="list-style-type: none"> • Educate visitors about appropriate behaviour. • Prosecution. • Deny future access. <p>AccessMe could help with all of these. It could educate through information provision. It could provide proof of access permission or refusal to assist with prosecution. It could allow the granter to exclude individuals in the future.</p>
Theft	<ul style="list-style-type: none"> • Close access to everyone. • Track visitors through personal contact details. <p>AccessMe could collect personal details to enable identification of all visitors and to locate them during theft investigations.</p>
Conflict with other users	<ul style="list-style-type: none"> • Allow only one type of recreational user on the property at a time.

	<ul style="list-style-type: none"> • Allow only activities that would not conflict with each other, for example trampers and climbers are compatible. <p>AccessMe identifies the purpose of the visit, so could warn the landholder of potentially conflicting uses to those already approved.</p>
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2.2 Public Access Provisions

There are a number of provisions in place in order to address these issues and allow for public access to private property, but these have had mixed success. For example, in 2008 the New Zealand Walking Access Commission was established through the Walking Access Act 2008, with the purpose of providing and supporting practical walking access over public and private land (s3a-b, Walking Access Act 2008). To assist in achieving this purpose, the Commission developed the Walking Access Mapping System (WAMS) which provided information about areas that are open to public access including, *inter alia*, unformed legal roads/paper roads (New Zealand Walking Access Commission, 2016a). Other land designations that may permit public access include esplanade reserves, esplanade strips, and access/marginal strips, covenants made between land owners and organisations, and other easements¹.

Unformed legal roads exist due to the original subdivision of Crown land and the need to include access to the subdivided land. Court rulings have determined that although these roads have not been formed, the public has the right to access them as they would any other public road (New Zealand Walking Access Commission, 2011). However, difficulties arise where the unformed road is too dangerous or difficult to access due to terrain (for example following the edge of a eroding cliff) or where the unformed road runs through pastureland that is in use, and may have a fence, trees or stock present which can result in access being obstructed (Personal communication, 2016).

Although it is not a legal term, esplanade reserves, esplanade strips, and access/marginal strips that are adjacent to a water body are often referred to as the “Queen’s Chain”, and many people believe that all New Zealand water bodies are subject to public access provisions provided by the Queen’s Chain. However, not all New Zealand water bodies have public access provisions, resulting in fragmented and often confusing access opportunities for recreational users (New Zealand Walking Access Commission, 2016b).

Esplanade reserves are commonly created when land is subdivided, but can also be created through voluntary action by a land owner, however once created ownership of the esplanade reserve is transferred to a local authority. Esplanade reserves are used to create public access as well as to manage riparian margins. The boundary of an esplanade reserve is in a fixed position, which has the advantage of not being able to be disputed, however the disadvantage is that the width of the esplanade reserve may change over time, or disappear completely due to erosion. This could lead to issues where access was previously provided for through an esplanade reserve but due to environmental events the reserve no longer exists or has become separated from the land if the water body changes course (Quality Planning, 2016).

Esplanade strips are created through subdivision or voluntarily. They differ from esplanade reserves in that the land within the strip remains as the property of the land owner and may include provisions to exclude members of the public at certain times of year or under certain conditions. Esplanade strips are a fixed width, regardless of erosion or accretion, and may be modified or cancelled by the local

¹ Due to the tenure review process of pastoral lands by the Commissioner of Crown Lands, there has been an increase in the number of easements. Easements may have restrictions placed on them, such as no allowances for dogs, firearms, horses or vehicles.

authority. This can create issues for access as the boundary of the esplanade strip can be uncertain (Quality Planning, 2016).

Access/marginal strips are created through agreements between a land owner and a local authority. As with esplanade strips, ownership remains with the land owner and restrictions relating to public use may be present. A marginal strip may be cancelled at any time, provided agreement is reached between the land owner and local authority. This could create trespass issues where recreational users have accessed land through a marginal strip in the past, which has subsequently been cancelled (Quality Planning, 2016).

It is commonly believed that property boundaries end at the river bank, however this is incorrect as some properties have their boundary in the middle of a river; this is known as *ad medium filum aquae*. Generally *ad medium filum aquae* only applies to non navigable rivers, however it is sometimes uncertain as to what can be considered non navigable (WRMK Lawyers, 2016). Land Information New Zealand refers to navigable rivers as being 'rivers with a history of navigation along their course' (Land Information New Zealand, 2015). This does not give recreational users or farmers a clear answer as to what is considered to be navigable, and consequently where the property boundary lies and whether or not access permission is required.

Misunderstandings about the existence of the "Queen's Chain", fragmented access provided through esplanade reserves, esplanade strips, marginal strips and unclear definition of navigable rivers have led to confrontations with farmers as well as unintended trespassing offences out of ignorance of these provisions. Personal communications from access granters have indicated that tourists are often unaware that the right to roam² does not apply in New Zealand, thus leading to them trespassing on private land.

Covenants, such as those created through the Queen Elizabeth II National Trust, may also provide the public with access to private land. Some areas of land may be set aside purely to protect areas of historical importance, and these may not have public access. The Queen Elizabeth II National Trust is a voluntary covenant that provides a management plan for the whole or part of a property, possibly including agreements for public access. An example of this is the Jardines Boulder Field near Lake Wakatipu, which has been placed into a voluntary covenant by the land owners so that recreational users may have access to enjoy the sightseeing and rock climbing offered by this location (Queen Elizabeth II National Trust, 2011).

Fish & Game New Zealand have taken it upon themselves to negotiate some access routes with landowners to provide angler access to water bodies. Where signposted, members of the public may use the angler access routes for walking access. These access points are marked clearly by 'Fish & Game Angler Access' signage and are often accompanied by conditions that recreational users must abide by. For example, conditions may include walking along fence lines, leaving gates as found, parking vehicles in a courteous manner, and not littering (Fish & Game New Zealand, n.d.). A representative from North Canterbury Fish & Game noted that Fish & Game angler access is generally along unformed legal roads and in some instances where the unformed road is in an inconvenient place for farmers, access runs along a fence line or other more appropriate negotiated route (Personal communication, 2016). Other organisations that have negotiated access over private land include tour companies, particularly those who offer Lord of the Rings tours or exclusive tours to small groups (Southern Lakes Tours, 2015; Offroad 4x4 Queenstown, 2016).

² The right to roam generally allows the public to have the freedom to walk across uncultivated land away from any formed paths (Ramblers, 2016).

This report addresses areas for which there is no access provision over unformed legal roads, esplanade reserves, esplanade strips, marginal strips, covenants, easements, or formally negotiated access. While these provisions assist access through private land, they may not always provide the most appropriate or practical route to follow because of barriers to access such as fences, vegetation, or unsuitable terrain. In some areas formal access provisions may not exist at all. As such, permission to access private property is often required by recreational groups in order to carry out their desired activities.

As previously mentioned, permission to access or cross over private property in New Zealand is usually requested through a telephone call or a meeting with the access granter. Other, less frequently used methods of requesting permission include email, a mailed letter, or a mobile phone text message. Discussions with stakeholder group key informants and personal experience identified various advantages and disadvantages of these contact methods (Table 2).

Table 2
Review of methods to request access permission

Contact Method	Advantages	Disadvantages
Telephone call	<p>Provides instant communication, therefore the recreational user will know instantly whether or not their request for access is granted.</p> <p>May be easier to communicate intentions to the access granter, and anything that is said can be easily clarified if it is not fully understood. The tone of the conversation can be picked up, which cannot be heard in written communication.</p> <p>Easy to make a telephone call, takes very little time to call someone.</p> <p>Easy for the access granter to inform the recreational user of any access restrictions or hazards, but may be difficult to convey exact routes or hazard locations (these may be more easily explained by using a map).</p>	<p>Telephone calls must be made at a convenient time. A number of access granters have indicated that recreational users think the best time to call is in the evening, however this is outside of normal business hours and can interrupt meals or time off from managing the farm.</p> <p>There is no proof of what was said during the telephone conversation, which can lead to a he said/she said situation. This could cause conflict and certain things that were said may be forgotten about. Claims can also be made that things were said that in fact were not said.</p> <p>The telephone may not be answered or voicemails may not be responded to, which could be frustrating for the recreational user. Some access granters may not have an answer phone, which could be frustrating for the recreational user.</p> <p>Telephone numbers can change and lead to a contact list that is out of date. This has been one of the challenges that many recreational users have had to deal with. Time consuming to try and find new contact details, and it could be</p>

		unclear who permission must be requested from.
Meeting	<p>Provides instant communication, therefore the recreational user will know instantly whether or not their request for access is granted.</p> <p>Allows access granter to meet recreational user in person and can be a good opportunity to judge the character of the requester.</p> <p>The intentions of the recreational user can be clearly communicated. Access granter has the opportunity to clarify what activities are being proposed and can indicate any out of bounds areas or hazards.</p>	<p>An unplanned meeting can put the access granter on the spot, and they may feel pressured to allow access to avoid a confrontation.</p> <p>Recreational users could approach the access granter at any time of day; this could be inconvenient for the access granter and is interruptive to their farming activities.</p> <p>There is no proof that the meeting took place, information could be forgotten about or misinterpreted if it is not written down.</p> <p>There may be no one available to ask permission from. On some stations the owner lives offsite and permission must be requested from them, rather than the farm manager. The access granter may not be available possibly for extended time periods.</p> <p>Unexpected visitors could make the access granter or their family members feel unsafe. High country stations are often isolated and it may be intimidating for access granters to be approached by people with firearms, dogs or displaying threatening behaviour seeking access, particularly if access is not granted.</p>
Email	<p>Information is written down, this provides a record for the access granter and the recreational user of what was said. Email provides the access granter with a record of providing information about access routes, allowed/disallowed activities and hazards. Recreational users have proof of permission to access private land if questioned.</p> <p>Emails can be read and responded to at any time, they will not be as inconvenient as telephone calls, which can interrupt the access granter's activities.</p>	<p>There is no instant communication as emails may not be checked regularly. If the access granter is not notified of new emails or does not check for them, there will be a delayed response to the recreational user.</p> <p>Internet service to rural areas may not be unreliable or unavailable. Unreliable internet could create delays for recreational users to receive a reply.</p> <p>Email may be marked as spam by some email providers and will never be received by the access granter.</p>

		Email addresses can be changed easily, which may cause contact information to be out of date.
Mailed letter	<p>Advantages similar to emails.</p> <p>Could be seen as a formal, respectful manner to ask for access permission.</p>	<p>Slow communication. May be impractical if postal service to an area is limited. Letters may not be received or replies sent in a timely manner. Could cause frustration for the letter writer and access granter.</p> <p>Letters may get lost and never be received. Could cause ill feelings between recreational users and access granters if they believe their letter had been received but no one deemed it necessary to reply.</p>
Mobile phone text message	<p>Convenient to check at any time provided there is cell phone coverage. Text messages are not as interruptive or attention demanding as a telephone call. Gives access granter flexibility to reply when it is convenient for them to do so.</p> <p>Although short, text messages will provide a written record of what was asked by the recreational user and what the response was from the access granter.</p>	<p>Text messages are an informal method of communication for short messages. Could be seen as recreational user trying to take a short cut or supplying minimal information about their intentions.</p> <p>May not be the best approach for communicating important information as details about hazards may not be effectively passed on to recreational users, again due to the brevity of text messages.</p> <p>Mobile phone reception is not available in all locations.</p> <p>If text messages are not promptly replied to, they may be forgotten about.</p>

The disadvantages listed in Table 2 fall into the following broad categories:

1. Requests made at inconvenient times
2. Timeliness of response
3. Proof of permission
4. Reliability of request being received
5. Contact details out of date
6. Unclear who permission should be requested from
7. Confrontation
8. Appropriate information not provided

AccessMe seeks to enhance the granting of access permission by providing a platform through which permission requests can be made in a manner that is convenient to all involved, requests and

responses are recorded, and which allows communication of appropriate information. As detailed below, AccessMe could address a number of the disadvantages from existing methods (Table 3).

