



# **Crown Reserve Reporting System**

*A help document for Corporations and Administrators on how to complete annual reports.*

<b>Contents</b>	
1.	<b>ABOUT CRRS</b> .....3
2.	<b>HELP</b> .....3
3.	<b>ABOUT ANNUAL REPORTS</b> .....3
4.	<b>LODGING AN ANNUAL REPORT</b> .....4
5.	<b>START/LOGIN</b> .....4
6.	<b>CARAVAN PARK VIEW</b> .....5
7.	<b>NEW RESERVE TRUSTS AND NEW RESERVES</b> .....6
8.	<b>TRUST DETAILS</b> .....7
8.1	Reserve Trust Manager Details .....7
9.	<b>TRUST INFORMATION</b> .....8
9.1	ABN .....8
9.2	Staff / Volunteers .....9
9.3	OH&S and Code of Conduct Programs.....10
9.4	Delegated Functions .....11
9.5	Audit Certificates .....12
10.	<b>RESERVE INFORMATION</b> .....13
10.1	Usage.....13
10.2	Marketing.....14
10.3	Funding.....15
10.4	Leases and Licences.....16
10.5	Insurance Overview .....17
10.6	Insurance.....18
10.7	Assets .....19
10.8	Improvements.....20
10.9	Financial Statements.....21
10.10	Additional Financial Information .....22
10.11	Management Programs .....24
10.12	Facilities.....25
10.13	Approvals .....26
10.14	Submit.....27
11.	<b>RESERVE TRUST AND RESERVE CORRECTION REQUESTS</b> .....28
11.1	Corrections to Reserve Trusts and Reserves .....28
11.2	Submit Corrections .....29
12.	<b>RESERVE MANAGER CORRECTION REQUEST</b> .....30
12.1	Corrections to Reserve Manager Details .....30
12.2	Submit Corrections .....31
13.	<b>GLOSSARY</b> .....32

## 1. About CRRS

Welcome to the Crown Reserve Reporting System commonly known as CRRS. This system has been specifically designed for the submission of annual reports by reserve trusts. CRRS simplifies the reporting process for all reserve trusts into a streamlined online form.

All Reserve trusts are required under s122 of the *Crown Lands Act 1989* to submit a report to the Minister within three months of the close of the trust's financial year. This means most trusts need to lodge a report by the 30 September each year since the financial year for a reserve trusts is the year commencing the 1 July and concluding the 30 June, unless otherwise specified by the Minister. Reserve trusts include: Trust boards, corporate trusts, councils and administrators.

The Crown reserve reporting requirements provide important information to support the partnership between the Land and Property Management Authority (LPMA) and reserve trusts in the management of Crown reserves.

The Trust Handbook provides further information on managing and reporting on Crown reserves and is available at [http://www.lpma.nsw.gov.au/trusts/trust\\_handbook](http://www.lpma.nsw.gov.au/trusts/trust_handbook)

## 2. Help

A range of resources are available to help you use CRRS, including:

- This PDF help document
- Online training demonstration
- Help links displayed on each page of CRRS
- Help desk service at [CRRS@lpma.nsw.gov.au](mailto:CRRS@lpma.nsw.gov.au)

You can also contact the Land and Property Management Authority at:

**CRRS**  
**PO BOX 2185**  
**Dangar NSW 2309**

## 3. About Annual Reports

As mentioned previously each year reserve trusts must submit an annual report to the Minister by the 30th of September.

If you are likely to experience difficulty in meeting the submission date, please email the CRRS help desk prior to the 30th September at [CRRS@lpma.nsw.gov.au](mailto:CRRS@lpma.nsw.gov.au)

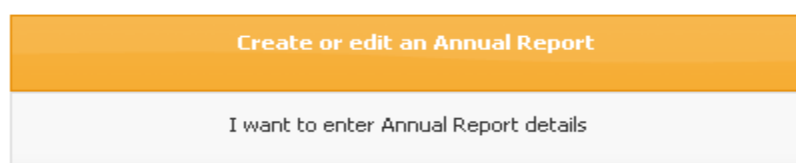
## 4. Lodging an annual report

To complete the annual report online you will need the following information for the period you are reporting on:

- Reserve Trust Manager details
- Reserve trust ABN (if not previously supplied);
- Number of staff, volunteers and contractors engaged;
- Details of any OH&S or code of conduct programs;
- Delegated Functions;
- A copy of current audit certificates (caravan parks and showgrounds only);
- Usage details and visitor numbers;
- Details of any marketing of the reserve(s);
- Details of any funding received for the reserve(s);
- Details of any leases and licenses on the reserve(s);
- Details of any insurances of the reserve(s);
- Details of any assets on the reserve(s);
- Details of any improvements to the reserve(s);
- Financial statements/reports for each reserve;
- Details of any management programs;
- The number of facilities (caravan parks only);
- Details of any approvals (caravan parks only);

## 5. Start/Login

To start an annual report click on the first menu item on the CRRS home page:



## 6. Caravan Park View

In the annual report caravan park specific information is required to be reported. To support reserve managers who manage caravan parks and other reserve trusts, CRRS provides reporting in two views:

- Standard view displays information on all reserve trusts and reserves managed by the reserve manager
- Caravan Park view displays information on reserve trusts and reserves which belong to a caravan park.

To use the switch function, open an annual report:

- 1 All annual reports are opened in the Standard view. The Standard view allows for information to be entered on all reserve trusts managed including caravan parks.
- 2 To switch to the caravan park view, select the “Switch to Caravan Park View” button. This will display information and allow for reporting on caravan park reserve trusts and reserves only.
- 3 To switch back to the standard view select the “Standard View” button. This will return you to the full annual report view.

The image displays two side-by-side screenshots of the CRRS interface, illustrating the process of switching between views. Both screenshots show a 'Reserve Trust Manager' section at the top with a session timer (59:57) and a 'Reserves' section below it. The 'Reserves' section contains a list of menu items: Usage, Marketing, Funding, Leases/Licences, Insurance Overview, Insurance, Assets, Improvements, Financial Statements, Management Programs, Facilities, Approvals, and Submit.

In the left screenshot, the 'Standard view' header is highlighted with a blue circle containing the number 1. Below it, a button labeled 'Switch to Caravan Park view' is highlighted with a blue circle containing the number 2.

In the right screenshot, the 'Caravan Park view' header is highlighted with a blue circle containing the number 3. Below it, a button labeled 'Switch to Standard view' is highlighted with a blue circle containing the number 3.

## 7. New Reserve Trusts and New Reserves

The first screen a user will see in CRRS is the new reserve trusts and new reserves screen. All you need to do here is check that the information provided is correct.

