

Chapter 8

Conclusion

8.1. Introduction

The case for the tourism industry to make a commitment to improved environmental performance and satisfy the requirement of sustainable development is quite strong. The industry, above all others, depends primarily on conserving and improving the environment which is its main trading base. It makes sense for tourist operators to manage their environmental performance effectively as far as possible, and environmental auditing is one of the best ways of achieving this.

For this reason, the purpose of this study has been to describe, analyse and develop the principles, implications and conceptual frameworks of environmental audits for sustainable tourism development in Australia. The study was prompted by a general concern that tourism operators primarily aim to obtain economic advantage by using environmental resources. Given this purpose and concern, the major objectives of this study have been set as follows:

- to substantiate growing concern over environmental quality and support for sustainable tourism development;
- to document the evolutionary changes in environmental management which are taking place in organisational and legislative sectors and the implications of these changes for effectiveness of environmental management policies in the tourism industry, focusing on Australia;

- to evaluate national and international practice regarding environmental audits and exemplify the emerging importance being given to the environmental auditing process in tourism development;
- to determine the nature and characteristics of the environmental auditing process appropriate to tourism operations or development, and identify the objectives and scope of environmental audits for tourist operations and development;
- to develop an effective environmental audit program for tourism and apply it to specific examples of tourism development, in order to demonstrate the general relevance of the methodology and its contribution to sustainable tourism development.

The above purpose and objectives were determined by two main concerns: first, the apparent weaknesses of the environmental impact assessment process in environmental management for tourism development in Australia; secondly, the need to develop a more effective approach in responding to increasing pressure from inside and outside the tourism industry for the improvement of environmental performance.

This chapter briefly summarises the study, generalises findings and limitations, then provides suggestions for further research derived from the conclusions.

8.2. Summary

The thesis has been written in 8 chapters. Chapter 1 highlights the significance and objectives of the study, and outlines the nature, extent and structure of the thesis. In

order to avoid any confusion about the definitions of terms used in the thesis, these are explained in this chapter.

Chapter 2 first presents a brief background to environmental auditing for tourism development. It focuses on key concepts such as environmental impact assessment, environmental auditing and sustainable tourism development, and, relationship between these concepts. It explains how these concepts relate to other elements of environmental management in Australia. The chapter analyses the weaknesses of environmental impact assessment which points to the need for environmental auditing in the context of sustainable tourism development in Australia. The chapter also discusses the principles and characteristics of sustainable tourism development and stresses the implications of environmental auditing for sustainable tourism development in Australia. The major conclusion drawn in this chapter is that environmental auditing is a key element in an environmental management system for tourism and can be a useful environmental tool to help in achieving sustainability.

Chapter 3 presents a brief analysis of the relationship between tourism and environment, and focuses on the analysis of the impacts of tourism on the environment. It addresses problems in current studies in Australia, then discusses the environmental performance of tourism developments. Emphasis is given to the monitoring and evaluation of environmental performance which leads to the development of suitable performance indicators for sustainable tourism. Monitoring and evaluation are crucial parts within an effective environmental management system for tourism development, however, monitoring and evaluation alone will not achieve

the desired level of performance. The chapter further concludes that monitoring and evaluating the environmental performance need to be incorporated into the whole tourism operation, so that improvement of environmental performance opportunities can be identified.

Chapter 4 discusses the major issues relating to environmental management for tourism development. It focuses on analysing organisational structures and examines the roles of regulation and self-regulation. The conclusion drawn from this chapter is that environmental management for tourism in Australia is one of the biggest challenges facing government and the tourism industry, and the effectiveness of environmental management is affected by the organisational structure. It stresses that government has a strong leadership role in promoting sound environmental management for tourism, while the tourism industry can perform an essential role by self-regulation in environmental management matters. However, it is important that both government and the tourism industry closely co-ordinate their efforts and programs toward common goals in promoting the effectiveness of environmental management.

Chapter 5 uses some of the findings of the previous chapters to define the objectives of establishing an environmental auditing program for a tourism organisation. Principles or guidelines are advanced which have direct application to the development of an environmental auditing process for tourism. The chapter also discusses the benefits to be expected from the application of environmental auditing. It further outlines a conceptual framework of an Environmental Management

Performance Auditing (EMPA) program for tourism which incorporates the identified objectives and principles.

Chapter 6 describes the detailed procedures of a developed framework for an environmental performance auditing program for beach resorts in Australia. It aims to facilitate the implementation by a resort of a structured, flexible and recognised approach to the management and improvement of its environmental performance. It illustrates that Environmental Management Performance Auditing (EMPA) is characterised by a well-defined and planned structure, careful, methodological investigations and strong emphasis on identifying the key environmental issues and areas, and reporting to the resort management. It concludes that EMPA can provide reliable and useful information to resort management in improving its environmental performance. It further notes that the EMPA program, ideally, should be carried out by resort management itself and/or third party consultants, not by regulatory authorities.