Table 3
How AccessMe can address the disadvantages of existing methods of requesting access permission

Disadvantage	How AccessMe would address the disadvantage
Requests made at inconvenient times	<p>Recreational users could send a request at any time and the access granter could check and respond to requests at their convenience.</p> <p>At the landholder’s discretion, certain activities or trusted individuals could receive automatic access permission through AccessMe, thus removing the need for access granters to respond to all requests (depending on liability for health and safety aspects).</p>
Timeliness of response	<p>This is not something that AccessMe could address because, unless automatic access permission was granted, the responsibility would still lie with the access granter to respond to the recreational user. One stakeholder from the access granter group mentioned that using email was not one of their strong points, and thus they would be unlikely to be able to provide timely responses to access requests.</p>
Proof of permission	<p>AccessMe would provide for this. An online record would be available for access granters and recreational users. Recreational users would be able to see the status of their request (whether or not permission to access private property has been given and any conditions apply to the approval); and access granters would be able to see requests for their property and whether they had approved or denied the request.</p>
Reliability of request being received	<p>AccessMe would not be able to address this because receipt of the request is dependent on the granter having access to a working internet connection. Further, the responsibility would rest with the access granter to check for requests.</p> <p>However, if the AccessMe system were viewed positively and access granters experience the advantages of the system over other permission requesting methods, they may be committed to checking and replying to requests on a regular basis.</p>
Contact details out of date	<p>AccessMe could address this issue. Rather than recreational users searching for contact details of a particular property they could simply request permission through AccessMe. However, AccessMe would be reliant on access granters keeping their contact information up to date.</p>
Unclear who permission should be requested from	<p>There are two aspects: (1) Identification of property boundaries, (2) identification of the person from whom permission must be requested on the particular property. With clear mapping of property boundaries, it would be simple for recreational users to see which property they would require access to, and from there they may send a request for access permission through AccessMe.</p>
Confrontation	<p>AccessMe would reduce physical and verbal confrontation because AccessMe contact is not in real time. However, some recreational users will choose not to use AccessMe.</p>

Appropriate information not provided	<p>AccessMe could include an information page about each property. This page could provide clear information on what access or activities are allowed on the property, hazards that are present, or any special conditions that must be adhered to. A check box could be included so that recreational users requesting permission could indicate that they have read and agree to abide by any of the rules relating to the property.</p> <p>Inclusion of an information page showing when and what type of access may be granted would reduce the number of unsuitable requests an access granter has to deal with.</p>
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As discussed above, there are advantages and disadvantages of any system. However, the use of an online system could provide a number of benefits to access granters and recreational users alike.

Some of the disadvantages specific to an online system have been outlined already; others could include:

- Lack of internet service or lack of facilities/equipment to check for access requests could create a delay in response to any requests
- Less communication in person (no opportunity for access granter to judge the character of the recreational user)
- No telephone communication to build rapport between access granters and recreational users
- Some aspects of the access may be difficult to describe through written methods, but maps could assist with this
- The onus will be on access granters to keep property information up to date (including hazards or schedule of farming activities when access may not be allowed)
- There may be minimal buy-in from access granters and/or recreational users, dependent on who uses technology and who does not
- Recreational users may be unsure whether their request has been received by the access granter, which could lead to recreational users sending multiple requests if they do not receive a prompt answer
- Users may make mistakes when using the system (for example, they may fill in an incorrect email address which will result in them never receiving a reply from the access granter)
- The online system may be subject to technical glitches, or times where the system is not available due to the hosting server being down

Advantages of AccessMe include:

- Providing the access granter with a clear record of who is on their property and what activities they are undertaking
- Being less interruptive to access granters' day to day activities by removing the need to deal with telephone calls or unexpected visitors
- Recreational users would be able to easily request access, without the need to find contact details or concerns over inconveniencing an access granter
- Information pages about a property would provide details about what activities are permitted, location of access points and areas where there may be hazards

There is also the possibility that health and safety liability could be covered through an online system, provided the access granter keeps the property information page up to date with any hazard information. Recreational users could either sign off online that they are aware of hazards, or a visit to the homestead could ensure that this aspect is taken care of. An application called Zero Harm Farm is discussed at a later stage of this document, and could possibly be used in partnership with

AccessMe, provided the developers of the application are in agreement about this. Alternatively, access granters could sign up to AccessMe as well as Zero Harm Farm, and direct recreational users to Zero Harm Farm to cover off health and safety liability.

While there are disadvantages to an online system, the advantages appear to be significant and may outweigh the disadvantages by addressing the issues that the access granter and recreational user stakeholder groups have encountered with current approaches to access approval. The remainder of this report assesses that proposition.

Chapter 3

Methodology

Initial research involved an internet search to find existing New Zealand cases similar in concept to AccessMe. There was limited success. While there are commercial online systems, these tend to be booking and/or payment mechanisms for predefined services or facilities at specified times. Payment functions could simply be disabled, but the nature of information exchanged is quite different to the AccessMe proposal. In many cases, but not all, the recreator needs to supply information on the specific, and often unique, activity they wish to undertake, as well as provide information to satisfy the access granter that they are suitable visitors. The granter needs flexibility to decide who has access, where, when, and what activities they are permitted to undertake, which may be determined by day to day changes in farming activities, or be affected by potential interactions with other visitors.

Some existing New Zealand online systems contain aspects of AccessMe. These include the Ettrick Burn Controlled Fishery booking system and the Timberlands forestry access system. The Ettrick Burn Controlled Fishery is a free service, while the Timberlands system has a small charge. These systems demonstrate current use of online access systems in New Zealand, and show the type of information needed from users. A search of international access granting systems had promising results in the form of the Hunt by Reservation program used by the Washington Department of Fish and Game. When combined with the New Zealand results, this approach provides a good base for what information is required within an online system, including personal user information and information about the area they are requesting permission to enter.

There are two main stakeholder groups involved in an access agreement – access granters and recreational users. Access granters include landowners, leaseholders, farm managers, and any other person with the authority to allow recreational users access to private land. Recreational users are people wishing to access private land to partake in outdoor activity, including hunting, fishing, tramping, horse riding, mountain biking, and 4WDing. Recreational users could be undertaking an activity on the private land, or they may intend to recreate on public land using access over private land.

Because this initial concept assessment relates only to the Canterbury region, the recreational stakeholders (Appendix A) were identified through the Department of Conservation Canterbury Recreation User Group, personal knowledge, recommendations from stakeholders, and online searches for relevant Canterbury clubs. Access granters were identified through discussions with members of the North, Mid and South Canterbury branches of Federated Farmers of New Zealand, the authors' own database of contacts, as well as information available on high country stations from Land Information New Zealand (LINZ).

Most stakeholders were contacted by email initially. The email introduced the project and contained a number of questions related to the current and possible future permission granting process (Appendix B). Many of the stakeholders chose to respond via email; however some preferred to continue communication by telephone and other were in person discussions. In order to gather information from individual hunters and anglers permission was granted to create a post on the FishnHunt Forum. However, feedback from this was minimal.

The questions asked of stakeholders were designed to obtain their thoughts on the current permission granting system, as well as on a possible online system (see Appendix B for the questions asked of stakeholders). The stakeholders were asked for their opinions on the current system, what made requesting access easy or difficult, and what information they would like to have included in the online

system. This assisted in identifying future issues for an online system, as well as issues with the current system. Additionally, we asked access granters to identify common problems they face when allowing recreational users onto their property, and particular types of activities that cause more or less concern.

Responses from recreational stakeholders were organised into four categories:

- 'Difficulties with the current system',
- 'Information an online system would be expected to provide',
- 'Concerns about an online system' and
- 'Benefits of an online system'.

Responses varied between stakeholder groups, with hunters and anglers from the FishnHunt Forum having an overall negative outlook on the benefits of an online system when compared to other recreational users. One difficulty with the FishnHunt Forum replies is that it is unknown whether the respondents were from the Canterbury region. Responses from access granters were organised into the same categories, with an additional category for common problems and activities that cause concern. Responses from both stakeholder groups are discussed in the results section under 'Feedback from stakeholders'.

A number of legislative documents are referenced in the New Zealand Outdoor Access Code (New Zealand Walking Access Commission, 2010), and a search was made of these documents in order to determine how they may affect the rights of access granters and recreational users. These documents have been particularly helpful in understanding some of the issues and concerns that have been raised by farmers, and have been helpful in clarifying the responsibilities of recreational users when accessing private property.

A potential limitation identified during the document search is the type of information that access granters are legally allowed to collect from recreational users. In order to address this matter, the Privacy Act 1993 was examined, and the Office of the Privacy Commissioner was contacted. The response given by the Office of the Privacy Commissioner was that the Commission may not give legal advice and that this information was best sought through a lawyer who deals with privacy matters. We did not engage a lawyer to do that. Our interpretation of the Privacy Act 1993 is that asking for personal information (such as name, address or telephone number) is not contrary to any of the principles of the Act, provided the information requested is necessary for the purpose for which it is being collected (Office of the Privacy Commissioner, 2013). We recommend legal advice on this matter.

Chapter 4

Results and discussion

4.1 Existing online access granting systems

An internet search identified existing online access permission systems. There are not many of these systems and fewer that meet the requirements that an AccessMe system would have. Booking systems, such as those used by the Department of Conservation and the Queensland Department of National Parks, were examined. These provided a starting point for the type of information that may be required about the recreational user. Typical information requested included name, address, phone number, email address, intended dates of activity, number of people in the group, and acceptance of terms and conditions. More specialised online access permission systems were identified for the Washington Department of Fish & Wildlife, Ettrick Burn Controlled Fishery and Timberlands Forestry. These systems are discussed in more detail below.

Washington Department of Fish and Wildlife

The Washington Department of Fish and Wildlife has a number of programs providing hunting access to private property. One of those programs with some of the functionality required for AccessMe is 'Hunt by Reservation' (Washington Department of Fish and Wildlife, 2016a).

Hunt by Reservation requires the farmer to set a period of time when hunting is allowed on their property. Registered hunters can then book particular dates within those times to gain access for hunting. In order to book a hunting date, the hunter has to supply contact details, their hunting ID number, and agree to the terms and conditions that apply to that particular property. The information available for each property includes a map (see Figure 1.) which shows property boundaries, access points, parking areas and gates; as well as specific rules for that property which can include hunting times (dawn until dusk, etc.), the use of dogs, and what birds or animals are allowed to be hunted (See Figure 2).

