



Western Cape
Government

FOR YOU

Department of Economic Development and
Tourism

Tourism Season Readiness 2023/24

22 September 2023

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Summer readiness dialogue

- 1 Minister Wenger will host the annual **summer readiness dialogue on 19 October 2023** to discuss key issues facing the industry in anticipation of a busy tourism season.
- 2 **60 representatives** from the industry are expected to attend the event.
- 3 Topics for discussion include **air and cruise access, tourism safety, skills, visas and more.**





Visitor safety

Visitor safety: National initiatives

- 1** **250 tourism monitors** will be deployed across the Western Cape in 2023/24. The Department of Tourism, TBCSA and DEDAT have identified hotspots which will be prioritized.
- 2** Tourism monitors will be trained and equipped with the **Secura app** as well as **Cmore tracking devices**. Tourism monitors will also receive support from the TBCSA and SATSA through a 'Tourism Angels Network'.
- 3** The Department of Tourism has secured the commitment from SAPS that **police reservists** will be available during the summer season to assist with tourism safety.

Visitor safety: Provincial initiatives

1

20 Chrysalis graduates have been deployed by the Department of Community Safety as tourism safety officers in Cape Town at key hotspots.

2

DEDAT convenes a **Tourism Safety Forum** which has representation of the public and private sectors.

3

DEDAT also prepares a **Season Readiness Plan** which sets out protocols to be followed in the case of major incidents. In the case of serious incidents a **Communications Task Team** is activated.

4

DEDAT staff participates in a **SATSA tourism safety WhatsApp group** and activates the tourist in distress programme when needed.

Visitor safety: Provincial initiatives (Tourist in distress programme)



WESTERN CAPE
TOURISM

#SafeTravels

1

The **tourism safety support unit** will be operational during the summer season.

2

Support available includes:

- Medical/emotional trauma incl. visits at hospitals
- Advice on short-term temporary accommodation
- Help with basic necessities, where possible
- Help with contacting family or friends
- Facilitation of counseling
- Advice with short-term transport arrangements
- Liaison with embassies/ consulates in case of lost passports and visas
- Support with opening cases with SAPS

In
collaboration
with

love
Cape
Town

Visitor safety: Provincial initiatives (Tourism safety awareness)

1

DEDAT promotes the tourism safety support programme through the use of collateral which includes **safety tips**.

2

In addition, <https://safetravels.capetown.wn/> has been updated to ensure that content remains fresh.

THE GARDEN ROUTE AND THE WESTERN CAPE HAS **36 BLUE FLAG BEACHES** FOR YOUR CHILDREN TO ENJOY

ALWAYS KEEP WATCH WHEN THEY'RE NEAR WATER.

#SAFETRAVELS
www.safetravels.capetown

THE WESTERN CAPE
It's more than you think.

CAPE TOWN AND THE WESTERN CAPE HAS **36 BLUE FLAG BEACHES** FOR YOUR CHILDREN TO ENJOY

ALWAYS KEEP WATCH WHEN THEY'RE NEAR WATER.

#SAFETRAVELS
www.safetravels.capetown

THE WESTERN CAPE
It's more than you think.

TABLE MOUNTAIN HAS AN **ESTIMATED 200KM OF HIKING PATHS** FOR YOU TO EXPLORE

ALWAYS TAKE WARM CLOTHING AND ENOUGH WATER WHEN GOING ON A HIKE. PLAN YOUR ROUTE AND NEVER HIKE ALONE.

#SAFETRAVELS
www.safetravels.capetown

THE WESTERN CAPE
It's more than you think.

Visitor safety: Provincial initiatives (Tourism safety awareness)



Explore the scenic routes of Cape Town
but don't carry all your valuables, passports or large sums of cash on you.

THE WESTERN CAPE
It's **more** than you think.



A hike on Table Mountain is unforgettable
but always go with at least 4 people.

THE WESTERN CAPE
It's **more** than you think.



It's great shopping in the Western Cape
but never let your bank card out of your sight when paying.