Chapter 7 describes the application of EMPA in case studies, and introduces the sampled beach resorts in New South Wales and Queensland. The specific characteristics of the sampled resorts are described and the chapter details the analysis of the EMPA process applied in the sampled resorts. It shows that EMPA tends to be well understood and well supported by resort management. A number of strategies are identified for the improvement of environmental performance for resort management to provide a guide for the overall EMPA implementation.

8.3. Conclusion

The case for the tourism industry in Australia to develop an effective approach to improve its environmental performance is compelling. The industry depends primarily on conserving and improving the environment which is its main resource. For this reason, the improvement of environmental performance is likely to grow in importance.

The overall objective of this study is to establish and develop the principles, conceptual framework and implications of environmental audits in the context of the sustainable tourism development in Australia.

By examining the principle of sustainable tourism development and analysing the current EIA process in Australia, the study argues that the current EIA process has shortcomings. It cannot provide sufficient information for effective environmental management, and cannot meet the requirement of sustainable tourism development. Given these shortcomings, it appears that improved and effective EIA relevant to tourism development must extend beyond impact statements to include continual monitoring and evaluation of objectives, and operational procedures and performance. To this end, it is further argued that a new approach which provides a continuing management tool that can play a key role in the environmental management for tourism is needed. It also can overcome the shortcomings of current EIA process and complements EIA. This approach is termed environmental auditing, and is seen as more beneficial and effective for improving the environmental performance of

tourism development. It is stressed that environmental auditing should become a key element in an integrated environmental management system, in particular when adopted by management as an approach for providing feedback about particular problem areas and overall environmental performance.

The review of the evolution of environmental auditing and the discussion of the concept of sustainable tourism development in Australia have shown that although both have had a relative short history compared with EIA, they have been generally accepted and become part of a regulatory process shared between industry and government. It is further concluded that environmental auditing, whether required by regulation or initiated by tourism industry, can be a useful environmental management tool to help achieve sustainable tourism development in Australia. It also should be stressed that while EIA prior to approval of new tourism development is a necessary and useful procedure, environmental auditing is now seen as an important aspect of the ongoing monitoring and evaluation of environmental performance.

Before attempting to develop an environmental auditing program for the environmental performance of tourism, consideration must be given to existing research. This study, by discussing the relationship between tourism and the environment and reviewing the existing research, found that most of the literature on the environmental performance of tourism focused on the environmental impacts of tourism. It noted that while the literature on the impacts of tourism is relatively extensive and diverse, many studies on the subject were incomplete and significant methodological problems remain to be resolved. Research has often been focused on

particular regions or environment, and there is a limited ability to generalise findings from one area to another. Thus, it further underlines the need for an overall environmental auditing process which is more beneficial and effective for identifying and managing the environmental performance of tourism development.

The importance of monitoring and evaluation for environmental auditing has yet to be fully realised. Some monitoring and evaluation in tourism development do take place, but not on a systematic and scientific basis, and typically for specific management purposes. The study also realised that the key to monitoring and evaluation of the environmental performance of tourism is the development of relevant and realistic environmental performance indicators, which is particularly challenging in the development of environmental auditing program. Although there are difficulties, a number of important initiatives which are related to the environmental performance of tourism development have been proposed. The principles and criteria for selecting the performance indicators are established and it is concluded that useful and practicable performance indicators are needed to be developed and incorporated into the whole tourism management procedure.

The study further examined the existing management organisational structure and the responsibilities which have been created to deal with the environment in the tourism industry in Australia. Emphasis was given to the roles played by three levels of government - Federal, State and local, and the community and the tourism industry. It addressed the responsibility of environmental management for tourism in Australia, which is shared between the Federal, State and local governments and industry.

Effective environmental management for tourism requires the identification of who will be involved in environmental management activities, who is important in these activities, how various groups can benefit from these activities, and how these groups interact. If tourism is to be sustainable and high quality over the long term, maintaining close co-operation and co-ordination between and within governments and between the public and private sectors is essential throughout the effective implementation of management processes. It is important to point out that government has a strong leadership role for improving the environmental performance of tourism development.

In Australia, the current regulatory framework governing environmental management for tourism development in the Federal, State and local government areas is complex and lacks uniformity and co-operation in both objectives and administrative structure. The State and local governments are and will remain crucial in day-to-day management activities. In particular, it is at the level of local government that many decisions about tourism development which have environmental impacts are made. However, local government rarely has adequate information, resources and expertise to carry out effective environmental management activities. State governments have organised their own environmental legislation and environmental agencies to carry out environmental management responsibilities in the areas of setting quality standards and regulating compliance by a variety of means, including monitoring, permits, and requiring pollution control equipment. However, at the level of State government, a multitude of agencies and programs, often with different objectives and priorities, are involved in environmental management. There is an absence of focus, or even co-

ordination, which sometimes has led to conflicting advice being given to local government about environmental matters. Notwithstanding Constitutional limitations, the Federal Government can still play an active role in environmental management through its own environmental legislation and various agencies. The Federal Government has also developed a range of responsibilities through becoming a party to several international agreements and conventions which cover environmental issues in Australia. In the areas of environmental concern, communities also tend to be particularly active and can often give support to sustainable tourism development.