1. If the information is correct, move to the next section of the annual report by clicking “Next” at the bottom right of the screen.
2. If the trust or reserve details displayed are incorrect, click on the Edit button at the bottom right of the screen, this will take you to the Trust and reserve correction screen. This screen will allow you to identify if the reserve is a caravan park or a showground and to submit to LPMA request for changes to the displayed information (Refer to Section 11). After completing the steps, you will be returned to the annual report.
3. Click on “Next” at the bottom right of the screen to move to the next section of the annual report.

**New trusts and reserves** 1 Jul 2009 to 30 Jun 2010

**i** Please review details of the trusts and reserves appointed since the submission of your last annual report

Reserve Trust Name	Reserve Number	Common Name
(R000000) Reserve Trust	000000	ABC Park

Exit ↶ Edit ✎ Next ➤

2 1 & 3


## 8. Trust Details

### 8.1 Reserve Trust Manager Details








As a corporation or administrator, the second screen you will see in CRRS is Reserve Manager Details. All you need to do here is check that the information provided is correct.

1. If the information is correct, move to the next section of the annual report by clicking “Next” at the bottom right of the screen.
2. If the Reserve Manager details displayed are incorrect, click on the Edit button at the bottom right of the screen. This will take you to the Reserve Manager Correction screen which will enable you to update all contact details (Refer to Section 12). After completing the steps, you will be returned to the annual report.
3. Click on “Next” at the bottom right of the screen to move to the next section of the annual report.

**Reserve Manager Details** 1 Jul 2009 to 30 Jun 2010

 Please review details of the Reserve Manager. If the details are incorrect please select **Edit** and correct the details provided.

[Help ?](#)

Test Corporation	CRRS User Contact
<p> 02 9999 9999  02 9999 9999  <a href="mailto:reception@nsw.gov.au">reception@nsw.gov.au</a></p> <p>Member type: Reserve Manager</p>	<p> JOHN SMITH</p> <p> 02 9999 9999  02 9999 9999  <a href="mailto:bsmith@nsw.gov.au">bsmith@nsw.gov.au</a></p> <p>Member type: CRRS User Contact</p>

Exit ↶ ⊕ Previous Edit ✎ Next ⊕

2 1 & 3


## 9. Trust Information

### 9.1 ABN

- 1 In this section of the annual report enter the reserve trust ABN.
- 2 Once you have completed the ABN information select “Next” at the bottom right of the screen.

ABN

1 Jul 2009 to 30 Jun 2010

 Please provide the ABN for the following trust(s)

Reserve Trust

ABN

Reserve Trust

12345678910

Exit 

Save 

 Previous

Next 

2



## 9.2 Staff / Volunteers

This is where you enter the number of full time and part time employees engaged by the reserve trust, the number of contractors and the number of volunteers. Legislation requires every reserve trust to report the number of staff and volunteers engaged by the reserve trust during the reporting period, not the total number engaged by the corporation.

- 1 All reserve trusts are required to enter the number of staff/volunteers engaged by the reserve trust even if the value is zero.
- 2 Against each group reported you also need to indicate whether any training was provided. If training was provided to a particular group click the box next to the identified group.
- 3 To select the reserve trust to which these staff and volunteer numbers apply, click on the “Select Reserve Trusts” button at the right of the screen. At least one reserve must be selected where information on the number of staff/volunteers has been entered.
- 4 If you need to provide information on more than one reserve trust you can click on the “Add” button located at the bottom right of screen. By clicking “Add” a new entry is created for entering staff and employee numbers.
- 5 You can also remove an entry by selecting the “Delete” button at the bottom of the screen. This is useful where you have entered aggregate information, and wish to now report disaggregate information.
- 6 Once you have completed the staff/volunteers information select “Next” at the bottom right of the screen.

**Staff/Volunteers**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the number of staff engaged by the reserve trust(s) from 1 Jul 2009 to 30 Jun 2010

[Add +](#) [Help ?](#)

Staff	Reserve Trust(s)	
Type	Estimated Number	Training Provided
Full Time Employees	<input type="text" value="10"/>	<input type="checkbox"/> <b>1</b>
Part Time Employees	<input type="text" value="0"/>	<input type="checkbox"/>
Contractors	<input type="text" value="54564"/>	<input checked="" type="checkbox"/> <b>2</b>
Volunteers	<input type="text" value="4654"/>	<input checked="" type="checkbox"/>

**3** [Select Reserve Trusts](#)
**5** [Delete](#)

[Exit](#)
[Save](#)
[Previous](#)
**4** [Add +](#)
[Next +](#) **6**

### 9.3 OH&S and Code of Conduct Programs

To ensure the safety, health and welfare of workers reserve trusts are required to report on those reserve trusts which have a current OHS program and/or Code of Conduct.

- 1 If there is no OHS program and Code of Conduct for the reserve trust(s) select the “Next” button at the bottom right of the screen to move to the next section of the annual report.
- 2 If there is an OHS program or Code of Code of Conduct, enter that information here. From the drop down menu provided, choose the type of program (OHS or Code of Conduct) and the date it was created or last reviewed.
- 3 If you manage multiple reserve trusts, you can allocate reserve trusts to an OHS program or Code of Conduct by clicking on the “Select Reserve Trusts” button located to the right of the screen. A list of reserve trusts managed by the Reserve Manager will appear in a separate screen. Choose the reserve trust(s) to which the program applies and select “Apply”.
- 4 Where different programs apply to different reserve trusts, use the “Add” button to report additional programs.
- 5 The “Delete” button allows you to remove a program entry.
- 6 Once you have completed the OHS and Code of Conduct information select “Next” at the bottom right of the screen.

**Note:** It is recognised that one program may be adopted by many reserve trusts. To select all the reserve trusts shown click “Select All” and then select apply. CRRS allows for only one OHS program and one Code of Conduct per reserve trust.

**OH&S and Code of Conduct Programs**
**1 Jul 2009 to 30 Jun 2010**

i Please provide the date the reserve trust(s) OHS program and code of conduct was created or last reviewed.

Add +
Help ?

Program Type	Date Created or Last Reviewed	Reserve Trust(s)
<input style="width: 90%;" type="text" value="OHS Program"/> <span style="color: blue; font-weight: bold; border: 1px solid blue; border-radius: 50%; padding: 2px;">2</span>	<input style="width: 80%;" type="text" value="30 Jun 2009"/> <span style="color: blue; font-weight: bold; border: 1px solid blue; border-radius: 50%; padding: 2px;">2</span>	(R000000) Reserve Trust <div style="float: right; text-align: right;"> <span style="color: blue; font-weight: bold; border: 1px solid blue; border-radius: 50%; padding: 2px;">3</span> <span style="color: blue; font-weight: bold; border: 1px solid blue; border-radius: 50%; padding: 2px; margin-left: 20px;">5</span> </div>
		<span style="border: 1px solid #ccc; padding: 2px 5px;">Select Reserve Trusts <span style="color: orange;">🔍</span></span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-left: 10px;">Delete <span style="color: red;">✕</span></span>