THE WESTERN CAPE
It's **more** than you think.



Come and cool down in Camps Bay
but only swim in lifeguard-supervised areas - and never alone.

THE WESTERN CAPE
It's **more** than you think.



Visitor safety: Provincial initiatives (Tourism safety awareness)



Stay safe.

Don't let anyone assist or distract you at an ATM.



Stay safe.

An ATM machine DOES NOT issue permits or tickets. You do not need a permit to walk in the streets. If someone demands a permit, phone 112 from your mobile phone immediately



Stay safe.

Always drive on the left-hand side of the road.



Visitor safety: City of Cape Town

1

The **Tourism Law Enforcement unit** is a City of Cape Town initiative and consists of 8 dedicated officers who are deployed at key hotspots.

2

The **CBD, Table Mountain, Signal Hill, V&A Waterfront** and the **Bo-Kaap** areas will continue to be patrolled daily.



Visitor safety: Cape Town CBD

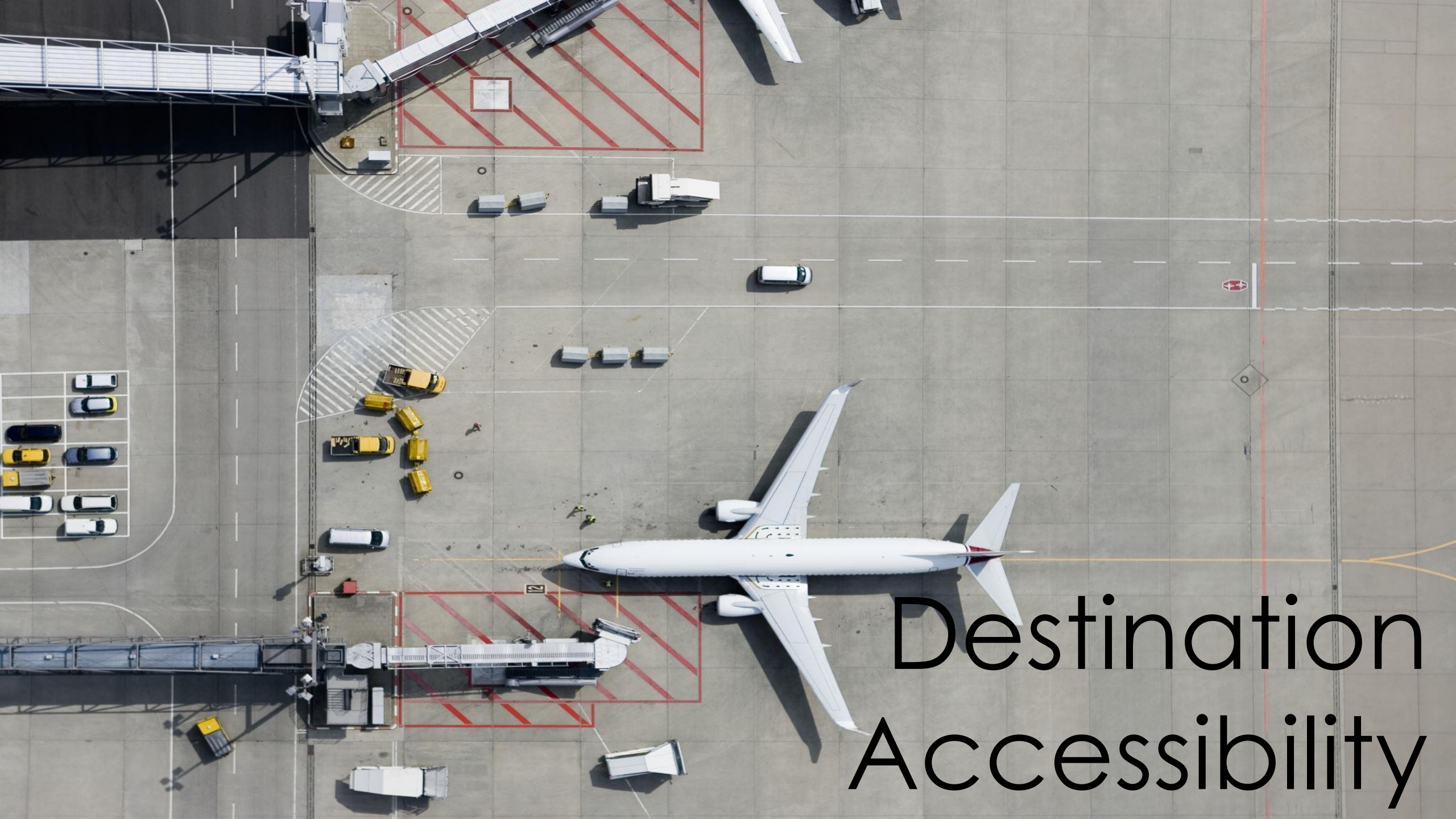
1

Security personnel patrolling the CBD and V&A Waterfront will be equipped with **front facing body cameras**.

2

The CCID have increased the number of their security personnel and they have **new patrol vehicles** to make sure that they improve their response to incidents.





Destination Accessibility

Visas

1 The Western Cape's key source markets **do not need visas** (limited to 90 days or less).

2 The Department of Home Affairs has missed its own deadline for the introduction of a **remote work visa**.

3 DEDAT has appointed a service provider to benchmark South Africa against competitor destinations and to model the **economic benefits that can be realised for South Africa through visa reform**. This research is currently underway.

Air and cruise accessibility & season readiness

- 1** The Cape Town Air Access and Cruise Cape Town teams have planned a **series of events and activations** to support airlines and cruise ships returning to the province this season.
- 2** **41 learners** funded by DEDAT will be placed at **Cape Town International Airport** (CTIA) to assist with general tasks in and around the airport.
- 3** **Tourism Safety Monitors** will also be deployed at CTIA and the cruise terminal at the V&A Waterfront.

Tourist vehicle operating licences