The tourism industry is becoming more environmentally aware in its operational activities. Often through industry associations, tourism can perform an essential role by self-regulation in environmental management matters, setting industry environmental guidelines and standards.

It is essential that both public and private sectors closely co-ordinate their efforts and programs toward common goals in promoting the effectiveness of environmental management. With all these parties assuming their responsibilities, much progress can be made in improving the environmental performance of tourism development in Australia.

In this study, it has been demonstrated that environmental auditing is a necessary part of environmental management. It can play a significant part in providing feedback about overall environmental performance and specific problem areas and necessary corrective actions. To be an effective environmental auditing program, the objectives

should be clearly defined and these objectives should be consistent with the overall tourism management's needs and expectations, and be realistic given available resources. As the auditing program achieves its objectives, a range of benefits can be realised. In order to assist in achieving the objectives and to guide the development of an effective and efficient environmental auditing program, some applicable, clear and well understood principles need to be identified.

However, specific application of environmental audits to tourism development appears to be the exception. More generally, most governments and private tourism sectors have little or no experience in how to develop effective environmental auditing programs for the tourism industry. Furthermore, there is no comprehensive conceptual framework for environmental auditing which has been applied to the tourism industry. It seems that constraints exist which are, in part, related to the particular characteristics of the tourism industry, and which, if not overcome, may influence the implementation and effectiveness of the environmental auditing process.

Based on the establishment and identification of objectives and principles, and consideration of existing constraints, this study presents a systematic framework for an Environmental Management Performance Auditing(EMPA) program within which a series of activities and decisions can be made that help define a set of desired performance outcomes and the management actions necessary to maintain or improve this performance. It is seen as primarily an internal and voluntary audit.

With current tourism development trends in Australia, the selection of beach resorts as a case study is significant. As the beautiful and extensive Australian coastline is the most important tourist attraction both for the domestic and international visitor, all sampled resorts are popular tourist destinations.

The EMPA developed in this study has been described (Chapter 5 and 6) and applied (Chapter 7) to beach resorts in New South Wales and Queensland. The results of the case studies demonstrated that the EMPA tends to be well understood and supported by resort management. Improving environmental management performance of resorts does not have to increase costs or reduce comfort and convenience of guests. As better environmental practices are being sought, more solutions which enable environmental, commercial and guests service goals to be met simultaneously are being found. Simple solutions may not always be available, however, choices may need to be made. Improving environmental performance enhances the resort's reputation, and responsible actions of management are positive marketable commodities. Many resort managers recognise this and regard improving their reputation as a major benefit of implementing an EMPA program. However, environmentally sustainable resort operations could remain an elusive goal. It is imperative that environmental auditing is widely defused to ensure resort operations and activities are as environmentally compatible as possible. An EMPA program could be used effectively to help resort management set priorities for action in the areas of energy consumption, waste reduction and recycling, training and communication. As such, it has great potential to make a valuable contribution to improvement of the environment for tourism.

8.4. Limitations

The limitations of the study are varied. Recognition must be given to the following:

(1) It is important to be aware of the limitations of environmental auditing itself. As the concept of environmental auditing is still relatively new and evolving, some aspects of environmental performance are basically amenable to audit, while others are not (Greeno *et al* , 1985, Bailey *et al*, 1992). This, combined with the specific characteristics of tourism development, produces a number of technical difficulties (Buckley, 1989).

(2) As within other areas of environmental studies, monitoring and assessment are the bases of environmental audits. However the availability of suitable data is often a constraint on the procedures for environmental auditing for tourism development. Environmental data in tourist operation also are not well developed. Furthermore, it is difficult to get detailed information on social environmental aspects.

(3) Another limitation is related to the selection of indicators. There are no universally accepted indicators for monitoring and assessing the environmental performance of tourism development (Butler, 1993b,).

(4) It also should be noted that it appears that confidentiality clearly limits access to obtain relevant environmental documents generated by tourist operations. Some operations might fear that documents might be sought for enforcement purposes. This

can also lead to a relatively incomplete response to questionnaires and checklist surveys.

(5) As Butler (1993a) notes, discussion of environmental audits is generally absent from the tourism literature. Furthermore, there are no benchmark studies and there appears to be a lack of long-term commitment to the development of an environmental auditing process for tourism. The multidisciplinary nature of the industry underlines the need for comparative studies concerning environmental protection in tourism (Przeclawski, 1993). There are few published references available on techniques, principles and models of environmental auditing which are applicable to tourism development.

