



# Environmental Management Plan

Environmental, Social and Cultural Sustainability

2026–2029

Cape Otway, Victoria

**Prepared by Frank and Katrina Fotinas**

Family owned and operated since November 2005

Next formal review: July 2027

# 1. Purpose and Scope

This Environmental Management Plan explains how Bimbi Park manages and improves sustainability across the environment, our staff and community, and the cultural values of the Cape Otway area. It applies to owners, staff, contractors and the day-to-day operation of the park.

Bimbi Park sits in a sensitive natural setting surrounded by the Great Otway National Park. The wildlife, forest and quiet atmosphere are a major part of why guests visit. Looking after these values is not separate from running the business; it is part of our purchasing, cleaning, maintenance, guest communication, staff training and future planning.

**Our approach:** Use resources carefully, protect the place guests come to enjoy, support our staff and local community, respect Country and cultural heritage, and keep improving through practical action.

## Plan details

| Item        | Details                                                                        |
|-------------|--------------------------------------------------------------------------------|
| Business    | Bimbi Park - camping under koalas                                              |
| Location    | 90 Manna Gum Drive, Cape Otway, Victoria 3233                                  |
| Plan owners | Frank and Katrina Fotinas                                                      |
| Plan period | July 2026 to June 2029                                                         |
| Review      | At least annually and after major change, incident or new requirement          |
| Applies to  | Owners, managers, employees, contractors, suppliers and operational activities |

# 2. Sustainability Policy

Bimbi Park is committed to reducing the environmental impact of the business while providing a safe, welcoming and genuine visitor experience. We integrate environmental, social and cultural considerations into business decisions, policies and procedures.

We will:

1. Conserve water and energy and maintain systems that prevent avoidable waste.
2. Reduce waste, reuse materials where practical and separate recycling and food scraps.
3. Use lower-impact cleaning products and store and handle chemicals safely.
4. Protect native vegetation, wildlife habitat and the natural quiet of the park.
5. Keep visitors on clear tracks and encourage them to take photos and leave footprints.

6. Provide a safe, respectful and inclusive workplace and visitor experience.
7. Support local suppliers, local employment and the wider Apollo Bay and Otways community.
8. Respect Traditional Owners, Country and cultural heritage, and seek advice when work may affect cultural values.
9. Meet relevant legal, permit, food safety, fire safety, OH&S and environmental requirements.
10. Record issues, respond to incidents and review our performance so improvements continue.

### 3. Our Main Sustainability Impacts

The following areas are the main ways our operation can affect the environment, people and cultural values. The controls listed here are supported by the detailed procedures in this plan.

| Area                    | Main impact or opportunity                                            | Current controls                                                                                                                 |
|-------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Water                   | Limited local water supply and high seasonal demand.                  | Rainwater collection, large tank storage, shower timers, water-saving fittings, leak response and guest information.             |
| Energy                  | Electricity use in accommodation, facilities and services.            | Five off-grid solar cabins, LED lighting, efficient appliances, insulation, double glazing and timers or sensors where suitable. |
| Waste                   | General waste, recycling, food scraps and packaging.                  | Separate bins, food scraps for chickens, bulk dispensers, local purchasing and reuse where practical.                            |
| Wastewater              | Potential impact on soil and waterways.                               | Onsite treatment and reuse as B-grade water through drip irrigation, with system maintenance and checks.                         |
| Chemicals               | Risk to staff, guests, wildlife, soil and water.                      | Biodegradable products where practical, locked storage, SDS/OH&S folders, training and approved handling procedures.             |
| Wildlife and vegetation | Visitor pressure, pets, vehicles, tree works and habitat disturbance. | Clear tracks, low speed limit, pets on leads, wildlife information, native planting and controlled works.                        |
| People and community    | Employment, safety, inclusion and local economic contribution.        | Induction, training, OH&S systems, local suppliers, guest support and accessibility improvements.                                |
| Cultural heritage       | Risk of disturbance or inappropriate use of cultural knowledge.       | Respectful information, stop-work procedure, permission and consultation where required.                                         |

### 4. Responsibilities

Sustainability is part of everyone's role. Frank and Katrina are responsible for the overall plan, major decisions and annual review. Managers make sure procedures are followed during daily operations. Staff and contractors must report problems, use resources responsibly and follow the controls relevant to their work.