- 1 DEDAT continues to monitor the **issuing of tourist vehicle operating licences** by the National Public Transport Regulator. A moratorium or amnesty has been introduced to prevent traffic police from harassing tourist vehicle owners for not having a valid operating licence.

Workforce Readiness



Skills partnership

1

DEDAT convenes a **tourism skills forum**. The forum is made up of industry bodies, TVET colleges and other skills partners. Quarterly meetings are held. The Forum is a clearing house bridging the skills gap and linking skills supply with demand.

2

20 learners started on 1 September at **Boschendal** to assist with hospitality related tasks.

3

200 learners commenced on 1 September at **Isis Café** as waiters, runners and other hospitality related activities.

4

Chrysalis graduates are available to the industry to assist with entry level skills needs.

Customer care training for frontline staff

1

During the course of September and October, DEDAT will be training **150 hospitality frontline workers in customer service.**

2

The training is **CATHSSETA accredited.**

3

6 groups will be trained in the following localities:
**Cape Town (north and south),
Langebaan/ Saldanha, Piketberg,
Hermanus and Bredasdorp.**



Tourist guide training & registration

1

DEDAT in partnership with the City of Cape Town has **trained 38 tourist guides in Cape Town**. Some of these guides previously guided illegally as they did not have the appropriate qualifications.

2

The training is **CATHSSETA accredited**.

3

Participants are from **Langa, Athlone, Mitchell's Plain, Hanover Park, Mfuleni, Khayelitsha, Houtbay, Nyanga and Robben Island**.

4

A **two-day tourist guide bootcamp** will also take place in October.

5

It is expected that **DEDAT will register nearly 1,200 tourist guides** during this financial year. Applications tend to increase drastically in lead up to the summer season. The application process is fully digitised.



Tourism skills initiatives of the Department of Tourism

1

Food Safety Quality Assurers Skills Training Programme (2023):

42 unemployed youth from Hermanus and Gansbaai have successfully graduated.

2

Wine Service Training Programme

(2023): 49 unemployed youth from Hermanus and Drakenstein have successfully graduated.



Thank you