(6) All sampled resorts for study are integrated beach resorts which were deliberately chosen because they are considered to have strong environmental initiatives. However, tourism is dominated by many small family-operated firms. Such small units are not typically environmentally innovative in their business activities unless special initiatives are taken to encourage improved environmental performance (Beioley, 1995). Therefore, the results of the case studies should be seen as indication of the potential application of EMPA for a particular type of tourism.

8.5. Further Research

Given the limitations to the study, several opportunities for further research can be identified.

The outcome of the application of the EMPA framework has indicated that the lack of available data is often a constraint for implementation of EMPA. Therefore, how to develop an effective and applicable monitoring program to obtain the needed data for EMPA and how to establish an effective mechanism for the implementation of EMPA in tourism should become an important aspect for further study. The research also suggests the need for a more comprehensive study in the selection of suitable performance indicators.

As stated earlier, tourism is dominated by many small family operated firms. As a consequence, the structure of the industry can act as a barrier to the adoption of an environmental auditing framework. The challenge is to devise an effective approach to environmental auditing which is flexible enough for adaptation to an individual tourism enterprise at a particular scale. Therefore, further study is required to be carried out in how to establish the extent to which EMPA can be adopted by small scale tourism undertakings, and how to determine the constraints and incentives critical to the implementation of EMPA by individually operated tourist enterprises.

Further study also needs to be carried out in regard to how to integrate social environmental aspects into the EMPA framework. Implementation of EMPA needs to embrace greater use of social survey instruments and techniques of sampling and data analysis.

Finally, the EMPA framework focuses solely on environmental aspects. However, management decisions are rarely made on this aspect. Therefore, just as the EMPA framework has emerged from the perceived need to improve environmental performance, so too does this framework need to be integrated into a wide and holistic approach to tourism operational procedures. A useful next step will be to find ways to integrate the EMPA framework into a broad approach which encompasses all requirements including social and economic considerations.

It is hoped that in focusing on environmental auditing for sustainable tourism development in Australia, this thesis offers practical opportunities to enhance environmental performance of tourism development in Australia and elsewhere.

17 March, 1995

To whom it may concern,

We are now engaged in a research project on the relationship between tourism and the environment. There is growing evidence that the tourism industry is becoming aware of its responsibility to promote environmentally sustainable forms of tourism. We know your resort has a well-deserved reputation for being designed and operated in harmony with the environment.

In this regard, the research aims to examine the level of environmental awareness in the tourism industry generally and the steps being taken to integrate environmental features into the design and operation of beach resorts.

We are writing to you to seek your cooperation in this research project. This would involve participating in a survey of your resort, in respect of its environmental features and operations. Your input is vital in this survey, and you are invited to spend a few minutes of your time sharing your thoughts on the subject with us.

All information you supply during this survey will remain confidential, the results of the research would be generalised, and the extent to which your resort was identified would be at your discretion.

We have enclosed some questionnaires. When it is convenient, would you please look at this material and the informations we are seeking. We would then like to visit your resort and discuss the questions with you.

We would greatly appreciate your cooperation.

Yours sincerely,

Peiyi Ding
(Ph.D Candidate)

A/Professor John. J Pigram
(Supervisor)

Appendix 1

Questionnaire 1: General Management Issues

1. Name of your resort. _____

Owned by _____ Operated by _____

Your position in the resort _____

2 What is the capacity of your resort? (Number of beds/rooms)?

3. What facilities are in your resort and how many?

	Yes	No	Number
Restaurant	_____	_____	_____
Coffee Shop	_____	_____	_____
Gift Shop	_____	_____	_____
Gymnasium	_____	_____	_____
Conference Facilities	_____	_____	_____
Hair Salon	_____	_____	_____
Library	_____	_____	_____
Dry Cleaning	_____	_____	_____

Others

(Please specify) _____

4. What activities are offered at your resort? (Please circle)

golf, gym, tennis, fishing, bushwalking, cruises, sailing, windsurfing, scuba diving, water-skiing, bird-watching, guided tour

Other

(Please specify) _____

5. What unique features of interest does your resort provide?

6. How important would you rate protecting the environment?

very important 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ not important

7. How would you rate the impact of recycling in helping to clean up the environment in your community?

large impact 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ no impact

8. The current interest in protecting the environment has led to a much greater public awareness of issues such as waste disposal and water quality. How would rate your general level of knowledge about these issues?

very

knowledgeable 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ no knowledge

9. How interested are you in learning more about how you can help to protect the environment?

very interested 1□ 2□ 3□ 4□ 5□ 6□ 7□ not interested

10. What level of impact do you feel changing your own behaviour to more environmentally responsible practices (recycling, using less energy, water, fuel, buying "green" products, etc...) has on the quality of the environment?