Figure 1
 Hunt by Reservation: West Wiser Lake Road access map



Legend		
Hunting Access Points	Hunting Access Routes	Hunting Access Polygon
Hunt Access Point	-- Closed Access Route	Feel Free to Hunt
Parking Area Point	-- Open Access Route	Hunt by Reservation
Waterfowl Blind Point	Safety Zone Polygon	Hunt by Written Permission
Treestand Location Point	Safety Zone Polygon	Register to Hunt
Gated Entry Point		

Source: Washington Department of Fish and Wildlife, 2016b

Figure 2
 Hunt by Reservation: West Wiser Lake Road hunting terms and conditions

West Wiser Lake Road (600)

Land Access Information
 Hunt Type: Hunt by Reservation

What's Huntable Here
 Waterfowl Huntable

Access Times
 Start: 04:00 AM End: 07:00 PM

Scouting is NOT allowed

More information/comments
 Barley has been planted at this location to improve hunting quality and provide food to migratory waterfowl. This Hunt by Reservation opportunity is open even numbered days through the waterfowl season. Hunting is restricted to blind. Observe and obey all posted access rules and boundaries. A unit map is located at the parking area. Waterfowl Quality Hunt Units have a 15-shell limit. Parking is limited to 1 space only. Please pick up garbage, including shot shells. ALL HUNTERS ARE NOW ASKED TO FILL OUT A HUNTER SUCCESS SURVEY CARD AT THIS LOCATION. Survey cards are located in white survey boxes at each parking lot below the parking lot sign. Surveys are used to improve the quality of the hunt, and guide management decisions. Conditions may make this site difficult to access, the hunt area is approximately 750 yards from the parking area. This property is subject to flooding, chest waders recommended at times.

Hunting Blinds Allowed
 Permanent blinds provided

No tree stands provided or allowed.

Access Modes
 Walk-in (3) [October 15, 2016 - October 19, 2016]
 Walk-in (3) [October 22, 2016 - January 29, 2017]

Weapon Info
 Shotgun - nontoxic/waterfowl approved

Hunt Opportunities
 You must **Login or Register** to reserve hunts.

Quality Hunt: 11/10/2016 - 11/10/2016

Quality Hunt: 11/12/2016 - 11/12/2016

Quality Hunt: 11/14/2016 - 11/14/2016

Quality Hunt: 11/16/2016 - 11/16/2016

Quality Hunt: 11/18/2016 - 11/18/2016

Quality Hunt: 11/20/2016 - 11/20/2016

Quality Hunt: 11/22/2016 - 11/22/2016

Quality Hunt: 11/24/2016 - 11/24/2016

Quality Hunt: 11/26/2016 - 11/26/2016

Quality Hunt: 11/28/2016 - 11/28/2016

Quality Hunt: 11/30/2016 - 11/30/2016

Quality Hunt: 12/02/2016 - 12/02/2016

Quality Hunt: 12/04/2016 - 12/04/2016

Source: Washington Department of Fish and Wildlife, 2016b

To assess the potential usefulness of this type of approach for AccessMe, the Washington Department of Fish & Wildlife was contacted. The Small Game Section Manager of the Game Division replied, addressing some of the benefits and concerns about the program.

The manager mentioned that there are no known landowner concerns. The program has been useful for letting landowners know who is (or should be) on their property at any given time. There are, however, some hunter concerns because the number of hunters concurrently on each property is limited. This has caused some issues where hunters have had a long-standing relationship with the landowner, and lost their exclusive or preferential status once the online system became operational.

Benefits of the program are that land owners appear to have more control over who is on their property, and the booking process ensures that hunters have a valid hunting licence because this is a requirement for joining the program. Hunters support the program because it limits the number of

hunters on the land and allows them to have their own area to hunt without the need to worry about interference from other hunters.

These benefits and concerns could also apply to AccessMe because access granters would be better informed and could have better information about who is on their property, which could reduce security concerns. There may also be issues in instances where hunters have long-standing relationships with access granters, and they may lose hunting opportunities if other hunters book particular dates first. However, restrictions on hunter numbers could also be of benefit by allowing hunters to have an area to themselves. Larger stations could be divided into smaller hunting blocks to provide for multiple hunters, but each group would have their own area. This may become an administration problem though as the access granter may need to spend time managing the different groups to ensure they only hunt in their allocated area. We recognise that there are cases where this occurs already in Canterbury on an informal manner. However, the online system has potential to reduce granter input and to clarify boundaries.

To ensure the program is appropriate to the needs of landowners and hunters, the Washington Department of Fish & Wildlife surveyed hunters to evaluate the program. The results of the survey have not been finalised. Online access tools are rare, so it is highly likely that prototypes will need refinement. Review of AccessMe, particularly in the early days of the system, will be critical to its ongoing success. Review could also reduce user frustration if they know that online access is novel and will be fine-tuned to meet their needs and address their concerns.

Ettrick Burn Controlled Fishery

Fish and Game Southland manage the Ettrick Burn Controlled Fishery, which has similarities to the Washington Department of Fish and Game Hunt by Reservation program in that recreational users can apply for access to fish the Ettrick Burn on certain dates. Fish and Game Southland predetermines available dates so that the water can be rested between visits, improving anglers' opportunities to catch a fish. Each trip is limited to a single day, and available dates are restricted to Wednesdays and Saturdays. Fish and Game Otago uses a similar system to manage areas of the Greenstone River (B. Jarvie, Fish & Game Officer, personal communication, November 22, 2016).

Recreational users applying to fish at Ettrick Burn must provide their name, names of all other party members, whole season fishing licence and backcountry fishing licence numbers for each party member, and the email address of the principal angler. Booking confirmation is made by email and an email survey of the group provides feedback on the Ettrick Burn fishing experience. The fishing licence number can be linked to the Fish and Game angler database, which contains more details of the licence holder. These details include full name, email address, telephone number and residential address (Fish and Game, 2013).

Bill Jarvie (personal communication, November 22, 2016) advised that the online booking system is well used and is subject to only the occasional difficulty, usually involving user error. For example, anglers sometimes provide an incorrect email address and therefore do not receive notifications about their application.

The Ettrick Burn controlled fishery has been reviewed and refined. Originally, all days of the week were available, provided they were three days after the previous anglers had left. This created a disadvantage for anglers who could only fish on the weekend because many of the available days would fall during the week. This highlights the fact that new systems are not perfect, and will require review and fine tuning.

An interesting aspect of the Fish and Game controlled fishing areas is that dates cannot be booked more than five days in advance, a limitation imposed to make the system fairer for all anglers. While the merits of this restriction are debatable, particularly as they impose difficulties for people who need to plan work absences or make travel or childcare arrangements well in advance, the online system simplifies its implementation. This concept is an option some landholders may choose to exercise on AccessMe, as it would give access granters more control over when to allow recreational users access to their property. Weather, markets, stock health, and other reasons mean that farmers often cannot plan day-to-day operations well in advance. A short pre-authorisation period would minimise the need to rescind prior approvals because of unforeseen conditions.

As with Etrick Burn, access could be restricted to certain days of the week. This may make it easier for access granters to plan farm activities for when recreational users will be absent, and may also allow for periods when no visitors are present on the property. If certain days were set aside for accessing a property, access granters could also ensure that someone is present to meet recreational users to inform them of any hazards.

Timberlands

The paper-based Timberlands forestry access system requires users to obtain an access permit before entering the forest. This system includes a \$50 fee, which funds background checks, communication of hazards, field checks and signage. First Security manages the approval of permits on behalf of Timberlands (Timberlands, 2011).

Recreational users would be unlikely to pay for the AccessMe service if they could continue to gain access by phone for free. Timberland approves access only through the paper-based system, so does not have to deal with this problem. Landholders could implement a policy of granting access only through AccessMe, but this may take some training, and may not be successful where there are large numbers of non-repeat users.

Charging for use of AccessMe may have implications through the Health and Safety at Work Act 2015 because if the fee were paid to the owner/developer of AccessMe, they may be seen as a PCBU and be liable should any harm occur to the recreational users.

Alternatively, landholders could charge for property access via an online payment mechanism implemented through AccessMe. There is some charging for recreational access now, particularly for vehicle access. These payments are typically unrecorded cash in the hand. Payment records are likely to be unattractive to landholders, having both tax and health and safety implications. Such landholders may prefer the status quo.

The Timberlands system restricts access to certain times of year compatible with fire hazards and the hunting season. However, the system is flexible and can permit recreational use at other times if the fire risk is low. This approach could be useful to the AccessMe system because access onto private property could also be limited at particular times for farm management and other purposes.

The Timberlands system requires each recreational user to provide their name, address, telephone number, type of activity, vehicle registration number, and a description of the vehicle used. A form of identification (such as a drivers licence or birth certificate) is also required (Timberlands, 2016a). The form used by Timberlands is reproduced in Figure 3.

Figure 3
Timberlands forestry access permit form



2016 Recreational Forest Access Permits

REGISTRATION AND APPLICATION FORM

All persons **15 years of age and over** entering the forest in a vehicle **require a permit**

1. Contact Details

Full Name: _____

Physical Address (Include town or city): _____

Postal Address (If different from above): _____

Home Phone Number: _____

Mobile Number: _____

2. Access Details

Name of Forest: (Tick one) Kaingaroa Rotoehu Both

(Please Note: If you are a Kaingaroa Verified Landowner you are still required to pay for an access permit if you wish to access the Rotoehu Forest.)

Reason for Accessing Forest: (Tick one or more) Hunting Fishing Game Bird

Other Reason for Access (Please specify details): _____

Entering Forest as: (Tick one or more) Driver Passenger only

3. Vehicle Details (Please leave this section blank if you are entering the forest as a passenger only)

Registration Number: _____

Make of Vehicle: _____

Model of Vehicle: _____

Colour of Vehicle: _____

Type (e.g. car, ute, 4x4): _____

4. Payment Details

Registration Fee for period 1 April 2016 to 31 March 2017 (One off payment) **\$50.00 GST inclusive**

(Please Note: The Registration Fee is waived for Verified Land Owners accessing the Kaingaroa areas)

Payment Method (Tick one): Cash/Cheque Amount Enclosed \$

EFTPOS Amount Enclosed \$

Internet Banking (Please complete details below)

Date Payment Transferred: _____

Amount Transferred \$ _____

Bank Account Name: **Timberlands Permit**

Bank Account No.: 01-0102-0848803-03

Reference: (Please use full name of the permit holder as reference)

5. Permit Delivery

Please select if you would like your permit posted or left in the permit box (Tick one) Post Pick Up

Disclaimer: First Security Guard Services will not be held responsible for any permits that are removed from the permit box or lost in the post. First Security Guard Services will not be held responsible for permits collected or taken by friends/family that do not reach the permit holder.

Full Name: _____ Sign: _____ Date: _____

Source: Timberlands, 2016b

4.2 Legal aspects

A number of legal provisions apply when considering public access across private land. Some legislation protects the rights of land owners or access granters, while other legislation protects the rights and freedom of the general public, in this case recreational users. Potentially relevant items for AccessMe are discussed below.