Exit ↶
Save ✔
+ Previous
Add +
Next +

4
1 & 6

## 9.4 Delegated Functions

Delegated functions are those functions of the reserve trust which have been delegated to a third party during the reporting period with the Minister’s consent. If you require further information on delegated functions please refer to the Trust Handbook which is available at [http://www.lpma.nsw.gov.au/trusts/trust\\_handbook](http://www.lpma.nsw.gov.au/trusts/trust_handbook)

- 1 If there are no delegated functions select the “Next” button at the bottom right of the screen to move to the next section of the annual report.
- 2 To begin, enter the function which has been delegated, for example, gardening or maintenance.
- 3 Next enter the name of the person or organisation to whom the function was delegated and their address.
- 4 Following this, enter the start date and end date, or expected end date if the function is still being delegated, by selecting the dates from the pop-up calendars.
- 5 If you manage more than one reserve trust, identify which reserve trust(s) delegated the function by clicking on “Select Reserve Trusts”.
- 6 You can include details of more than one delegated function by clicking on the “Add” button located at the bottom right of the screen.
- 7 To remove a delegated function from the list click on the “Delete” button.
- 8 Once you have completed the delegated function information select “Next” at the bottom right of the screen.

**Delegated Functions**
**1 Jul 2009 to 30 Jun 2010**

**i** Please enter the details of any functions of the reserve trust(s) delegated with Ministerial consent to a third party from 1 Jul 2009 to 30 Jun 2010

Add  Help

Delegated Function	Name and Address	Delegation period	Reserve(s)
Maintenance <span style="float: right;">2</span>	Name <input type="text" value="Mr Smith"/> <span style="float: right;">3</span> Address <input type="text" value="Smith St, Test"/>	<input type="text" value="01 Jul 2009"/> to <input type="text" value="30 Jun 2010"/> <span style="float: right;">4</span>	000000 <span style="float: right;">5</span>
		<span>Select Reserves </span>	<span>Delete </span> <span style="float: right;">7</span>

Exit  Save  Previous  Add  Next

6 1 & 8

### 9.5 Audit Certificates

All showground and caravan park trusts are required to have an audit conducted by a qualified auditor.

- 1 To begin, enter the date the audit was conducted. The date is entered by selecting the date from the pop-up calendar.
- 2 Next enter whether the audit was conducted by a qualified auditor by choosing “Yes” or “No” from the drop-down menu.
- 3 Once you have completed the audit information select “Next” at the bottom right of the screen.

**Audit Details**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the audit details for the reserve trust(s) for the period 1 Jul 2009 to 30 Jun 2010

Help ?

Reserve Trust	Audit Date	Audit Conducted by Qualified Auditor?
Reserve Trust	<input style="width: 100%;" type="text" value="3 May 2010"/> <span style="color: blue; font-weight: bold; border: 1px solid blue; border-radius: 50%; padding: 2px 5px;">1</span>	<div style="border: 1px solid #ccc; padding: 2px;"> <span style="font-weight: bold;">Yes</span> <span style="font-size: 0.8em;">▼</span> </div> <span style="color: blue; font-weight: bold; border: 1px solid blue; border-radius: 50%; padding: 2px 5px;">2</span>

Exit

Save

← Previous

Next →

3

**All the information required to be provided on reserve trusts is now complete. The second stage of the annual report is the information required to be reported on the reserves managed by the reserve trust.**

## 10. Reserve Information

### 10.1 Usage

It is important to identify the use of all reserves in the reporting period. The Usage screen also asks you to provide information on the frequency of use of the reserve. This is important as it provides an estimate of the total number of visitors to the reserve in the reporting period. To assist in reporting this information, the number of visitors is requested according to their duration of stay. The categories of reporting are visitors who stay at the reserve for a continuous period of 1 day or less, 2 to 7 days, 8 to 30 days, and more than 31 days.

- 1 To begin, enter the primary use of the reserve. This is a free text field for you to enter how the reserve was mainly used by the public. If any data was entered for the previous reporting period, this information will automatically appear in the free text field.
- 2 Following primary use, also list the other uses of the reserve, if there were any. There is no need to record every other use of the reserve; instead what is required is a description of how the reserve was used in general.
- 3 Next enter the common name of the reserve. This is also a free text field. The common name is used in the report to help you enter information on the reserve. For example if the common name of R12345 is Smith Park and you enter this into CRRS, then all references to this reserve in the return will be displayed as Smith Park (R12345).
- 4 Next enter the total number of visitors to the reserve in the reporting period who visited for a day or less. Next enter the total number of visitors to reserve who stayed 2 to 7days, followed by the total number of visitors who stayed for a period of 8 -30 days and finally enter the total number of visitors that stayed for a period of 31 days or more during the reporting period. If there are no visitor numbers to enter for any of these categories then zero must be entered.
- 5 Once you have completed this information select "Next" at the bottom right of the screen.

Usage
1 Jul 2009 to 30 Jun 2010

Please indicate the use of and number of visitors to the reserve(s) from 1 Jul 2009 to 30 Jun 2010

[Help ?](#)

Reserve **Uses, names and visitors**

111111	Primary Use	<input type="text" value="Public Recreation"/>	<b>1</b>
	Other Uses	<input type="text"/>	<b>2</b>
	Common Name	<input type="text" value="Smith Park"/>	<b>3</b>
Estimated number of visitors which stayed at the reserve for a continuous period of:			
	1 day or less	<input type="text" value="20"/>	
	2 to 7 days	<input type="text"/>	
	8 to 30 days	<input type="text"/>	<b>4</b>
	More than 31 days	<input type="text"/>	

**5**

## 10.2 Marketing

Marketing is the promotion and publicising of reserves. Marketing usually involves paying for publicity in your local media and includes newspaper, radio and internet advertising.

- 1 If there was no marketing of any of the reserves managed select the “Next” button at the bottom right of the screen.
- 2 To begin, you must first select the type of marketing from the drop down menu, such as newspaper or internet. From the menu simply select the most relevant category. If your marketing type does not fit within any of the categories provided select “Other”.
- 3 Next select the frequency of that type of marketing by also using the drop down menu provided. For example, if internet advertising was undertaken on a reserve, the duration of this type of marketing is usually continuous, while newspaper advertising is daily or weekly depending on the publication of the paper.
- 4 Next select the date the marketing commenced and the date it ceased by using the pop-up calendars. If the marketing type is a website which was available for the whole of the reporting period, the start date is the 1st July and the end date is the 30th June to coincide with the reporting period.
- 5 Following the marketing period, enter the total cost (or estimated cost if actual cost is unknown) of the marketing in the reporting period.
- 6 Finally, identify to which reserve(s) the marketing campaign applied. More than one or all reserves can be selected.
- 7 To add additional marketing campaigns click “Add” located at the bottom of the screen.
- 8 To remove marketing campaigns from the list click “Delete”.
- 9 Once you have completed entering marketing information select “Next” at the bottom right of the screen.