significant

impact 1□ 2□ 3□ 4□ 5□ 6□ 7□ limited impact

11. How strongly would you support the introduction of more environmentally friendly practices (recycling, energy conservation, etc...) within your resort operations?

strongly support 1□ 2□ 3□ 4□ 5□ 6□ 7□ not interested

12. If the introduction of these practices were voluntary, but required extra time and effort on your part to fulfil, how willing would you be to cooperate?

very willing 1□ 2□ 3□ 4□ 5□ 6□ 7□ unwilling

13. Do you feel that environmentally friendly practices in your operation would be worthwhile?

very worthwhile 1□ 2□ 3□ 4□ 5□ 6□ 7□ not worthwhile

14. Would the success of your operation in establishing a reputation as the "environmentally friendly" resort make you more proud to work here?

more proud 1□ 2□ 3□ 4□ 5□ 6□ 7□ less proud

15. Do you feel the majority of your resort employees would welcome changes in the operations to more environmentally responsible practices?

strongly

welcome

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

not welcome

16. Does your operation encourage employee's comments, suggestions or enquires regarding the environmental practices? If yes, how?

17. Does the resort provide a training program for the employees about environmental issues? If yes, please specify

18. Is there any awareness of how the local community feels about the environmental aspects of your operation? If yes, how strongly?

very strongly

aware

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

not aware

19. How do your neighbours and the community know about your operation environmental practices and broader environmental awareness?

20. How does your operation handle the complaints made by members of the environmental practices?

21. Does your operation take advantages of the environmentally friendly practices by using them for advertising and promotion of your operation? If so, what are these advantages and how important is this aspect of your operation to mention?

22. Are most guests concerned about whether or not the resort is environmentally friendly?

Very concerned 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ not concerned

23. What kind of interpretative materials are provided by the resort for guests concerning environmental issues? (please circle)

map, video, brochure, guidebooks, talks from staff, information board, others

24. What are the three environmental issues of greatest concern to you?

A). _____

B). _____

C). _____

25. Please feel free to add any comments or suggestions you might have on the environmentally friendly practices in your resort.

Questionnaire 2: Environmental Management Issues

1. Do you have an Environmental Management Program or Environmental Guidelines? If yes, please describe it.

What is the reason for designing it?

Who designed it?

2. Are current environmental management practices at the resort adequate to satisfy external requirements? Please specify.

3. Can current environmental management practices at the resort be made more efficient and cost-effective? Please specify

4. What further improvements could be made to current environmental management practices at the resort? Please specify.

At what costs or saving

If these costs or saving are not known, what information is needed to determine them?

5. Was an Environmental Impact Assessment study conducted before starting to operate the resort?

_____ yes _____ no

If yes,

By which consultant? _____

For which agency? _____

6. What environmental reporting procedures are your resort obliged or expected to follow, and what procedure does it actually follow?

7. How are staff informed of the environmental management program?

8. How are staff involved in carrying out the environmental management program?

9. How are contractors made to adhere to the environmental management program?

10. Has your environmental management program been publicised in the community?
If yes, how?

11. Do you have any contact with environmental conservation groups and communities? If yes, With which? How often?

12. Who is responsible for environmental management at your resort? Please describe these responsibilities.

13. Do you have any contact with the government regulatory authorities? If yes, what is the nature of this contact?

14. What documents, reports etc, are made available to regulatory authorities?

15. Do you have in place a system for monitoring the environmental management program in your resort? If yes,

Why do you have this system? (please tick most important)

legislation requirement _____

to check compliance _____

to compare with predicted impacts _____

for improvement _____

16. What does this monitoring system entail?

17. Who designed this environmental monitoring system?

18. Who conducts this system?

19. What environmental indicators do you need to monitor?

20. What environmental indicators do you actually monitor, either routinely or casually?

21. Are monitoring data checked systematically against standards and predictions?

_____ yes _____ no

22. If environmental management procedures are not working, how will you know?

23. To your knowledge, what events or situations would lead to breaches of environmental regulations, standards or commitments?

24. What would happen if these problems did occur?

25. Please feel free to add any comments or suggestions you might have on the environmental management in your resort.

Appendix 2

Questionnaire 3: Pollution Control

1. How does the resort dispose of its sewage?

2. How is the resort's sewage treated? (please tick)

secondary treatment_____

tertiary treatment_____

septic_____

other (please specify)_____

3. Where is the treated sewage discharged?

sewer system_____

treatment plant_____

septic tank_____

sea or land without any treatment_____

4. If the sewage is disposed to a treatment plant,

A) is the treatment plant functioning properly?

yes _____ no _____

B) is the sludge produced in the treatment plant as well the screenings disposed of properly without causing any nuisance or environmental problems?

yes _____ no _____

C) is the treatment plant causing noise, odour or any other nuisance to the surroundings?