Trespass Act 1980

The Trespass Act 1980 gives power to landholders to decide who may or may not be on their land, and what activities can be carried out by visitors. The Act defines trespass through specific provisions about being present on a property after being told to leave (s3, s4), disturbing animals (s6), laying traps or poison (s7) and not leaving gates as they were found (s8). The Act also lists obligations to provide name, address and firearms licence number (if carrying a firearm) if these are requested by an occupier of private land (s9).

Section 5 directs the land occupier to serve trespassers with either a verbal or a written warning. A person given verbal or written warning to stay off a property may be excluded from that property for a period of two years (s4). The verbal warning provision is important because landholders will not necessarily have the time or equipment to provide a written warning when they encounter a trespasser. New Zealand Police trespass notice guidelines recommend a written warning (NZ Police, n.d.). The warning must specifically tell the trespasser that they must stay off the property for two years. AccessMe could provide landholders with a personal, confidential record of individuals who have been trespassed from their property, providing a warning when any trespassed individual requests access.

As well as individuals who blatantly disregard, or are unaware of, the rights of occupiers to decide who may or may not enter their property, an issue may arise with visitors from countries where public access rights differ from those in New Zealand. For example in the UK, the right to roam generally allows freedom of access to uncultivated private land. Clearly, this could create an issue in the Canterbury high country (where nearly all land is uncultivated) if visitors assume they do not require permission for access. AccessMe would not resolve this issue.

Health and Safety at Work Act 2015

The Health and Safety at Work Act 2015 identifies the circumstances where the landholder is liable for harm occurring to visitors on their property. The landholder is liable only when visitors pay a fee to access the property, in which case the farmer is considered to be a 'person conducting a business or undertaking' (PCBU). Section 37(3) of the Act indicates that in the case of non-paying farm visitors, a farmer is liable only for farm buildings (excluding residences) and areas where work is being carried out (WorkSafe NZ, 2016a).

Our interactions with stakeholders indicate that this Act is often misinterpreted by farmers, who believe they are liable for any visitors on any area of their farm, which discourages them from allowing public access (Fish and Game, 2016; personal communications, 2016). However, there may be some valid concerns about granting access to fee-paying visitors, including commercial operators who run tours across private land.

The possibility of conflict could lead to granters permitting access to only fee-paying visitors or only non-paying visitors. For example, a PCBU farmer may be liable if a non-fee paying hunter accidentally injured commercial tour group members. A possible solution is for the farmer to separate, either spatially or temporally, paying and non-paying visitors.

Under the Act, an access granter has a duty to warn of hazards and manage the risks associated with farm work. The access granter also has a duty of care to warn visitors about areas where work may have been done recently. The example used by WorkSafe New Zealand is where hazardous chemical spray may still be lingering in the air (WorkSafe NZ, 2016b). To avoid liability, it may be best for access granters to warn visitors of such activities regardless of the intended access route across the property.

The landholder does not owe a duty of care to a person who is on their property unlawfully (s37 (2)), including burglars or trespassers. However, there is no case law on this particular provision, so the precise extent of landholder liability remains unknown (Jackson Russell Lawyers, 2015).

Walking Access Act 2008

In addition to the Health and Safety at Work Act 2015, the Walking Access Act 2008 also provides instruction on liability of access granters with regard to walking access. Section 66 of the Walking Access Act indicates that a landholder is not liable for any loss or damage to a person when that person is walking across their private land or using a public walkway on public land, provided the loss or damage was not caused by the landholder deliberately not informing that person of potential dangers.

As with the Health and Safety at Work Act 2015, S66 of the Walking Access act requires access granters to inform visitors of hazards or dangers that are present. The landholder's responsibility appears to be limited to information provision, it is the visitors' duty to take account of this information and be responsible for their own safety. However, the Occupiers Liability Act 1962 definition of a visitor is not restricted to people invited onto the property. This raises a question of liability over uninvited visitors, particularly since the landholder does not have the opportunity to provide them with information.

AccessMe could be helpful for landholders on these matters. Firstly, it could create a record of relevant information supplied to those granted access. Secondly, it could post property hazard warnings available to all, regardless of whether the landholder approves their access request.

Wild Animal Control Act 1977

The Wild Animal Control Act 1977 has provisions for the hunting and killing of wild animals on Crown and private land. Section 8 of the Act requires the express authority of the owner or occupier to discharge a firearm or hunt on private land. This makes it clear that the access granter has the right to decide who may or may not hunt on their land. However, S16 allows the Minister of Conservation to authorise hunting on private land, even if the access granter has refused access – although that authorisation does not extend to the public.

Land Act 1948

Under section 176 (8), unbranded stock trespassing on Crown land may be seized and forfeited to The Crown. Section 176 (9) also has provisions for branded stock seizure and, if the person responsible is convicted of allowing them to trespass on Crown land, forfeiture to The Crown. These provisions create a risk for access granters if recreational users leave open farm gates, allowing stock to enter Crown land.

Forest and Rural Fires Act 1977

Through sections 43 and 46, landowners may be responsible for the costs of putting out fires, as well as for the damages caused by them. Information from the National Rural Fire Authority (NRFA) advises landowners to insure their property against fire, as the property where the fire originated may be the focal point of any law suits to recover costs to other property. The advice from the NRFA is to insure property for 'loss and replacement of property from fire', 'public liability insurance' and 'fire suppression insurance'. The NRFA also warns recreational users that they may be responsible for the

cost of a fire and should consider whether they need insurance themselves (National Rural Fire Authority, n.d.).

The issue for access granters in relation to the Forest and Rural Fires Act is that they may be responsible for the cost of any fire started on their property. Additionally, farmers could be levied to help cover the cost of fire fighting (s46). These potential landholder costs may lead to access granters completely banning fires on their properties to minimise the risk, but the potential for recreational user non-compliance and other risks, such as from hot vehicle exhausts, may lead to access restrictions. The access granter may also choose to allow access only to recreational users who belong to a group or club that holds public liability insurance, such as the New Zealand Deerstalkers Association, potentially leading to exclusion of non-insured individuals or clubs.

Privacy Act 1993

The Privacy Act does not define what type of information an agency (either the AccessMe system or an access granter, depending on what the online system will include) can legally collect. However, information collection must adhere to the 12 principles of s6 of the Privacy Act.

Principle 1 states that the information collected must be for a lawful purpose connected to what the agency does, and the information collected must be necessary for achieving that purpose. Collecting personal information from a recreational user is lawful under Principle 1 because the purpose of collecting the information is to identify who is accessing private land, their purpose for doing so, and so the landowner can contact the person to revoke access rights or advise them of hazards, as is the landholder's duty.

Principle 2 requires that information collection must be first-hand from the individual, not second-hand from other people. AccessMe would adhere to this principle because recreational users supply their own personal and trip information. However, this principle may affect the use of a rating system, because another party rates the individual. This aspect requires legal guidance, before implementation of a rating system.

Principle 3 requires the person from whom information is being collected to be informed about the purpose of collecting the information – why is it being collected, who will get it, and how will it be used. This could be covered easily by a blanket statement on AccessMe.

Principle 4 requires that information must be collected in a manner that is not unlawful or unfair. Provided that users are aware of why information is being collected and how it will be used, this principle should not cause any issues for the AccessMe system.

Principle 5 relates to the secure storage of information. Care should be taken with AccessMe data storage to ensure that only the intended users have access to the information stored in the databases.

Principle 6 requires that the individual concerned may have access to their information (in this case the information that is held about them within AccessMe), while Principle 7 requires that once information about an individual is collected, the individual can request that incorrect information is corrected. This may have implications for an AccessMe ratings system if an individual believes their rating is incorrect or unfair and requests its modification.

Principle 8 requires information to be accurate for the intended purpose. AccessMe would comply because recreational users will have to supply information for each access request.

Principle 9 doesn't allow the information to be held longer than necessary, and Principle 10 places limits on how the information can be used (For example, the information can only be used for the purpose authorised by the individual). Principle 11 prevents personal information being passed to other agencies, except in certain circumstances. It would be possible to design AccessMe with security to prevent other entities accessing information, and with expiration dates that expunge information after completion of the visit, allowing sufficient time for follow up where issues (e.g. vandalism or fire) arise.

Principle 12 prevents assignment of unique identifiers to personal information unless this assists in achieving the purpose of the agency. This process is necessary for AccessMe to function effectively.

The Privacy Act 1993 raises questions about legality of a ratings system and collection of driver's licence details by farmers. We recommend legal advice to clarify these matters.

The New Zealand Outdoor Access Code (available on the Walking Access Commission web site) provides guidelines of how recreational users should behave on private property. The code identifies many of the issues above and provides guidance on how recreational users should approach these issues. The AccessMe system could require all recreational users to acknowledge that they have read, understood and agree to act by the rules and guidelines in the New Zealand Outdoor Access Code. In itself, this may improve behaviour. It would also remove the defence of ignorance, allowing access providers to be more resolute when managing transgressions. A combination of better recreational user education and harsher penalties (fines or exclusion from land) may shift attitudes and improve behaviour. AccessMe could serve a useful role in educational aspects, and by ensuring transgressors do not obtain future access.

4.3 Stakeholder feedback

Stakeholder responses about the proposed AccessMe system have been mixed. The majority of stakeholders supported the system, but a significant minority were unsure about it or did not think it would be successful. The distribution of support is displayed in Table 4, and details of these responses are discussed below.

Table 4
Views of stakeholders on an online access granting system

	For	Against	Total
Access granters	6	3	9
Recreational users	7	2	9
Total	13	5	18

60 stakeholders were contacted, as listed in Appendix A, but few responses were received. Despite the low number of stakeholder responses, common themes in the feedback are that it is often difficult for recreational users to request access due to contact details unavailability, and that access granters find telephone calls disruptive or inconvenient. Stakeholder responses generally show frustration with the current system of requesting access through telephone calls, and interest in the development of a more convenient system. To this end, the AccessMe concept could become a solution to these problems.

Access granter concerns and perceived benefits

Access granters raised the following concerns

- An online system may not discharge the duty of care for health and safety aspects (including liability) and the wellbeing of visitors
- Internet access is not always reliable (although this is improving)
- Online methods do not provide the instant communication available through a telephone call
- Access granters want to meet the people who they are allowing onto their property

Health and safety concerns arising from misinformation may prevent access granter adoption of AccessMe. Mitigation is possible by educating landholders about how health and safety legislation applies to recreational visitors, particularly to inform them that they are not liable for recreational users who do not pay a fee. A grey area, requiring legal clarification, remains around whether gifts and donations are access fees. On the other hand, recreational users must be made aware that access has been granted only for a specific occasion, and the reason they must obtain approval for future access is because there may be new or changed hazards, and access is dependent upon current farm operations.

Stakeholder consultation identified *Zero Harm Farm* as a useful tool for management of health and safety issues. *Zero Harm Farm* could provide a template for AccessMe, or could be a complementary resource. *Zero Harm Farm* allows subscribed farm owners or managers to create an interactive map of their farm hazards, and a hazard register. All property visitors are inducted through the *Zero Harm Farm* system, ensuring they are aware of any hazards, and removing liability from the farm owner/manager.