**Marketing**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the details of any marketing of the reserve(s) from 1 Jul 2009 to 30 Jun 2010

Add +
Collapse All -
Expand All +
Help ?

**Marketing**

Type	<input type="text" value="Internet"/>	2	Reserve(s):	000000
Frequency	<input type="text" value="Continuous"/>	3		
Marketing Period From	<input type="text" value="01 Jul 2009"/>	4		
To	<input type="text" value="30 Jun 2010"/>	4		
Annual Cost \$	<input type="text" value="10000.00"/>	5		
			6	8

Select Reserves
Delete

Exit
Save
Previous
Add +
Next +

7
1 & 9

### 10.3 Funding

A reserve trust may have access to funding or other resources to support its responsibilities in managing the reserve. Funding can support the general activities on the reserve or may be targeted at a specific initiative.

- 1 If there was no funding applied for or received for any of the reserves in the reporting period select the “Next” button at the bottom right of the screen.
- 2 To begin, select the type of funding applied for or received from the drop down menu. If your funding type does not fit within any of the categories provided select “Other”.
- 3 Next free text fields are provided to enter the purpose or describe what the funding is to be used for and to enter the details of the person(s), organisation or corporation providing the funding.
- 4 Next enter the amount of funding applied for and the total cost of the purpose described earlier.
- 5 Following this enter the status of the funding application by choosing from the drop down menu. If your application was approved then you also need to enter the amount approved and the funding period by entering the start and end dates from the pop-up calendars provided.
- 6 Finally, identify the reserve(s) to which the funding applies by clicking on “Select Reserves”.
- 7 To add the details of multiple funding applications click “Add”.
- 8 To remove the details of a funding application from the list click “Delete”.
- 9 Once you have completed entering funding information select “Next” at the bottom right of the screen.

**Note:** Funding includes any funding received from the PRMF scheme.

**Funding**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the details of any funding applied for or received by the reserve(s) from 1 Jul 2009 to 30 Jun 2010

Add +
Collapse All -
Expand All +
Help ?

**Funding**

Type	<input type="text" value="Grant/Donation"/>	Reserve(s): 000000
Funded Purpose	<input type="text" value="Renovation"/>	
Funding Body	<input type="text" value="ABC Pty Ltd"/>	
Amount Requested \$	<input type="text" value="10,000.00"/>	
Total Cost of Purpose \$	<input type="text" value="10,000.00"/>	
Status of Application	<input type="text" value="Approved"/>	
Amount Approved \$	<input type="text" value="10,000.00"/>	
Funding Period From	<input type="text" value="3 May 2010"/>	
To	<input type="text" value="3 May 2010"/>	

Select Reserves
Delete

Exit
Save
Previous
Add +
Next +

### 10.4 Leases and Licences

There are many leases and licences over Crown reserves. All reserve trusts are required to report information on any leases or licences on Crown reserves annually. For more information on leases and licences please refer to the Trust Handbook which is available at [http://www.lpma.nsw.gov.au/trusts/trust\\_handbook](http://www.lpma.nsw.gov.au/trusts/trust_handbook)

- 1 If there were no leases or licences on any of the reserves managed in the reporting period select “Next” at the bottom right of the screen.
- 2 To begin, identify whether the agreement over the reserve was a lease or a licence by selecting the relevant option from the drop down menu.
- 3 Next enter the tenant name(s) and a description of the purpose of the agreement in the free text fields provided.
- 4 Following this enter the start and end dates of the lease or licence by selecting the relevant dates from the pop-up calendars. If the lease/licence expired in the reporting period you will also need to identify if a holding over period was entered into.
- 5 Next enter the rent the reserve trust received during the reporting period and if the tenants insurance has been verified by choosing “Yes” or “No” from the drop down menu.
- 6 Finally, it is important to allocate the lease or licence to a reserve(s) by clicking on “Select Reserves”.
- 7 To add additional leases or licenses click “Add”.
- 8 To remove the details of a lease or license click “Delete”.
- 9 Once you have completed entering the lease/licence information select “Next” at the bottom right of the screen.

The screenshot shows the 'Leases/Licences' form for the period 1 Jul 2009 to 30 Jun 2010. The form contains the following fields and controls:

- 1**: 'Add' button
- 2**: 'Type' dropdown menu (set to 'Lease')
- 3**: 'Tenant names' text field (containing 'ABC Rovers')
- 4**: 'Purpose/Description' text field (containing 'Active recreation')
- 4**: 'Lease/licence start date' calendar field (set to 01 Jul 2008)
- 4**: 'Lease/licence end date' calendar field (set to 30 Jun 2009)
- 5**: 'Annual Rent Received \$' text field (containing 500.00)
- 5**: 'Verified Tenants Insurance' dropdown menu (set to 'Yes')
- 4**: 'Was the lease/licence in a holding over period during the year' checkbox (checked)
- 6**: 'Select Reserves' button
- 8**: 'Delete' button
- 7**: 'Add' button (bottom right)
- 1 & 9**: 'Next' button (bottom right)

A yellow message box states: "1 or more Reserves must be selected".



### 10.5 Insurance Overview

Insurance of reserves, their assets and their staff and volunteers is an important aspect of managing Crown reserves. Every reserve trust is required to report to the Authority on an annual basis the details of the insurance arrangements for each reserve.

- 1 To begin entering this information the reserve trust is asked to indicate whether any of the listed insurances were held in the reporting period. To identify whether insurance was held during the reporting period, simply select “Yes” or “No” from the drop-down menu.
- 2 Once all fields have been selected click “Next” at the bottom right of the screen.

**Note:** A “Yes or No” response is required for every insurance type.

**Insurance**
**1 Jul 2009 to 30 Jun 2010**

**i** Please indicate if the following insurances were held with an insurer other than the Land and Property Management Authority in 1 Jul 2009 to 30 Jun 2010

[Help ?](#)

Insurance Type	Held?
✓ Fire Damage and Loss Insurance	Yes <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1</span>
✓ Motor Vehicle Insurance	Yes
Product Liability	No
✓ Professional Indemnity Insurance	Yes
✓ Public Liability	Yes
✓ Statutory Liability Insurance	Yes
✓ Volunteers Insurance	Yes
✓ Workers Compensation Insurance	Yes
✓ Other	Yes

Reviewed

Exit ↶ Save ✓ ➕ Previous Next ➕

2

## 10.6 Insurance

Continuing to report insurance information, enter the details of those insurance types identified in the “Insurance Overview”.