yes _____ no _____

5. If the sewage is connected to septic tank:

A) is there any nuisance caused while emptying the septic tank?

yes _____ no _____

B) does any pollution problem happen at the place where the contents of the septic tank are disposed?

yes _____ no _____

6. Are you ever forced to dispose of sewage to surface water, or carry out activities that are likely to cause pollution of surface water?

yes _____ no _____

7. If no, do you have a licence under the provision of the NSW Pollution Control Act 1970, allowing such discharge or activities?

yes _____ no _____

8. Do you have any difficulties in complying with the conditions of the licence?

yes _____ no _____

9. In what circumstances might you be forced to discharge sewage to drains?

10. Have activities on your resort ever created odour?

yes _____ no _____

11. Do the discotheques, restaurants or other units of the resort generate enough noise to disturb:

the inhabitants of the surrounding areas? yes _____ no _____

the natural life (species living in the area)? yes _____ no _____

12. Does the noise generated by traffic disturb:

the inhabitants of the surrounding areas? yes _____ no _____

the natural life (species living in the area)? yes _____ no _____

13. Does the noise generated by the guests using the resort facilities disturb:

the inhabitants of the surrounding areas? yes _____ no _____

the natural life (species living in the area)? yes _____ no _____

14. Does the resort have a licence under the NSW Noise Control Act 1975?

yes _____ no _____

15. Does the resort have any difficulties in complying with the conditions of the licence?

yes _____ no _____

16. Have there been any complaints regarding noise emanating from your resort?

yes _____ no _____

17. If yes, how do you handle these complaints?

18. How difficult is it to prevent noise pollution in your resort?

19. Are all possible precautions taken in order to prevent noise pollution?

yes _____ no _____

20. If you have any other suggestions or comments, please include them below:

Questionnaire 4: Energy Conservation

1. What kind of energy source does your resort use for heating?

oil_____

natural gas_____

electricity_____

other (specify)_____

2. What does your resort use for cooling? (please tick)

air-conditioning_____

fans_____

both air-conditioning and fans_____

3. What percentage of your rooms are using:

air-conditioning _____

fans _____

both air-conditioning and fans?_____

4. Do you have solar hot water?

yes _____ no _____

5. If yes, what proportion of the resort utilises solar hot water?

6. Does your resort have an energy conservation program? If yes, please describe it?

7. Have you adapted any aspects of the resort's design in order to reduce your energy consumption? If yes, please specify.

8. Is there regular maintenance to reduce energy consumption in your resort?

yes _____ no _____

9. Could your resort substitute fuels? (eg. use gas instead of oil)

yes _____ no _____

10. Is the resort insulated throughout?

yes _____ no _____

11. If no, what percentage of the resort is insulated?

_____ %

12. If yes or partially insulated, what type of insulation was used?

13. Are all of your hot water pipes wrapped for insulation?

yes _____ no _____ some _____ %

14. Is your hot water tank wrapped for insulation?

yes _____ no _____

15. Are the toilets taps, etc. checked regularly for possible uncontrolled water losses?

yes _____ no _____

16. Do the toilets use salt-water or fresh-water or recycled water?

salt-water _____

fresh-water _____

recycled-water _____

17. Are there low-flow shower-heads installed in the showers?

yes _____ no _____

If yes, what percentage of showers have low-flow show-heads installed?

_____ %

18. Are there low-flow Taps on bathroom sinks?

yes _____ no _____

If yes, what percentage are installed?

_____ %

19. Is the water in the swimming pool recycled as much as possible?

yes _____ no _____

20. What percentage of the lights in the reception areas etc... are kept on 24 hrs a day?

_____ %

21. Are lights off when rooms are not in use?

yes _____ no _____

22. Could your resort install automatic switch-off devices?

yes _____ no _____

23. Do you use energy efficient globes?

yes _____ no _____

24. Is there any precaution which can be taken to minimise the amount of electricity used without lowering the standards and comfort of guests? If yes, please specify.

25. Do you have any immediate suggestions as to how the operation of your resort could be made more environmentally friendly?

26. If you have any other suggestions or comments, please include them below:

Questionnaire 5: Recycling

1. What type of equipment do you use to process the resort wastes?

Please specify _____

2. Does the resort undertake recycling of any kind? If yes, what does it cover?

water _____

paper _____

rubbish _____

sewage _____

other

(please specify) _____

3. What uses are there for recycled materials on the resort?

4. Please estimate the weight of the garbage collected by your resort? (tonnes per year)

5. What steps can you take to reduce the waste materials?

6. What costs are involved in transport and handling wastes from the resort (eg per week)?

7. Approximately, can you estimate what are the costs and benefits for the resort through waste reducing, recycling and reusing?

cost \$_____

benefits \$_____

8. To your knowledge, is there any regulation which limits the amount of solid wastes that any one institution or business can dispose of per week?

_____ yes _____ no

If yes, what is the maximum amount allowed?