The *Zero Harm Farm* system notifies the farm owner/manager when a visitor enters their property, as well as when they leave. This notification process is useful for farmers because they know who should be on their property, improving feelings of security. Farmers can add temporary hazards to *Zero Harm Farm*, making the application easily adaptable for activities occurring at different times throughout the year.

Zero Harm Farm could be used in conjunction with AccessMe. The viability of joint application would need evaluation and approval from the developers/managers of the *Zero Harm Farm* application, as well as the organisation responsible for managing AccessMe. However, using *Zero Harm Farm* as a complementary system may present additional difficulties because access granters would have to pay for the *Zero Harm Farm* service and learn to operate another package. Alternatively, AccessMe could encompass a similar system within the one application. Doing so would require significant design and software development costs, which could be viewed as a waste of resources. However, this cost may be justified by greater landholder uptake.

To address Internet access issues, recreational users could have a minimum time prior to their visit in which they need to submit an access request to allow sufficient time for the farmer to see and action their request. If the trip is closer than the minimum time, recreational users could resort back to making a telephone call to request access. Some farmers may wish to avoid receiving telephone calls, so a farmer opt-in system could provide an element of choice for them to utilise the system in their preferred manner. If the access granter is agreeable to receiving phone calls close to the time of the planned visit, appropriate times to call and access granter telephone numbers could be listed on AccessMe.

Some access granters prefer to meet visitors when they arrive on the property so they know who is there, and so they can evaluate suitability of equipment or convey detailed information about the property, including hazards and out of bounds area. AccessMe could allow access granters to select

whether visitors register on arrival (and how to do so) and inform approved visitors of that. Once a particular recreational has a proven track record, the access granter could choose not to meet with them unless necessary for health and safety reasons. An access granter activated global requirement or visit-by-visit requirement switch within AccessMe could operationalise the alternatives at the access granter's discretion.

Several access granters were concerned about the implementation of a rating system because there is a danger this could become too personal, prompting one stakeholder to suggest a star rating system to avoid personal or hurtful remarks about individuals. Other stakeholders did not have concerns about the rating system and some suggested access granter rating of recreational users to establish how respectful the visitors were of the property. Some cited past incidences where such information would have been useful in order to turn away recreational users who have previously caused problems on the property, or on other properties.

Stakeholders were concerned that if access through an online system was too easy, farms may experience large numbers of visitors, which would take up a lot of time and be difficult to manage alongside normal farming activities. Additional concerns were that an online system may take more time to manage than a telephone call and calendar system and that it would be impractical to keep information updated as the farming environment and hazards can be constantly changing. These concerns could be addressed by restricting the number of visitors to a farm over any period of time, a feature easily programmed into the system and could inform applicants that the reason access is unavailable at certain periods is because the property is at visitor capacity.

Access granters raised concerns that information may not be passed on effectively to the recreational user through any method other than a telephone call. These stakeholders see a telephone call as vital to building rapport with a recreational user, which in turn makes the recreational user more likely to be considerate about how their actions affect the farm. Granters generally view telephone or face-to-face communication as an important tool for being able to assess 'the type of people entering and crossing your land'. Many stakeholders prefer face-to-face or telephone contact because 'it makes it more real to both us and to those requesting permission'.

Access granter stakeholders identified some potential benefits that an online access requesting system could provide. These included:

- Fewer interruptions (particularly at evening meal times), which would allow access granters to have time off in the evenings without being bothered by numerous telephone calls.
- Having an electronic record and details of who was visiting the farm.
- Less pressure on the telephone line would allow for more time for farming business telephone calls.
- Emailing specific information, such as poison operations or the location and type of livestock, to recreational users may be easier than trying to explain it over a telephone, and provides a record, which may prevent information being forgotten. AccessMe could display this information on a property information page.
- Easier to prove what information was communicated to recreational users, so there would be fewer excuses of not knowing about an aspect of the property or activities on that property.

Recreational user concerns and perceived benefits

Concerns of the recreational user stakeholder group are that the system will be ineffective because of potential internet access issues and a low level of AccessMe adoption by farmers. This will result in continuation of the status quo. Additionally, there are concerns that some information may not be conveyed through an online system, for example informing recreational users that there may already

be hunters present on the property. A number of recreational users raised this concern, because they prefer to tramp or climb elsewhere if there is potential conflict with their intended activity.

Recreational users noted that an online system may be frustrating if access is denied and no reason is given. This will leave recreational users wondering why their request was denied and uncertain about the likelihood of approval for future requests. Of course, granters are not obliged to give a reason, and many do not now, however, the expectation was that this would become more frequent for an online system. A simple tick box facility or open-ended response item would facilitate granters informing applicants of reasons for refusal, and may mitigate this tendency. Another mitigation response would be to have the opportunity for each property to display a calendar showing when access will be refused, and possibly the reasons. This would make it easier for recreational users to plan their trips around farming activities, but will only be possible if the access granters take responsibility for keeping the online record of planned activities up to date.

Like access granters, recreational users also voiced concerns over a rating system because it could lead to personal attacks on certain people. General thoughts from recreational users are that access granters will get to know who is trustworthy and respectful of their property, and these people will be granted access; while those who are not will not be granted access.

Recreational stakeholders recognised the validity of access granter concerns about whom they allow on their property. Recreators were concerned that an online access request system would not provide enough information for access granters to make a valid judgement on whether or not to allow them access. Consistent with access granter opinion, recreators thought that recreational users should be required to meet the access granter when entering the property until a trusted relationship has been established and was no longer required.

As viewed by recreational stakeholders, benefits of an online system include:

- Requests could be made at any time and the access granter could check and reply to access requests at a convenient time, rather than answering the telephone or needing to listen to voicemail messages.
- The farmer would have a written record of who is on their property and what activities are being undertaken.
- The system would remove the need to search for access granter contact details, and would reduce frustrations from attempting to use out of date contact details.

Items to be incorporated into an online system

Maps

Access granters and recreational users both suggested using maps to show areas that are out of bounds, hazard locations, access points, preferred river crossing points, routes after passing access points, and where various forms of access (for example 4WD, mountain bikes, or walking) can be used. A map of the region showing public access, private property boundaries, and who should be contacted to grant private land access was also suggested. A recreational stakeholder suggested that a map showing the items above linked with the WAMS system would be useful. Stakeholders were not asked to evaluate the existing WAMS system, however one stakeholder from each group mentioned that the WAMS system was difficult to use and sometimes shows access routes over unformed legal roads that are not safe to use.

Hazards

It is essential to provide recreators with information about hazards (or activities that would be occurring on the property, including whether there are other recreational groups present). This hazard

advisory would meet farmers' health and safety obligations. Mandatory acknowledgement of receipt of health and safety information before final access approval through AccessMe would give farmers peace of mind.

Recent access/property information

For better recreator preparation, they could contact the host farm a few days before their trip to check on conditions such as weather, river levels, or unplanned farming activities. In addition, it would be useful for other recreational users to provide updates on return from their trip. On completion of a visit, farm conditions or trip updates could be provided to the access granter, who could choose to add them to the online property information (possibly in a style similar to the hazard information). If farmers wanted to minimise telephone calls, they would have to take responsibility to update their property information frequently, and recreational users would have to take responsibility for checking the information shortly before their trip. Some access granters would still require recreational users to call in at the homestead in order to obtain updates on hazards or issues and to sign their farm safety plan.

Sign in/out

It is important for some access granters that an online system should have a sign in and sign out process so they are aware when visitors arrive and leave. This could be through an online check in process, a physical visitors' book signed on site, face to face, or by telephone. The method for each property could be at the discretion of the farmer. Regardless of the system that is used, it is important for access granters to know recreational users' intended arrival and departure dates. As previously discussed, the *Zero Harm Farm* application could provide this functionality if the access granter was willing to join the *Zero Harm Farm* programme.

Temporal availability

The property information page should include a calendar showing when public access will (or will not) be granted, depending on farm activities and landholder preferences. This should decrease the number of requests access granters receive for closed times.

Access granters noted the importance for their security that the request form requires the names of each person who would be accessing the farm. This could also prevent irresponsible individuals from gaining access through applications by a third person. An option could be included to give the access granter the ability to accept or decline individuals within a group. Alternatively, the access granter could decline the request and notify the recreational group of the reason for this decision. One access granter preferred having contact details for everyone in the party, as well as an emergency contact person for each individual.

Both stakeholder groups indicated that they would expect recreational users to provide their name, address, telephone number, possibly an email address, type of activity, group affiliation (if any), and dates that access was being requested. Vehicle registrations and descriptions are required for all vehicles entering the property. Visitors carrying firearms would be required to supply their firearm licence number.

The stakeholder discussions indicate that an online system should include:

- Form to request access
 - Full name
 - Contact details (Address, telephone number and email address)
 - Names of other people in the group
 - Club affiliation (if any)
 - Dates of trip
 - Intended activity

- Route and/or activity location
 - Vehicle/s registration number and description/s (if applicable)
 - Firearms licence number and DoC hunting permit number (if applicable)
- Map showing
 - Clear property boundaries
 - Clear access points/routes
 - Prohibited areas
- Property description
 - Information about hazards
 - Calendar of available access dates
 - Updates/comments from other recreators
- Sign in and sign out system

Chapter 5

Discussion and recommendations

Primary scoping has identified some interest in enhancing the recreational access approval via an online system. The majority of responses from both stakeholder groups had a positive view of the system.

Stakeholder suggestions identify three broad options for managing recreational access requests:

1. No change, recreational users and access granters continue to use informal systems based on phone calls, emails, and face-to-face meetings to request and grant access.
2. Publish an easy to use online database of access granter details. This would reduce recreational users' frustration when trying to find contact details for private property, but will not address the issue of access requests made at inconvenient times.
3. Operationalise AccessMe, a voluntary online system supplementary to current systems.

Option 1 would not entail any action, or costs, but would maintain current frustrations. Primary concerns are that recreators have difficulty identifying and contacting access granters, and that a large number of access requests at times beyond their control inconvenience access granters.

Option 2 would benefit recreators. Publication of preferred contact methods and times could be of some assistance to access granters. While a contact database may channel access enquiries towards landholder preferred times and methods, it is likely to increase the volume of enquiries. Access granters may be unwilling to publish their details on the database for this reason, and because of potential security concerns. We did not assess this option, but further consideration is warranted, particularly of implications for access granters.

Advantages and disadvantages of Option 3 have been traversed already, so are simply summarised here.

Advantages

- Easy for recreators to contact access granters
- Access granters have a record of approvals
- Record of health and safety information provision
- Access granter convenience

Disadvantages

- Requires reliable internet connection
- Some people prefer phone calls
- Need to maintain database currency

Our limited feedback has been unable to clarify whether advantages outweigh the disadvantages of AccessMe, or to identify the frequency of adoption, particularly from landholders. However, the concept has appeal for both stakeholder groups and merits further investigation.

This concept assessment has identified a number of important design aspects for AccessMe, including automated approval, ratings, history reviews, and search facilities.

Initially, expectations were that, where appropriate, AccessMe could automatically approve access for specific activities without a formal access request. However, liability issues could prevent that. Access

granters must inform recreational users about hazards, which cannot be proven without a formal application triggering a message to the applicant, possibly requiring acknowledgement. Therefore, we recommend that, regardless of the type of activity, recreational users will have to request access, to trigger hazard notification.