- 1 If there are no changes to the previously entered data click next.
- 2 To begin, select the type of insurance from the drop down menu provided. All the insurance types you identified as “Yes” in the “Insurance Overview” will be listed here. If you find that an insurance option is not available in the drop down menu select “Previous” at the bottom right of the screen and return to “Insurance Overview” to check you selected “Yes” for the insurance type.
- 3 Having identified the insurance type, next enter the name of the Insurer. This is a free text field.
- 4 Following this, enter the policy number and the value of the policy. This is the amount of insurance cover as stated on the policy. If the policy has unlimited value or is a self insurance or workers compensation policy, check the box for unlimited cover.
- 5 Next enter the date the policy is due to be renewed. Note the renewal date must be on or after the reporting period start date.
- 6 The final field requires you to list the items noted on the policy. This is a free text field which allows you to enter any important items noted on the insurance policy. If there are no items noted then leave this field blank.
- 7 Lastly, identify those reserves covered by the policy by clicking on “Select Reserves”.
- 8 To add additional insurance policies please click “Add”.
- 9 To remove an insurance policy from the list click “Delete”.
- 10 Once you have completed entering the insurance information select “Next” at the bottom right of the screen.

The screenshot shows the 'Insurance' form interface. At the top, there is a header bar with 'Insurance' on the left and '1 Jul 2009 to 30 Jun 2010' on the right. Below this is a yellow information bar with the text 'Please enter the details of any insurance held from 1 Jul 2009 to 30 Jun 2010'. Underneath are four buttons: 'Add +', 'Collapse All -', 'Expand All +', and 'Help ?'. The main form area is titled 'Insurance' and contains several input fields: 'Type' (a dropdown menu set to 'Professional Indemnity Insurance'), 'Insurer' (a text box with 'ABC Pty Ltd'), 'Policy Number' (a text box with '12345'), 'Policy Value \$' (a text box with '10,000,000.00' and an unchecked 'Unlimited Cover' checkbox), and 'Renewal Date' (a date picker set to '30 Jun 2010'). There is also a 'Reserve(s):' field with the value '000000'. At the bottom of the form is a text box for 'Items noted on policy'. To the right of the form are two buttons: 'Select Reserves' and 'Delete'. At the very bottom of the page are five navigation buttons: 'Exit', 'Save', 'Previous', 'Add +', and 'Next'. Numbered callouts (1-10) are placed over the form to indicate the steps described in the text: 1 points to the 'Next' button, 2 to the 'Type' dropdown, 3 to the 'Insurer' text box, 4 to the 'Policy Value' text box and checkbox, 5 to the 'Renewal Date' date picker, 6 to the 'Items noted on policy' text box, 7 to the 'Select Reserves' button, 8 to the 'Add +' button, 9 to the 'Delete' button, and 10 to the 'Next' button.

### 10.7 Assets

Reserve trusts are required to keep a register of all structures, facilities, and other assets which records the value and condition of the assets. To assist with the reporting of this information, CRRS provides for the quick and simple reporting of assets. CRRS should not replace any registers currently being kept by the reserve trust, but rather compliment these report processes.

CRRS requires reporting on only those assets worth more than \$5,000 in value. The amount of \$5,000 applies to assets collectively as well as individually. For example, if there is one building on the reserve worth \$75,000 and five computers collectively worth \$5,500 both assets are required to be reported on.

- 1 If there are no changes to previously entered data or no assets on the reserve click next.
- 2 To begin, select the asset type by choosing from the drop down menu. If the type of asset you require is not listed please select "Other".
- 3 Next enter the quantity or the number of items which comprise the asset type. In the earlier example, the quantity of buildings is one while the quantity of computers is five.
- 4 Next enter a description of the asset. This is a free text field.
- 5 Next enter the estimated collective value for the asset type, followed by selecting the overall condition from the drop down menu. The condition for groups of assets is a matter of selecting the condition type which best fits. If some of the assets are poor while others are excellent a fair condition may best represent the collective condition of the assets.
- 6 Next, select the reserve(s) to which the assets belong by clicking on "Select Reserves".
- 7 To add additional asset types click "Add".
- 8 To remove the details of an asset from the list click "Delete".
- 9 Once you have completed entering asset information select "Next" at the bottom right of the screen.

**Note:** For an asset to be reported it must belong to the reserve. Some assets may belong to multiple reserves such as motor vehicles or landscaping equipment.

**Assets** 1 Jul 2009 to 30 Jun 2010

Please provide the value and condition of the reserve(s) major assets worth more than \$5,000

**Asset**

Type:  2

Quantity:  3

Description:  4

Total Estimated Current Value \$:  5

Overall Condition:  5

Reserve(s): 000000

6
 8

7
 1 & 9

## 10.8 Improvements

Reserve trusts are responsible for upgrading and replacing any infrastructure, buildings or facilities with a view to achieving the maximum asset life. The scale and requirements of any infrastructure development depends on your particular resources, assets and the perceived public demand or need. All reserve trusts are required to report annually any improvements which cost more than \$5,000, including any capital works or developments undertaken during the reporting period.

- 1 If there are no changes to previously entered data or no improvements worth more than \$5,000 on any of the reserves managed in the reporting period select “Next” at the bottom right of the screen.
- 2 To begin, enter the purpose or description of the improvement in the free text field.
- 3 Next select the type of improvement undertaken from the drop down menu. If the type of improvement is not listed then select “Other”.
- 4 Next enter the estimated or total cost of the improvement.
- 5 If a Development Application was required then use the drop down menu to select the status of the development application, enter the Development Application number if known and the date the application was approved, if approved.
- 6 Lastly, select the reserve(s) to which the improvement applies by clicking “Select Reserves” and selecting the relevant reserves.
- 7 To add additional improvements click “Add”.
- 8 To remove the details of an improvement click “Delete”.
- 9 Once you have completed entering information on improvements select “Next” at the bottom right of the screen.

**Improvements**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the details of any capital works, developments or other improvements costing more than \$5,000 which were undertaken from 1 Jul 2009 to 30 Jun 2010

Add +
Collapse All ^
Expand All v
Help ?

**Improvement**
▲

Purpose/description	<input type="text" value="Structural improvement"/>	Reserve(s):	<input type="text" value="000000"/>
Type	<input type="text" value="Reconstruction/replacement"/>		
Estimated Total Cost of Works \$	<input type="text" value="10,000.00"/>		
Development Application Status	<input type="text" value="Approved"/>		
Development Application Number	<input type="text" value="12345"/>		
Application Approved Date	<input type="text" value="3 May 2010"/>		

Select Reserves
Delete

Exit ↩
Save ✓
← Previous
Add +
Next →

### 10.9 Financial Statements

Financial statements are important items that assist reserve trusts and other interested parties to review the financial position of the reserve trust. They also help identify those reserve trusts that may require assistance. All reserve trusts are required to submit a financial statement for each financial year.

1 To begin, enter the following for each reserve separately:

- |                      |                      |                      |
|----------------------|----------------------|----------------------|
| a. Gross Income      | d. Investment Assets | g. Debts             |
| b. Gross Expenditure | e. Structural Assets | h. Other Liabilities |
| c. Cash Assets       | f. Other Assets      | i. Profit/Loss       |

If there are no entries for any of these fields then the value zero must entered. All amounts must be entered in a financial statement.