| Role                      | Main responsibilities                                                                                                                             |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Owners                    | Approve the plan, provide resources, review risks and performance, prioritise projects and communicate major decisions.                           |
| Manager on duty           | Respond to urgent issues, protect guests and staff, record incidents, allocate work and follow up outstanding actions.                            |
| Reception                 | Provide accurate guest information, record feedback, monitor reviews, report maintenance and support inclusive booking arrangements.              |
| Housekeeping              | Use products correctly, reduce water and chemical waste, separate waste, report faults and use the RMS cleaner portal.                            |
| Maintenance               | Complete scheduled checks, respond to hazards and leaks, protect vegetation, record work in Google Sheets and keep systems operating efficiently. |
| All staff                 | Follow induction and procedures, report hazards or environmental incidents and suggest improvements.                                              |
| Contractors and suppliers | Meet licence, qualification and insurance requirements and follow site, safety, environmental and cultural heritage controls.                     |

## 5. Environmental Procedures

### 5.1 Water conservation and drinking water

Rain and spring water are central to the operation of Bimbi Park. We have approximately 500,000 litres of rainwater storage, with roofs connected to tanks wherever practical. Our rainwater systems are estimated to save around four million litres of water each year.

11. Use shower timers in the main amenities to reduce unnecessary water use.
12. Maintain water-saving taps and fittings and replace faulty or inefficient items when identified.
13. Check accommodation, amenities, tanks, pumps, pipes and irrigation for leaks during routine maintenance.
14. Treat major leaks, loss of supply or contamination concerns as urgent maintenance items.
15. Advise guests that spring and rainwater should be boiled before drinking and provide access to the UV-treated drinking-water tap near reception.
16. Use signs, booking information and staff advice to explain why water conservation is important at Bimbi Park.
17. Record repairs and significant water issues in the maintenance Google Sheet.

## 5.2 Energy and greenhouse emissions

We reduce energy use through building design, equipment choices and day-to-day operating practices. Five solar cabins operate off-grid, and upgrades are prioritised where they provide a practical long-term benefit.

18. Use LED lighting and replace failed older lights with efficient alternatives.
19. Use energy-efficient appliances, insulated construction, double glazing, ceiling fans, heater timers and motion or light sensors where suitable.
20. Turn off lights, heaters, equipment and appliances when areas are not in use, where it is safe to do so.
21. Maintain solar, electrical and hot-water systems and investigate unusual energy use or equipment faults.
22. Combine purchasing and maintenance trips where practical to reduce unnecessary vehicle travel.
23. Review future accommodation and facility projects for energy efficiency before purchase or construction.

## 5.3 Waste prevention, reuse and recycling

Our first preference is to avoid waste. Where it cannot be avoided, we look for reuse, recycling or safe disposal options. Guests are given access to general waste, recycling and food-scrap bins.

24. Separate general waste, recyclable materials and food scraps and use clear signage.
25. Direct suitable food scraps to the chickens, reducing the amount sent to landfill.
26. Use bulk soap and product dispensers to reduce individual packaging.
27. Buy in suitable quantities, rotate stock and date food to prevent spoilage.
28. Reuse serviceable furniture, fittings and materials where it is safe and appropriate.
29. Dispose of batteries, oils, e-waste, chemicals and other controlled waste through appropriate services.
30. Check waste areas regularly and respond to contamination, overflow, litter or wildlife access.

## 5.4 Cleaning products and chemical management

Biodegradable products and white vinegar are used where they are suitable for the task. Chemicals are not chosen or used simply because they are stronger; staff use the safest practical product and the correct amount.

31. Keep chemical storage areas locked and accessible only to authorised staff.

32. Maintain OH&S-approved folders in each chemical area with current safety data, handling and usage information.
33. Keep products labelled and in their original containers unless an approved, correctly labelled working container is required.
34. Follow dilution, personal protective equipment and ventilation instructions.
35. Never pour chemicals into stormwater, onto soil or into an unauthorised drain.
36. Contain and report spills immediately and use the incident log where the event is significant.
37. Review new products for staff safety, environmental impact, effectiveness and packaging before purchase.

## 5.5 Wastewater, soil and stormwater

Wastewater is treated onsite without chemicals and reused as B-grade water through drip irrigation. The system is maintained to protect guests, staff, soil, groundwater and nearby natural areas.

38. Keep irrigation outlets and treatment areas clearly managed and prevent guest contact with B-grade water.
39. Report odour, overflow, blockages, damaged lines, ponding or unusual vegetation changes immediately.
40. Use authorised contractors for specialised servicing and keep maintenance records.
41. Avoid storing fuels, chemicals or waste where a leak could enter soil, drains or waterways.
42. Plan earthworks and drainage work to reduce erosion, runoff and damage to tree roots.