Stakeholder feedback on an AccessMe rating system of visitors and/or access granters indicated that potential system users do not desire this feature, and it could be problematic. Access granters were concerned that a rating system would require additional management time and could become a means for personal attacks on individuals. Access granters believe that the 'bush telegraph' reliably identifies irresponsible recreational users, making the rating system unnecessary. Recreational users were also concerned that a rating system could publish unfounded comments about individuals. As such, we recommend excluding the rating system.

An additional feature considered was the option of allowing access granters to view an individual recreational user's history of access, including their requests approval status and, where relevant, the reasons for declining access. Similarly, there could be an option for recreational users to view an access granter's approvals history to identify what activities are generally approved and what activities are likely to be declined. This information would give users an indication of the likely outcome of their request. We recommend exclusion of this option for similar reasons as the ratings system. Making this information available could have implications under the Privacy Act, particularly if individuals believe information written about them is untrue, and could lead to dispute resolution in the public arena. For example, if an access granter claimed a recreational user left open a gate, but the recreational user denies it.

We anticipated that recreational users could identify properties by searching by map, property name, or type of activity. Searching by map would be useful because recreational users could easily see the property and other, surrounding areas that would require additional access approval. This approach is useful when recreators know where they want to go, but do not know the name of the property or the access granter. A map would also help to visualize the route that a recreational user will have to take to achieve their intended purpose. One option is to build mapping upon the Walking Access Mapping System (WAMS), or to link with it.

Searching by property name and/or owner or access granter's name would also be useful because some recreational users will already know these. Searching by activity may be useful. For example, recreators could identify properties that permit recreational hunting. However, this option would be significantly more challenging to implement, requiring a database linking activities to properties. It would also be important to limit the search to some geographical area (e.g. catchment or territorial authority) so the user is not overwhelmed with results. We recommend exclusion of searching by activity in the first instance, but inclusion of searching by map, property name, and access granter name.

5.1 Database Structure

Necessary AccessMe database headings would be:

- **Farm profile**
 - Name of property
 - Name of access granter
 - Preferred contact method (AccessMe, telephone, email, other, etc.)
 - Activities for which access may be granted
 - Dates of when access may be available

- Conditions of access
- Detailed map of property
- Hazards and other health and safety information
- Visitors' code of practice
- Arrival/departure reporting requirements
- **Recreational user profile**
 - Username (could be email address)
 - Password
 - Unique identifying number to be used in the database
 - Real name
 - Email address
 - Telephone number (landline and/or mobile)
 - Residential address
 - Club affiliation (if relevant)

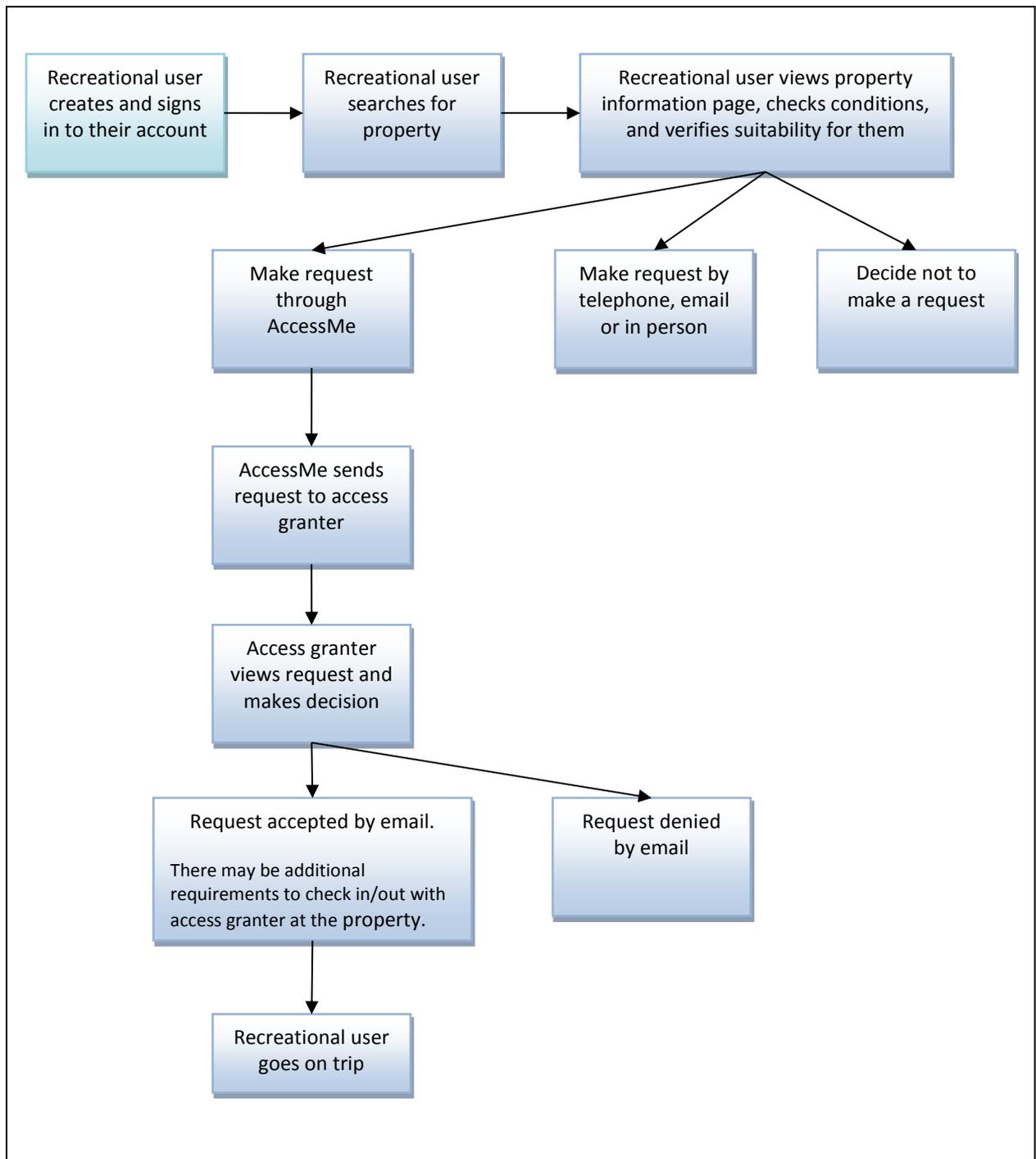
Supply of other details, such as vehicle registration, vehicle description, firearms licence number, or DOC hunting permit number should occur only when requesting access for relevant activities because these details may not be applicable to every access request. Club affiliation may not always be applicable, however being associated with a club may enhance recreational user reputability or provide insurance.

An additional database would contain details of requests and the outcome of these requests.

- **Access requests**
 - Name of property
 - Name of applicant or applicant unique identifying number (this will connect the applicant details to the request, and prevent two databases containing the same information)
 - Trip start date
 - Trip end date
 - Activity
 - Route
 - Request status (Accepted, declined, pending)
 - Notes from access granter (only viewable by that particular access granter)
 - Notes from recreational user (only viewable by that particular recreational user)
 - Health and safety acknowledgement and acceptance
 - Visitors' code of practice acceptance

AccessMe users would follow a process similar to that detailed in Figure 4.

Figure 4
AccessMe process for requesting access.



5.2 Prototype testing

We distributed a paper-based prototype of the AccessMe system to stakeholders to assess their views on it (see Appendix C).

Initially, we sent the prototype document to all the stakeholders who had responded to our original queries about desirability of an online access permission system. Because we received very few responses to the prototype document, we then sought feedback from all the granter stakeholders in our database. This yielded a small number of additional useable responses. Reviewer responses follow.

Feedback on the prototype document noted that

1. There is room for improvement on the primary navigation bar (which currently only contains links to 'About Us' and 'Contact Us').
2. Additional useful links include a clear log in/log out link, a link to the user's profile, and a search area.
3. Advantages of a clearer distinction between clickable links and written text were identified also; these two types of text are currently too similar in style so it is difficult to differentiate between clickable and non-clickable items.

A further suggestion was inclusion of a health and safety disclaimer. This reinforces access granter concerns about health and safety liability issues.

It would be unwise to finalise design based on the limited feedback on the prototype. We recommend further testing after minor revision. Some of the recommendations are meritorious, despite the need for further testing. We recommend making amendments 1-3 above.

At this point, it is unclear whether a health and safety disclaimer would be beneficial. We suggest testing acceptability of a tick box by which the recreational user acknowledges either:

- that they will report to the access granter on arrival at the property for a health and safety briefing, or
- that they acknowledge having read and accepted a health and safety statement, or
- that they have complied with a different type of health and safety management strategy, such as Zero Harm Farm or a similar concept embodied in AccessMe.

Chapter 6

Conclusion

Primary scoping has identified some interest in enhancing recreational access approval via an online system. Recreational groups expressed stronger interest than access granters, who were wary of the possible change, largely due to perceptions that they would need to commit more time to managing an online system and because of, probably unwarranted, perceived health and safety liability issues. A successful online system requires strong access granter uptake. Our limited feedback suggests that farmer uptake would be low until access granters' perceived concerns have been dispelled. The two major concerns may require different remedies.

Incorrect landholder perceptions about health and safety liability, while affecting an online access approval system, have significance beyond AccessMe. There is clearly a need to educate farmers about their obligations and liabilities under health and safety legislation. This may reduce farmer anxiety and improve recreational access – whatever the mechanism for approval. Granter understanding of limitations on their liability for non-paying visitors, the role of information in meeting their obligations, and the ability of AccessMe to facilitate delivery and acknowledge receipt of that information, may significantly bolster access granter support for AccessMe.

Adoption of new systems, particularly internet-based systems for those with little or no experience of them, can be daunting. This is especially relevant for remote farmers who may have limited internet access, or who may not have had internet access at all until recently. It is important to gauge whether access granter reticence arises from concerns about internet use *per se*, or from the specific perceived or real burden imposed by AccessMe. One opportunity to test these matters and to gather further feedback on AccessMe would be to present the AccessMe prototype at a Federated Farmers forum. This would allow access granters to see what the system would look like, and allow representatives of the Walking Access Commission to assess and address any concerns related to the concept. Whereas our postal pre-test of the prototype allowed only one-way communication from farmers in response to the proposal, a face-to-face meeting would offer the opportunity to respond to farmer questions and to engage in constructive dialogue, allowing a more informed assessment of future prospects for AccessMe.

Our terms of reference did not include consideration of practical matters related to AccessMe administration. These include questions about who would be responsible for the management and maintenance of AccessMe, where the data would be stored, and who would have access to data. These are important questions, having privacy, efficiency, and cost implications. Until there is sufficient end-user acceptability and potential adoption of the AccessMe concept, these matters are not a high priority for further consideration.

In conclusion, AccessMe has potential merit for all parties, particularly for recreators. However, the level of landholder adoption would probably be low, suggesting the need for further assessment of landholder concerns and either refinement of the proposed system to address them, or better communication of the potential advantages of AccessMe for landholders, which appear to be misunderstood by some.