_____ tonne per (week/month/year) _____

9. How can the waste be recycled at the resort?

10. If toxic waste (batteries, paint, cleaners etc...) is separated at the resort, how do you dispose of it?

_____ A) collected by Council

_____ B) stored by future disposal

_____ C) taken by resort staff to toxic waste depot

_____ D) collected by private company

11. Do you try to use less toxic materials wherever possible? If yes, please specify.

12. What percentage of your total wastes are removed by

_____ A) a private company

_____ B) City Council collection

_____ C) other (specify) _____

13. Have any of your employees ever expressed any interest in recycling?

often _____ seldom _____ never _____

14. If your resort does not have a recycling program, would you

_____ A) welcome the initiative

_____ B) welcome the initiative only if extra staff were hired to implement the
sorting

_____ C) not care one way or the other

_____ D) not welcome the initiative

15. If you have any other suggestions or comments, please include them below:

Questionnaire 6: Landscaping and Gardens

1. What is the area of the resort grounds/gardens/golf course? _____

2. How are the grass cuttings disposed of?

_____ collected and disposed in regular garbage

_____ collected and composed

_____ other (specify) _____

3. How are the fallen leaves collected in the autumn?

4. How are the leaves disposed of?

_____ regular garbage

_____ composted

_____ other (specify) _____

5. What type of an irrigation system is used to water the grounds?

6. Do you fertilise grounds?

_____ yes _____ no

7. Are any organic fertilisers used?

_____yes _____no

8. Do you use pesticides?

_____yes _____no

9. Where do you use pesticides?

(Please specify) _____

10. Do you use herbicides?

_____yes _____no

11. Is there any waterway (river, stream etc.) running through or near the grounds?

(Please specify) _____

12. Are any of the following items separated from the general waste disposal?

yes

no

_____A) cardboard _____

_____B) paper _____

_____C) glass _____

_____D) cans _____

_____E) plastic _____

_____ F) toxic wastes _____

13. Are local buildings and landscaping materials used to upkeep or maintain where possible?

_____ yes _____ no

14. What main colours are used on the resort's exterior?

15. In siting the buildings, how did you allow for preservation of trees and minimise land cut and fill?

16. What efforts have been made to make the buildings compatible and not obtrusive within their surroundings?

17. How does the facility interfere with the natural ecosystem? (eg: do roadways block streams or does effluent pollute natural waterways or water sources?) If yes, please specify.

18. In considering roadways, waterways and trails, what steps did you take to make them unobtrusive, and design to minimise erosion and control traffic flow?

19. What are the potential ecological problems resulting from facilities (buildings, waterways, roadways etc)?

20. What facilities or design measures could prevent these problems?

21. In your resort, are there some land and water conservation areas of specific environmental value? If so, what are they?

22. What effects did you have in mind in developing and landscaping the resort?

23. Do your landscaping and gardens portray a particular theme?

_____ yes _____ no

24 What is the nature of this theme?

25 Does your resort operation contribute to the improvement of the natural landscape by establishing an arboretum, gardens, or taking care of the existing vegetation?

_____ yes _____ no

26. To what extent, are your resort facilities in keeping with the scale of the surroundings and the local style?

27. Do the activities at the beach resort affect the coast or the natural life which normally exists there? If so, how?

_____ yes no _____

28. If more environmentally friendly products were to be tested on the grounds/golf course, would you want it to be tested at this resort?

_____ yes _____ no

29. Can you suggest any ways in which the operation of the grounds/gardens/golf course could be made more environmentally friendly?

Questionnaire 7: Kitchens

1. Please indicate if any of the following waste is separated from the main garbage at the point of disposal in the kitchen:

	yes	no	sold to
fats and oils	_____	_____	_____
vegetable peels	_____	_____	_____
cans	_____	_____	_____
leftover foods	_____	_____	_____
paper	_____	_____	_____
plastics	_____	_____	_____
toxic products	_____	_____	_____
bottles	_____	_____	_____
other glass	_____	_____	_____

2. Is there a separate waste disposal system, compactor etc... used for kitchen waste?

_____ yes _____ no

3. Are any of the meats or vegetables used in the preparation of resort meals labelled as "organically grown"?

_____ yes _____ no

4. What source of energy is used for the kitchen?

electricity _____

gas _____

5. If there were an opportunity to introduce more environmentally friendly products into the kitchen operations without adversely affecting the quality of the operations, would you

_____ A) prefer to use existing products and systems

_____ B) welcome the opportunity to use more environmentally friendly products

_____ C) not care one way or the other

6. Reviewing the entire operations of the kitchen, do you see any points in the operations where:

_____ A) electricity might be saved

_____ B) water might be conserved

_____ C) other environmentally practices could be implemented

Please specify _____

7. If you have any additional suggestions or comments, please include them below:

Questionnaire 8: Office

1. Is there a recycling program for waste paper in your resort office?

_____ yes _____ no

If yes, who is responsible for running the program?