- The Total Assets and the Total Liabilities are automatically calculated. If the automatic total is not the true total you can enter the correct total in the field by typing over the existing entry.
- Next select the reserves by clicking “Select Reserves” and then select the reserves. Note a reserve or reserve trust cannot be selected more than once.
- To add additional Financial Statements click “Add”.
- To remove a Financial Statement from the list click “Delete”.
- Once you have completed entering financial statements select “Next”.

**Financial Statements**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the 1 Jul 2009 to 30 Jun 2010 Financial Statements for the reserve(s)

Add 
Collapse All 
Expand All 
Help

**Financial Statement**

Gross Income \$	<input type="text" value="0.00"/>	<b>1a</b>	<div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> <p><b>i</b> 1 or more Reserves must be selected</p> </div>
Gross Expenditure \$	<input type="text" value="0.00"/>	<b>1b</b>	
Cash Assets \$	<input type="text" value="0.00"/>	<b>1c</b>	
Investment Assets \$	<input type="text" value="0.00"/>	<b>1d</b>	
Structural Assets \$	<input type="text" value="0.00"/>	<b>1e</b>	
Other Assets \$	<input type="text" value="0.00"/>	<b>1f</b>	
Total Assets \$	<input type="text" value="0"/>	<b>2</b>	
Debts \$	<input type="text" value="0.00"/>	<b>1g</b>	
Other Liabilities \$	<input type="text" value="0.00"/>	<b>1h</b>	
Total Liabilities \$	<input type="text" value="0"/>	<b>2</b>	
Profit/Loss \$	<input type="text" value="0.00"/>	<b>1i</b>	

**3** 
**5**

Exit 
Save 
 Previous
Add 
Next

**4**
**6**

## 10.10 Additional Financial Information

**Note this screen is available only to reserve managers who manage a caravan park.**

All caravan park trusts are required to provide additional financial information. Financial statements are important items that assist reserve trusts and other interested parties to review the financial position of the reserve trust. They also help identify those reserve trusts that may require assistance. All caravan parks are required to submit a full financial statement each year.

1 To begin, enter the following for each reserve separately:

- |                             |                               |                       |
|-----------------------------|-------------------------------|-----------------------|
| 1a. Sales/Supplies          | 1h. Electricity/Phone/Vehicle | 1o. Investment Assets |
| 1b. Funding                 | 1i. Trust Management Cost     | 1p. Structural Assets |
| 1c. Lease/Licence           | 1j. Improvements              | 1q. Other Assets      |
| 1d. Other                   | 1k. Marketing                 | 1r. Debts             |
| 1e. Purchases/acquisitions  | 1l. Insurance                 | 1s. Other Liabilities |
| 1f. Rent                    | 1m. Other                     |                       |
| 1g. Repairs and Maintenance | 1n. Cash Assets               |                       |

If there are no entries for any of these fields then the value zero must be entered. All amounts must be entered in a financial statement.

- 2 The total amount of Gross Income, Gross Expenditure, Total Assets and Total Liabilities are automatically calculated. If the automatic total is not the true total you can enter the correct total in the field by typing over the existing entry.
- 3 You can select the reserves or the caravan park by clicking "Select Reserves" and then select the reserves. Note a reserve or caravan park cannot be selected more than once.
- 4 To add additional Financial Statements click "Add".
- 5 To remove a Financial Statement from the list click "Delete".
- 6 Once you have completed entering financial statements select "Next".

Financial Statements

1 Jul 2009 to 30 Jun 2010

Please provide the 1 Jul 2009 to 30 Jun 2010 Financial Statements for the reserve(s)

Add + Collapse All - Expand All - Help ?

**Financial Statement**

Type: Caravan Park

Reserve(s): 1 or more Reserves must be selected

Sales/Supplies \$	0.00	1a
Funding \$	0.00	1b
Lease/License \$	0.00	1c
Other \$	0.00	1d
Gross Income \$	0.00	2
Purchases/Acquisitions \$	0.00	1e
Rent \$	0.00	1f
Repairs and Maintenance \$	0.00	1g
Electricity/Phone/Vehicle \$	0.00	1h
Trust Management Cost \$	0.00	1i
Improvements \$	0.00	1j
Marketing \$	0.00	1k
Insurance \$	0.00	1l
Other \$	0.00	1m
Gross Expenditure \$	0.00	2
Cash Assets \$	0.00	1n
Investment Assets \$	0.00	1o
Structural Assets \$	0.00	1p
Other Assets \$	0.00	1q
Total Assets \$	0.00	2
Debts \$	0.00	1r
Other Liabilities \$	0.00	1s
Total Liabilities \$	0.00	2
Profit/Loss \$	0.00	2

Select Reserves [icon] Delete [x]

Exit [icon] Save [check] + Previous Add + Next +

4 6

### 10.11 Management Programs

Management programs help reserve trusts in the strategic and operational management of reserves. Reserve trusts are required to report on any management programs in their annual report. The type of management programs required to be reported include risk management, complaints register, maintenance programs, fire prevention programs, environmental programs, heritage listing programs and plans of management.

- 1 If there were no management programs of any type on any of the reserves managed in the reporting period select “Next” button at the bottom right of the screen.
- 2 To begin, select the type of program from the drop down menu provided. If your program type is not listed select “Other”.
- 3 From the pop-up calendars select the date the program started, the date the program ended or is expected to end and the date the program was last reviewed.
- 4 Next enter the total estimated annual cost of the program.
- 5 Next enter a description of the program in the free text field provided.
- 6 If you select the program type “Heritage Listing Program” you will also need to enter the plan number and the heritage legislation under which the heritage listing is made.
- 7 If you select the program type “Plan of Management” you will need to enter the plan number, the legislation which applies to the plan and the date the plan was adopted.
- 8 Lastly, select the reserve(s) to which the program applies by clicking “Select Reserves” and selecting the relevant reserve(s).
- 9 To add additional management programs click “Add”.
- 10 To remove a management program from the list click “Delete”.
- 11 Once you have completed entering information on management programs select “Next” at the bottom right of the screen

**Management Programs**
**1 Jul 2009 to 30 Jun 2010**

**i** Please provide the details of any management programs from 1 Jul 2009 to 30 Jun 2010

Add 
Collapse All 
Expand All 
Help

**Management Program**

Type	<input type="text" value="Heritage Listing Program"/>	Reserve(s):	
Start Date	<input type="text" value="01 Jul 2009"/>	000000	
End Date	<input type="text" value="30 Jun 2010"/>		
Last Reviewed Date	<input type="text" value="20 May 2010"/>		
Annual Cost \$	<input type="text" value="10,000.00"/>		
Description	<input type="text"/>		
Item Number/Name	<input type="text" value="123456"/>		
Heritage Legislation	<input type="text" value="Heritage Act - S.136 Order"/>		

Select Reserves 
Delete

Exit 
Save 
Previous 
Add 
Next



## 10.12 Facilities

**Note this screen is available only to reserve managers who manage a caravan park.**

All caravan park trusts are required to provide additional information on facilities. The information assists reserve trusts and other interested parties to review the facilities available on the reserve. They also help identify those caravan parks which may require assistance. All caravan parks on Crown reserves are required to report the number of facilities each financial year.