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Appendix A

Stakeholders (Recreational users and access granters)

Recreational users who were contacted

Access granter	Responded
Canterbury University Tramping Club	Yes
Federated Mountain Club	Yes
Fish n Hunt Forum	Yes
North Canterbury 4WD Club	Yes
New Zealand Alpine Club	Yes
North Canterbury Fish & Game	Yes
Peninsula and Plains Orienteers	Yes, but declined to participate as do not usually need to request access.
Peninsula Tramping Club	Yes
Rangiora Tramping Club	Yes
Canterbury Anglers Club	No
Canterbury Fly Fishing Club	No
Canterbury Land Rover Owners Club	No
Canterbury Mountaineering Club	No
Canterbury Recreational 4WD Club	No
Catholic Tramping Club	No
Central South Island Fish & Game	No
Christchurch Fishing and Casting Club	No
Game Animal Council	No
New Zealand Deerstalkers Association	No
New Zealand Horse Network	No
Over Forties Tramping Club	No
Pegasus Trampers	No
South Canterbury 4WD Club	No

Access granters who were contacted

Access granter	Responded
Ben McLeod Station	Yes
Glen Lyon Station	Yes
Glentanner Station	Yes
Glenthorne Station	Yes
Godley Peaks Station	Yes
Haldon, Kirkliston and Stony Creek Stations	Yes (declined to participate)
Lilydale Station	Yes
Mt Studholme Station	Yes
North Canterbury Federated Farmers	Yes
Omahau (Hill Block) Station	Yes
Stew Point and Dry Creek Stations	Yes (from paid guided hunting perspective)
Balmoral Station	No
Braemar Station	No
Double Hill Station	No
Erewhon Station	No
Flock Hill Station	No
Forest Creek Station	No
Glenfalloch Station	No
Glenmore Station	No
Glenrock (Rakaia) Station	No
Glenrock (Tekapo) and Holbrook Stations	No
Inverary Station	No
Lake Heron Station	No
Lees Valley Station	No
Manuka Point Lodge	No
Mesopotamia Station	No
Mid Canterbury Federated Farmers	No
Mt Arrowsmith Station	No
Mt Dalgety Station	No
Mt Hutt Station	No
Mt Potts Station	No
Rata Peaks Station	No
Rainbow Station	No
Rollesby Station	No
Rural Women NZ	No
Sawdon Station	No
South Canterbury Federated Farmers	No

Appendix B

Questions for stakeholders³

Questions for recreational users

1. How often do you need to request access across private land for a trip?
2. What makes this easy or difficult to do?
3. What would you change to make gaining access easier?
4. What are your thoughts on being able to request permission through an online system rather than a phone call? (Any pros or cons).
5. If an online permission system was available, what would you expect from it? (E.g. Information about hazards/activities occurring on a property, maps showing where the access was, information about other groups on the property, etc).

Questions for access granters

1. What makes dealing with requests for access easy or difficult to manage?
2. What are your thoughts on having permission for access requested through an online system rather than a phone call? (Any benefits or concerns).
3. If an online permission system was available, what information would you expect recreational users to provide? (E.g. Name, contact details, additional contact person, names of others in their group, date/s that access is required, vehicle registration number, etc).
4. If an online system was available, what information would you expect to provide to recreational users? (E.g. Information about hazards/activities occurring on a property, maps showing where the access was, information about other groups on the property, etc).
5. Would you like to be able to provide feedback on an individual (or any issues encountered when they were on your property)? Possibly similar to the Trademe rating system in order for people to build up a reputation.
6. Are there any particular concerns (Health and Safety regulations, security of property, etc) or groups that you are concerned about giving access to?

³ Stakeholders were presented with all the questions included in Appendix B; however they had the option to decline to answer any of the questions.

Appendix C

AccessMe prototype

Stakeholders were invited to provide comments on an AccessMe prototype. The following text is the document that sought their feedback.

AccessMe prototype design document

This document is intended to show an example of what the AccessMe system could look like should it become a working online system.

There are three sections in this document.

1. General pages that recreational users and access granters can access.
2. The process that a recreational user would use to request access.
3. The process an access granter would use to accept or decline any access requests.

There is a blank page after each image to allow you to make comments to help us understand what would work best for you.

Thank you so much for your feedback so far, any further comments or suggestions on the AccessMe prototype will be greatly appreciated.

1. General

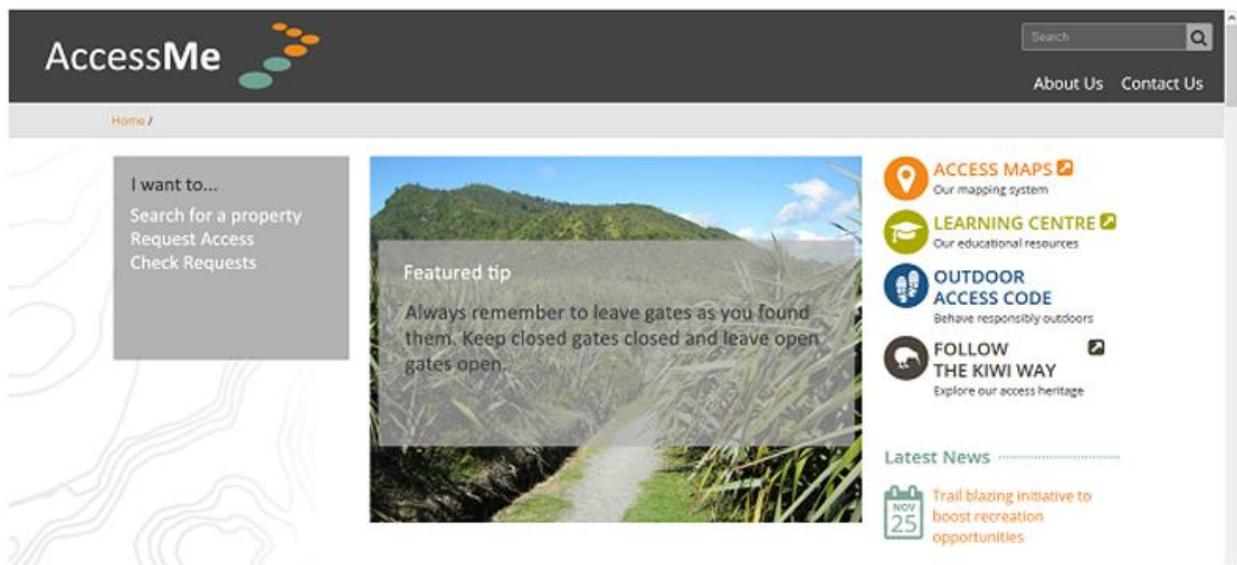
Home Page

An option will be added for a user to log in, allowing applicants to see their previous requests or granters to review requests that have been sent to them.

On the left hand side of the page, users will have the option to (1) search for a property, (2) request access to a property (if the name of the property is already known), or (3) check for any requests sent to them.

The centre of the screen will have a handy tip from the Outdoor Access Code to remind visitors what is expected of them when accessing private property.

The right hand side of the page will have links to the Walking Access Commission website and other useful information.



Comments on Home Page

Search for a property Page

Recreational users can search for a property from this page.

The map in the centre of the page can be used if the recreationist roughly knows the area they wish to visit. When zoomed in, property boundaries and ownership details could be displayed, as well the option to click on a property to request access.

Using the map may be more useful than searching for a property, because it would give recreational users a good indication of whether access permission is required for multiple properties.

Recreational users could also use the right hand side of the page to search for properties by name (if this is known), or by the name of the owner or manager. This option may be easier for locations where farms are smaller and un-named.

The screenshot shows the 'AccessMe' website interface. At the top left is the 'AccessMe' logo with a green and orange dot pattern. To the right is a search bar with a magnifying glass icon. Below the logo is a breadcrumb trail: 'Home / Search for a property'. On the right side of the header are links for 'About Us' and 'Contact Us'. The main content area is divided into three sections:

- I want to...** (grey box):
 - Search for a property
 - Request Access
 - Check Requests
- Search for a property by using the map or use the search box on the right hand side of the page to search by property name or by owner name.** (orange box)
- Property search** (orange box):
 - Search for a property by name:
 - Search input field
 - GO button
 - Search for property by owner:
 - Search input field
 - GO button

In the center is a map of New Zealand with major cities labeled: Auckland, Hamilton, Tauranga, Rotorua, Palmerston North, Wellington, Nelson, Christchurch, Queenstown, Dunedin, and Invercargill. Below the map is the text: 'Click on the region you wish to visit.'

A pink note box at the bottom right contains the text: 'Notes: Recreational users can search for a property by map location, property name or by the name of the owner/farm manager.'

Comments on Search for a property Page

Property information Page

Once the desired property has been found in the AccessMe system, users will see a page similar to that below. In this example I have used a fictional example called 'ABC Station'.

Information listed includes the name of the contact person, preferred contact method (because some access granters may prefer to receive a telephone call or an email), the types of activities for which access may be requested, dates when access may be requested, and any additional conditions. A map of the property will be included to make it easy to see adjoining properties.

Access granters will be able to access and edit the information on the page for their property as needed to show changes in access or to add additional conditions, hazards, etc.

The screenshot displays the 'AccessMe' website interface. At the top, there is a navigation bar with the 'AccessMe' logo, a search bar, and links for 'About Us' and 'Contact Us'. Below the navigation bar, the breadcrumb trail shows 'Home / Request Access'.

The main content area is divided into several sections:

- I want to...:** A grey box containing links for 'Search for a property', 'Request Access', and 'Check Requests'.
- Remember to include as many of your trip details as possible when making your access request.** An orange box with a reminder for users.
- Notes:** A pink box stating: 'Access granter is able to fill out and update this page with any information about their property. In stating conditions and what activities are allowed on the property (once access permission has been given), the number of inappropriate requests should be lessened.'
- ABC Station:** A green header box for the property name.
- Property Details:** A light blue box containing:
 - Access granter: John Smith
 - Preferred contact method: AccessMe
 - Permission required for the following allowed activities:
 - Hunting
 - Fishing
 - Horse Trekking
 - Tramping
 - Other
 - Access available: 1st Feb- 30th Nov
 - Additional conditions:
 - No dogs
 - No bow shooting
 - Other
- Request Access:** An orange box with a large 'Request Access' button and a note: 'If you wish to request access to this property, please click the 'Request Access' button below.'
- Request Note:** A note at the bottom of the orange box: 'Please note that requesting access is not the same as having permission granted. The access granter will contact you directly advising of the outcome of your request.'
- Map:** A satellite map showing the property boundary in pink, parking areas in orange, hazards in red, access routes in yellow, crown land in green, and private property in blue. Labels for 'Bealey' and 'Lake Pearson' are visible.
- Key:** A legend for the map symbols:
 - Property boundary (pink line)
 - Parking (orange square)
 - Hazard (red square)
 - Access route (yellow line)
 - Crown land (green line)
 - Private property (blue line) (additional access may need to be requested)

Comments on Property information Page

2. Recreational Users

Request Access Page

Once a recreational user has found the property for which they wish to request access, they may request access through an online form, similar to that displayed below.

The form will contain dates of access, applicant and other party member's details, the purpose of the trip, any club affiliation and vehicle and/or firearms licence numbers (where applicable).