2. Approximately how many boxes (500 sheets) of paper are used in a week in your office?

_____ boxes/week

3. Is waste paper generated in the office used for any alternative purpose (scratch pads, etc)?

_____ yes _____ no

If yes, please indicate the uses:

4. How are the used cartridges from the printers disposed of?

_____ regular garbage

_____ collected for recycling

_____ other (specify) _____

5. Can you suggest any ways in which the operation of the office or reception area could be made more environmentally friendly?

6. If you have any other suggestions or comments, please include them below.

Questionnaire 9: Products

1 Are any of the products you buy labelled as "organically grown"?

_____ yes _____ no

If yes, please list which ones

2. At present, how do you get rid of (ie down the drain, collected, in the garbage etc...):

A) used paint cleaner _____

B) old paint (not useable) _____

C) old varnishes _____

D) paint cans and other containers _____

3. Are there any other products you use which you consider to be toxic? (ie. other cleaners, preservative, glues, resins, enamels etc...)? Please list them:

4. Are you aware of any toxic waste disposal site within your municipality that would accept used toxic substances such as paint etc.

_____ yes _____ no

If yes, is there a Council sponsored pickup service available?

____ yes ____ no

If no pickup service exists, is there any internal operations procedure for the disposal of toxic substances?

____ yes ____ no

5. If more environmental friendly products were available as substitutes for the materials you are currently using, and were of the same quality, would you:

____ A) welcome the change

____ B) prefer to use the current products

____ C) not care one way or the other

6. If you have any other suggestions or comments, please include them below:

Questionnaire 10: Resort Outside Condition

1. What is your buildings shoreline setback?

_____ meters

2. What is the height limit for your building?

_____ meters

3. How much of your site is taken up by building?

4. Are footpaths, gutters and drains overgrown or blocked?

_____ yes _____ no

5. Are lawns tidy, mown regularly?

_____ yes _____ no

6. Are fences in good condition?

_____ yes _____ no

7. Are gates working properly?

_____ yes _____ no

8. Do fences or vegetation on boundaries hide ugly views from outside?

_____ yes _____ no

9. Are signs in good condition?

_____ yes _____ no

10. Is paintwork in good condition?

_____ yes _____ no

11. Are there broken windows, doors etc?

_____ yes _____ no

12. Is there graffiti on buildings?

_____ yes _____ no

13. Are gardens neat and tidy?

_____ yes _____ no

14. Are gardens free of weed?

_____ yes _____ no

15. Are road surfaces well maintained?

_____ yes _____ no

16. Are entrances and exits safe?

_____ yes _____ no

17. Is there any blockage in drains?

_____ yes _____ no

18. Is there any smell, offensive discharge etc from drains?

_____ yes _____ no

19. Are grates and stormwater traps cleaned regularly?

_____ yes _____ no

20. Any other comments or suggestions:

Appendix 3:

Range of Facilities and Activities of Integrated Beach Resorts

Facilities:

Luxury Accommodation
International Restaurant
Entertainment Night Club
Convention facilities
Beach Frontage
Tropical and Sub-tropical Landscaped Ground
Several Parking
Canoed
Swimming Pool and spa
Gymnasium
Tennis Courts
Gold Course
Badminton/Volley-ball/Table tennis
Bicycles
Four WD Hire
Barbecue facilities
Boutique
Laundry and Dry Cleaning
Delicatessen

Activities;

Bush-walking
Snorkelling
Scuba Diving
Bird Watching
Guide-tours
Coral Viewing
Underwater viewing

Reef Walking

Fishing

Horse Riding

Cruises

Sailing

Windsurfing

Para-sailing

Water-skiing

Sky-diving

Sur-ski Tour

Jogging

Swimming

Paddle-skiing

Golf

Gym

Tennis

Target range

Aerobics

Table Tennis

Badminton

Pool Volleyball

Volleyball

Basketball

Aqua Gym

Water Polo

Football

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- Swimming Pool and spa
- Gymnasium
- Tennis Courts
- Gold Course
- Badminton/Volley-ball/Table tennis
- Bicycles
- Four WD Hire
- Barbecue facilities
- Boutique
- Laundry and Dry Cleaning
- Delicatessen

Activities;

- Bush-walking
- Snorkelling
- Scuba Diving
- Bird Watching
- Guide-tours
- Coral Viewing
- Underwater viewing

Reef Walking

Fishing

Horse Riding

Cruises

Sailing

Windsurfing

Para-sailing

Water-skiing

Sky-diving

Sur-ski Tour

Jogging

Swimming

Paddle-skiing

Golf

Gym

Tennis

Target range

Aerobics

Table Tennis

Badminton

Pool Volleyball

Volleyball

Basketball

Aqua Gym

Water Polo

Football

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