- 1 To begin, enter the number of each facility. If there are no facilities enter zero.
- 2 The total number of long term, short term and total sites are automatically calculated and entered by the system. If the total calculated is not the true total, the figures can be manually adjusted by typing the correct value over the displayed value.
- 3 To remove a value, select the value and press “Delete” on your keyboard.
- 4 If one or more caravan parks are displayed incorrectly, refer to section 11 to amend caravan park information.
- 5 Once you have completed entering information on facilities select “Next” at the bottom right of the screen.

Facilities
1 Jul 2009 to 30 Jun 2010

i Please indicate the number of facilities for each caravan park

Help ?

Caravan Park	Facility
Test Caravan park 6328	Short term sites:
	Park vans <input style="border: 1px solid #ccc;" type="text" value="12"/> <span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">1</span>
	Holiday vans <input style="border: 1px solid #ccc;" type="text" value="12"/>
	Tourist sites <input style="border: 1px solid #ccc;" type="text" value="0"/>
	Total short term <input style="background-color: #eee; border: 1px solid #ccc;" type="text" value="24"/> <span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">2</span>
	Long term sites:
	Long term residents <input style="border: 1px solid #ccc;" type="text" value="22"/> <span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">1</span>
	Permanent post <input style="border: 1px solid #ccc;" type="text" value="0"/>
	Total long term <input style="background-color: #eee; border: 1px solid #ccc;" type="text" value="22"/> <span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">2</span>
	Camp sites <input style="border: 1px solid #ccc;" type="text" value="25"/> <span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">1</span>
	Total sites <input style="background-color: #eee; border: 1px solid #ccc;" type="text" value="71"/> <span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">2</span>

Exit ↶
Save ✓
⏪ Previous
Next ⏩

5

## 10.13 Approvals

**Note this screen is available only to reserve managers who manage a caravan park.**

All caravan park trusts are required to provide additional information on approvals. Information on approvals assist reserve trusts and other interested parties to identify those caravan parks which may require assistance. All caravan parks on Crown reserves are required to report information on approvals for each financial year.

- 1 To begin you need to identify whether the caravan park held approval under section 68 of the Local Government Act during the reporting period, by selecting “yes” or “no” from the drop.
- 2 Next you need to identify whether Caravan, RV and Accommodation Accreditation (CRVA) was held by the caravan park during the reporting period, by selecting “yes” or “no” from the drop down menu.
- 3 If the caravan park held a Gumnut award in the reporting period, select the level of the award from the drop down menu. If no award was held select “none” on the drop down menu.
- 4 Finally indicate the AAA tourism star rating held by the caravan park in the reporting period, by selecting the relevant star rating. If no rating was held select “none” on the drop down menu.
- 5 Once you have completed entering the information select “Next” at the bottom right of the screen.

Approvals
1 Jul 2009 to 30 Jun 2010

i Please indicate the number of approvals

[Help ?](#)

**Caravan Park**

Test Caravan park  
6328

**Approval and accreditation**

S68 Local Government Act  1

CRVA accreditation  2

Gumnut award  3

AAA tourism star rating  4

Exit ↩
Save ✓
+ Previous
Next +

5

## 10.14 Submit

You can enter and edit all the information requested as many times as you require. Every time you enter information into CRRS the information is automatically saved and recalled as required. However, saving your information in CRRS does not meet the reporting requirements under the legislation. To meet these requirements the report must be submitted to the Authority.

- 1 To submit an annual report you should first check all the information recorded. This is a vital step in the reporting process, as once a report is submitted it cannot be edited or changed.
- 2 You can check your annual report by using the “Previous” button to move back through all the sections of your report, or by clicking “Download Annual Report” on this page and downloading a PDF copy of your annual report.
- 3 Before you submit your annual report you must confirm you understand that no changes are possible once the annual report has been submitted. The system will not allow you to submit until you have ticked the box to confirm this.
- 4 Next select “Submit Annual Report” to submit your annual report to the Authority.
- 5 Once the annual report has been submitted, the reserve trust has met the reporting requirements under legislation.

**Note:** Downloading and printing provides a copy of the annual return for the reserve trust records.

If you wish to enter information for reserve trusts or reserves for the next reporting period anytime during the year, you can do so using the steps just demonstrated. CRRS allows you to complete your future annual reports over time rather than all at once at the end of each reporting period.

**Submit Annual Report**
**1 Jul 2009 to 30 Jun 2010**

**i** Please check the information provided in the report is correct, and press Submit Annual Report when complete. You will not be able to modify this Annual Report once it has been submitted.

2
Download Annual Report

Help

I confirm that I wish to submit this Annual Report and understand that no changes are possible once the Annual Report has been submitted. 3

4
Submit Annual Report

2
Exit

2
Previous

**All the information required to be provided on reserve trust(s) and the reserve(s) is now complete. No further annual reporting is required until the 30th of September the following year.**

## 11. Reserve Trust and Reserve Correction Requests

### 11.1 Corrections to Reserve Trusts and Reserves

Reserve details are an important aspect of managing Crown reserves. Using the Correction Request tool trusts are able to lodge directly with the local District Office corrections to incorrect or missing trust and reserve details. To lodge a correction select the “Edit Trust and/or Reserve Details” button on the CRRS home page.

- 1 If a Trust Name requires correction, edit the details in the free text field.
- 2 If an additional reserve needs to be added to the Trust, click “Add Reserve” and enter the reserve number into the “Reserve No” field, and the common name into the “Common Name” field.
- 3 If the Trust or reserve is not managed by the Reserve Trust or requires new management, tick the remove box applicable to the reserve.
- 4 If a new Reserve Trust is required to be added click on the “Add” button.
- 5 If the reserve is a caravan park or showground tick the box applicable to the reserve and enter the caravan park name in the field provided. If a reserve belongs to more than one Caravan Park, additional caravan park names can be added by selecting the “Add” button.
- 6 Once the above steps have been completed, click “Next”.

**Note.** You can enter and edit the information request as many times as required, as no changes will be made until the request is submitted.

#### Trust and Reserve Correction Requests

##### Step 1 of 2

Please provide corrections or additions to the Trust and Reserve details listed below. Click Next after you have edited your corrections to proceed to Step 2 and submit the changes.