Once these details are filled in, AccessMe will send a request to the access granter.

The screenshot shows the 'Request Access' page on the AccessMe website. The page title is 'ABC Station'. The form includes the following fields and elements:

- Dates access requested:** Start and End date pickers with calendar icons.
- Applicant name:** Text input field.
- Address:** Text input field.
- Telephone number:** Text input field.
- Email address:** Text input field.
- Purpose of trip:** Large text area for description.
- Club affiliation:** Text input field.
- Number in party:** Text input field.
- Other party members:** A '+ Add a party member' button. A callout box explains: "'+ Add a party member' Adds fields to fill in name, address, etc of each party member."
- Vehicle description and registration #:** Text input field.
- Firearms licence #:** Text input field.
- Send request:** A large button at the bottom right of the form.

The page header includes the AccessMe logo, a search bar, and navigation links for 'About Us' and 'Contact Us'. The breadcrumb trail shows 'Home / Request Access'.

Comments on Request Access Page

User profile Page

Recreational users will have access to a page that will display any requests they have sent for access. Approved and declined requests will be displayed, and by clicking on the 'View' link for each request, any notes made by the access granter will be able to be seen. These notes could include reasons why access was denied, or additional access information. The 'Notes' section will allow recreational users to add their own information about a request they have sent.

The screenshot shows the AccessMe website interface. At the top, there is a navigation bar with the AccessMe logo, a search bar, and links for 'About Us' and 'Contact Us'. Below the navigation bar, the breadcrumb trail reads 'Home / Check requests'. The main content area is divided into several sections:

- I want to...** (Grey box): Search for a property, Request Access, Check Requests.
- View my profile** (Orange box): View access applications.
- Access applications - Donald Duck** (Green header): A table listing access requests.
- Notes:** (Red box): A text box containing information about recreational user profiles.

View	Request for	Start date	Finish date	Activity	Access given	Notes
View	ABC Station	24/12/16	26/12/16	Tramping	No	View notes
View	DEF Station	6/1/17	9/1/17	Fishing	Yes	View notes
View	ABC Station	17/1/17	18/1/17	Tramping	Yes	View notes
View	ABC Station	20/2/17	23/2/17	Hunting	Pending	View notes

Notes:
Recreational users will have a profile in the AccessMe system. This will allow them to keep track of their trips and places where they have or haven't been granted access in the past. Having past trips recorded will help prove their responsibility when accessing private property.

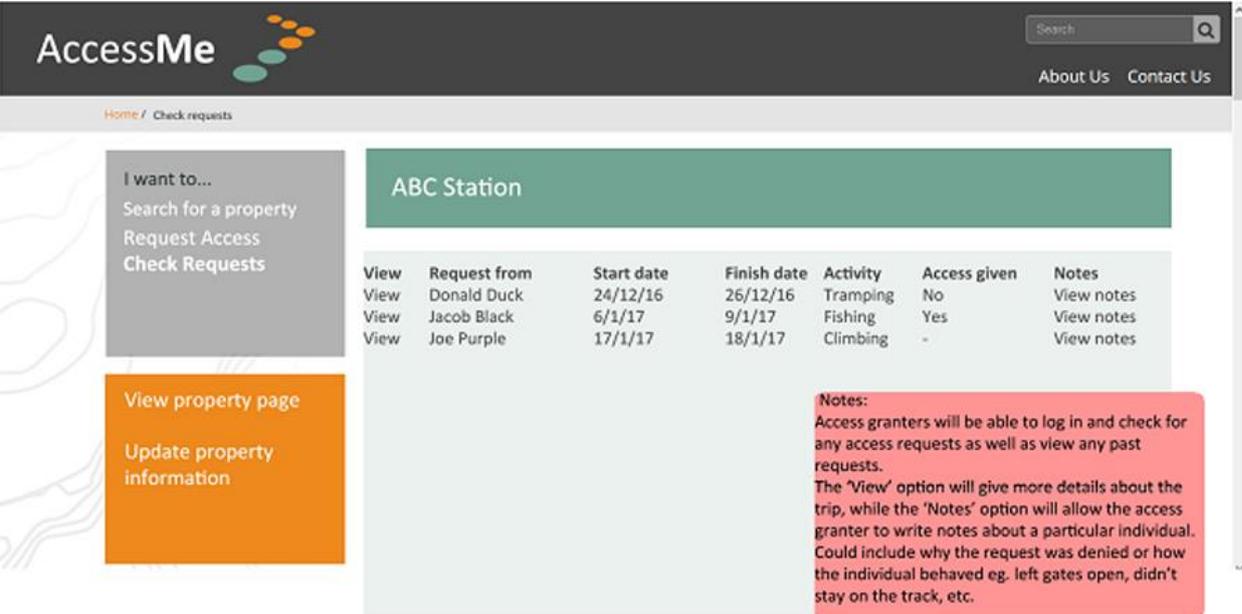
Comments on User profile Page

3. Access Granters

Request review Page

Access granters will be able to see a list of the requests they have received for access to their property. They can view the request in full by clicking on the 'View' link. This will show all the details provided by the recreational user.

There will also be the option for the access granter to make notes about recreational users for future reference in case they receive future access requests from those users. This will allow an easy way to keep track of who has been responsible (or not) when visiting their property.



The screenshot shows the 'AccessMe' website interface. The header includes the logo, a search bar, and links for 'About Us' and 'Contact Us'. The main content area is titled 'ABC Station' and features a table of requests. A sidebar on the left contains navigation options like 'I want to...', 'View property page', and 'Update property information'. A red callout box explains the 'View' and 'Notes' options.

View	Request from	Start date	Finish date	Activity	Access given	Notes
View	Donald Duck	24/12/16	26/12/16	Tramping	No	View notes
View	Jacob Black	6/1/17	9/1/17	Fishing	Yes	View notes
View	Joe Purple	17/1/17	18/1/17	Climbing	-	View notes

Notes:
Access granters will be able to log in and check for any access requests as well as view any past requests.
The 'View' option will give more details about the trip, while the 'Notes' option will allow the access granter to write notes about a particular individual. Could include why the request was denied or how the individual behaved eg. left gates open, didn't stay on the track, etc.

Comments on Request review Page

Request granted/accepted Page

After clicking on the 'View' link on the previous screen, access granters will have the option to grant or decline the request for access.

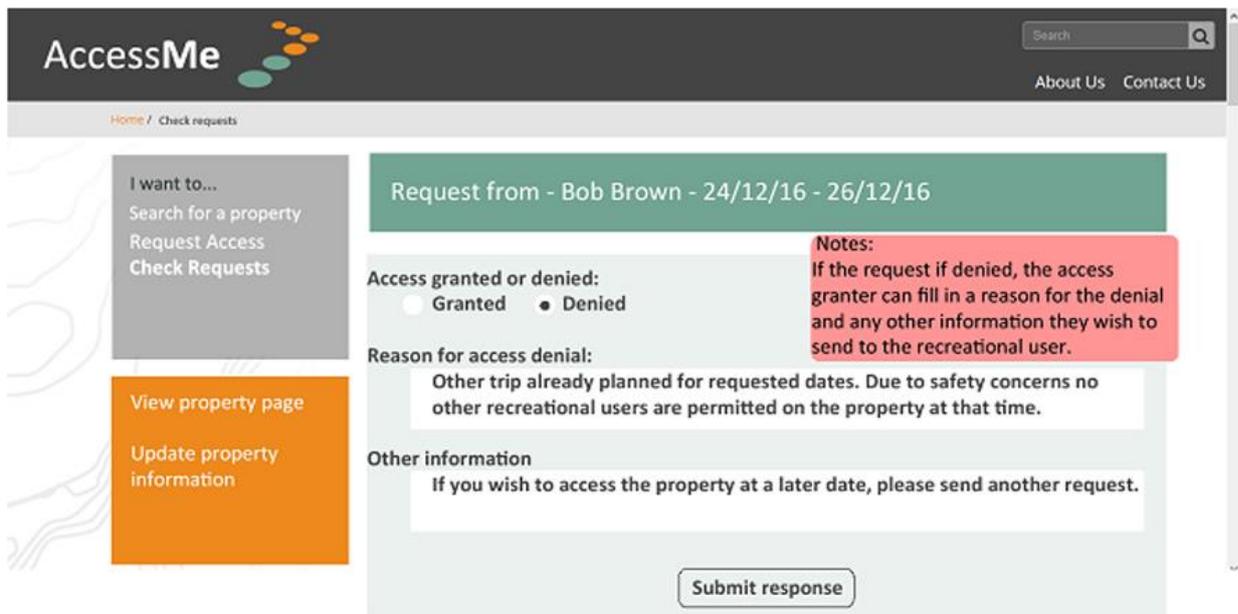
If the request is granted, the access granter will have the ability to fill in additional information that will be sent to the recreational user. If the information will be the same for each recreational user, an option could be added to allow access granters to attach a document with access instructions or a map showing more detailed access.

The screenshot displays the 'AccessMe' website interface for managing access requests. The header includes the 'AccessMe' logo, a search bar, and links for 'About Us' and 'Contact Us'. The breadcrumb trail shows 'Home / Check requests'. On the left, a navigation menu offers options: 'I want to...' (with sub-links for 'Search for a property', 'Request Access', and 'Check Requests'), 'View property page', and 'Update property information'. The main content area features a green header for a request from 'Bob Brown' dated '24/12/16 - 26/12/16'. Below this, there are three sections: 'Access granted or denied:' with radio buttons for 'Granted' (selected) and 'Denied'; 'Conditions of access:' with text boxes containing 'No dogs allowed.' and 'No carrying of firearms permitted.'; and 'Other information' with a text box containing 'Follow the fenceline until you reach the stream. Do not cross the stream as access to land on opposite side is managed by another farmer.' A red 'Notes' box on the right explains that the granter can decide to grant or deny the request and that conditions and other information can be filled in. A 'Submit response' button is located at the bottom of the form.

Comments on Request granted/accepted Page

Request denied/declined Page

If the access request is denied, access granters will have the ability to fill in a reason for the denial, which will be sent to the recreational user. Many recreational users have expressed frustration that they have access requests denied and are unsure what the reason for this is. Feedback in this section will be valuable for them to assist in any future requests for access.



The screenshot shows the 'AccessMe' website interface. At the top, there is a dark header with the 'AccessMe' logo and a search bar. Below the header, a breadcrumb trail reads 'Home / Check requests'. The main content area is divided into several sections:

- I want to...** (grey box): Search for a property, Request Access, Check Requests.
- View property page** (orange box): Update property information.
- Request from - Bob Brown - 24/12/16 - 26/12/16** (green header).
- Access granted or denied:** Radio buttons for 'Granted' (unselected) and 'Denied' (selected).
- Reason for access denial:** A text input field containing the text: 'Other trip already planned for requested dates. Due to safety concerns no other recreational users are permitted on the property at that time.'
- Other information:** A text input field containing the text: 'If you wish to access the property at a later date, please send another request.'
- Notes:** A red box containing the text: 'If the request if denied, the access granter can fill in a reason for the denial and any other information they wish to send to the recreational user.'
- Submit response** (button).

Comments on Request denied/declined Page