Next ➔

Trust Name	Remove	Showground	Caravan Parks
Test3 Reserve Trust <span style="float: right;">1</span>	<input type="checkbox"/> <span style="float: right;">3</span>		
Reserve No			
34339	<input type="checkbox"/>	<input checked="" type="checkbox"/> <span style="float: right;">5</span>	<input type="checkbox"/>
57	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Test Caravan park <span style="float: right;">5</span> Add <span style="float: right;">2</span>
			<span>Add Reserve ➔</span>

Exit ↶ Add ➕ Next ➔

4 6

## 11.2 Submit Corrections

To submit a request for changes to the District Office, a confirmation and submission must be completed.

- 1 To submit changes made in Step 1 (on previous page), you should first check all the information entered. You can check where the changes have been made by reviewing the summary panel.
- 2 Before you submit your correction request, you must confirm you understand that the changes submitted will be sent to your District Office. The system will not allow you to submit until you have ticked the box to confirm this.
- 3 Next select “Submit Correction” to submit your changes to the Authority.
- 4 Corrections and Additions to Reserve Trust and Reserve details will be made by your District Office and your online information will be updated accordingly.

**Note:** When a request has been completed by the District office an email notification will be issued confirming the completion of the request and corresponding changes will be update in CRRS.

### Trust and Reserve Correction Requests

**Step 2 of 2**

Click Submit Correction to lodge your changes. Your District Office may contact you if any further information is required. You can click Exit at any time to cancel out of this screen without making any changes. Click Previous to go back and make further edits.

Trust Name	Reserve	Common Name	Action
(R000000) Reserve Trust	000000	(blank) to ABC Park	Rename Reserve <b>1</b>
(R000001) Reserve Trust	000001	(blank) to ABC Caravan Park	Rename Reserve
(R000001) Reserve Trust	000001	Contains caravan park(s) 000001	Caravan Park change

I confirm I am submitting the corrections to my District Office **2**

**Submit Correction** **3**

[Exit](#) [Previous](#)

## 12. Reserve Manager Correction Request

### 12.1 Corrections to Reserve Manager Details

Reserve Manager contact details are an important aspect of managing Reserve Trusts. The Correction Request tool allows Reserve Trust Managers to lodge corrections to incorrect or missing contact details. To lodge a correction select the “Edit Reserve Manager or Trust Member details” button on the CRRS home page.

1. If a Reserve Manager or individual contact detail requires correction, click the “Edit” button applicable to the details requiring correction.
2. Details can be edited as required as most contact fields are free text fields.
3. Once all details have been completed, click “Apply”.
4. If a Reserve Manager or individual contact requires removal from the Contact Details, click the “Delete” button.

**Note:** Requests for the deletion or change of administrator’s members are submitted to the District Office for processing and will be updated in CRRS by the District Office.

### Reserve Manager Correction

**Step 1 of 2**

Please review the contact information below and edit as required. When you are finished editing, click **Next** to submit changes to Step 2.

Test Corporation	CRRS User Contact
<p>02 9999 9999 02 9999 9999 reception@nsw.gov.au</p> <p>Member type: Reserve Manager</p> <p><b>4</b> <b>1</b></p> <p>Delete ✕ Edit ✎</p>	<p>JOHN SMITH</p> <p>02 9999 9999 02 9999 9999 bsmith@nsw.gov.au</p> <p>Member type: CRRS User Contact</p> <p>Delete ✕ Edit ✎</p>
<p>Exit ↶ Next ➔</p>	

### Reserve Manager Correction

**Step 1 of 2**

Please edit contact details for the Reserve Manager. Click Apply to accept any edits made on this page, or Cancel to return to the previous page without making any changes. No changes are made to the Reserve Manager until you proceed to Step 2 and click Submit.

Corporation Name	TEST CORPORATION	<b>2</b>
Home Phone		
Business Phone	02 9999 9999	
Mobile		
Fax	02 9999 9999	
Email	reception@nsw.gov.au	
<p><b>3</b></p> <p>Apply ✓ Cancel ↑</p>		

## 12.2 Submit Corrections

You can enter and edit the information request as many times as you require, however to submit a request for changes, a confirmation and submission must be completed.

1. To submit any changes made, you should first check all the information entered. This is a vital step in the correction process, as once a correction is submitted this cannot be undone. You can check where the changes have been made by using the “Previous” button to move back through to Step 1.
2. Before you submit your correction request, you must confirm you understand that the changes are to be submitted. The system will not allow you to submit until you have ticked the box to confirm this.
3. Next select “Submit Reserve Manager Correction” to submit your changes.

### Reserve Manager Correction

#### **i** Step 2 of 2

Click Submit Reserve Manager Corrections to lodge your changes.

The District Office may contact you if any further information is required. You can click Exit at any time to quit without making any changes, or click Previous to make further edits.

Changes made to the End Date and addition of new Trust Board members are processed by the District Office. All other changes should be available in the Annual Report within an hour.

I confirm I am submitting the Reserve Manager Corrections **2**

**Submit Reserve Manager Corrections** **3**

Exit **1** **Previous**

**1**

## 13. Glossary

- 1 Add** Add more information in some sections of the annual report by clicking on the “Add” button located at the bottom right of the screen.
- 2 Collapse & Expand** To assist with viewing information, in some sections of the annual report you can choose to collapse or expand details entered. There are two methods to collapse or expand the view. Firstly, you can select “Collapse All” or “Expand All” at the top left of the screen. However, if you want to collapse or expand only one or two entries use the tab at the top right of the entry.
- 3 Dates** All dates in the system can be entered using the pop-up calendars provided. Clicking on the date field will automatically bring up the calendar and clicking on the date will select the relevant information.
- 4 Delete** The “Delete” button is located at the bottom right of each entry. It will only delete the one entry; it will not delete all entries or any previous records entered.
- 5 Drop down** To select data from a drop down menu, click on the arrow at the right of the data field and then click on the preferred option from the drop down list.
- 6 Error Message** If you forget to enter an important piece of information in your report the system will remind you and prevent you from moving through the other sections of the report. These cues appear throughout the system to help you meet your reporting requirements.
- 7 Exit** You can return to the CRRS home page at any time by simply selecting “Exit” which is located at the bottom right of each screen.
- 8 Free Text Field** If a field is identified in this help document as Free Text it means you can enter either alpha or numeric text in that field of your annual report.
- 9 Instructions** At the top of each screen you will find the instruction box which tells you what to enter in each section of your annual report.
- 10 Menus** You can also navigate through the report by using the reserve trust menu and reserves menu located to the left of the screen.
- 11 Navigation** Use the “Next” and “Previous” buttons to move through the various sections of the annual report. You may also use the underlined menu list on the left hand side of the screen.
- 12 Reserve Maps** If you are a council, you can view a map of a reserve in any section of the report by clicking on the reserve number.
- 13 Review Details** To review and verify that submitted details from previous reports are still current to the new report. If the details for the reserve have changed, do not tick the Reviewed box, but simply edit the details in the other available fields.