## 5.6 Wildlife, native vegetation and visitor impact

Bimbi Park is known for koalas, native birds and other wildlife. We protect this experience by managing visitor movement, pets, vehicles, vegetation and information.

43. Maintain clear walking tracks and encourage guests to stay on established paths.
44. Use the message: take photos and leave footprints.
45. Provide information about koalas, snakes, birds, native animals and safe behaviour around wildlife.
46. Require pets to be disclosed, approved where necessary, kept on a lead and managed so they do not disturb wildlife or other guests.
47. Enforce the 5 km/h park speed limit and keep vehicles to designated roads, sites and parking areas.

- 48. Protect habitat trees and use qualified contractors for tree assessment and significant tree works.
- 49. Continue planting and maintaining suitable native vegetation and avoid introducing invasive plants.
- 50. Do not allow littering, wildlife harassment or removal of plants, timber, rocks or natural materials.
- 51. Record injured wildlife, repeated wildlife conflict or significant habitat concerns and contact an appropriate wildlife service where needed.

### **5.7 Fire, smoke, noise and natural quiet**

- 52. Allow campfires only in approved fire bins and never on the ground.
- 53. Prohibit fires on Total Fire Ban days and apply any additional restrictions required by authorities or conditions.
- 54. Require fires to be fully extinguished and provide clear guest instructions.
- 55. Do not permit fuel-powered generators because of noise, emissions and disturbance to other guests and wildlife.
- 56. Maintain quiet time from 10 pm and respond to unreasonable noise.
- 57. Have firefighting appliances inspected by Chubb every six months and record checks and maintenance.

### **5.8 Sustainable purchasing and food**

We prefer local suppliers and produce where quality, availability, price and food safety allow. This supports the local economy and can reduce transport and excess packaging.

- 58. Order from PFD approximately once a week after checking stock and expected demand.
- 59. Prioritise local suppliers including FoodWorks, IGA, Garden of Eden, Westend Meats and the Apollo Bay Fishermen's Co-op.
- 60. Collect chilled or frozen local produce in insulated freezer bags or eskies and place it into correct storage promptly.
- 61. Inspect deliveries for condition, packaging, use-by dates and temperature where relevant.
- 62. Date stock and refrigerate, freeze or dry-store it correctly, using first-in, first-out rotation.
- 63. Choose bulk, refillable, reusable, recyclable or lower-packaging options where practical.
- 64. Verify required licences, permits, insurance and qualifications for suppliers and contractors.

## 6. Social Sustainability

### 6.1 Safe, fair and supportive employment

Our staff are central to the guest experience and the safe operation of the park. We aim to provide clear expectations, practical training, open communication and a workplace where issues can be raised.

- 65. Use fair recruitment and selection based on the requirements of each position.
- 66. Provide position descriptions, induction, rosters, workplace expectations and regular communication.
- 67. Train staff in customer service, emergency evacuation, safe work practices and role-specific procedures.
- 68. Keep at least one trained first aid person available at all times and maintain first aid kits.
- 69. Maintain an OH&S Policy, complete OH&S audits and record and follow up corrective actions.
- 70. Hold regular staff meetings and shorter operational discussions during busy periods.
- 71. Keep personnel and training records secure and review roles, satisfaction and training needs.
- 72. Encourage staff suggestions and deal with concerns respectfully and confidentially.

### 6.2 Guests with specific needs and accessible tourism

We welcome guests with specific needs and provide honest information so they can decide whether Bimbi Park is suitable. We discuss access, mobility, sensory, dietary, medical or communication needs before arrival where possible and make reasonable adjustments within the limits of the property.

- 73. Provide clear information about accommodation, paths, facilities and distances before booking.
- 74. Offer accessible amenities and suitable options where available.
- 75. Arrange practical alternatives or extra assistance where this can be done safely.
- 76. Do not overstate accessibility; fully accessible accommodation availability is limited.
- 77. Treat accessibility as a priority for future improvement and review opportunities during upgrades and capital planning.
- 78. Train staff to communicate respectfully and ask guests what assistance they prefer.

### 6.3 Local community and regional economy

- 79. Prioritise local food, produce, trades, contractors and services where practical.
- 80. Recommend local attractions, walks and businesses to guests and encourage longer regional stays.

81. Maintain good working relationships with emergency services, Council, CFA and the Apollo Bay community.
82. Use local knowledge when planning activities, guest information and emergency arrangements.
83. Reduce disruption to neighbours and the community through noise, traffic, waste and fire controls.

## 6.4 Guest communication and feedback

Sustainability information is most effective when guests understand why a procedure is in place. We provide information before arrival, at reception, in accommodation, through signs and on our website.

84. Explain water, showers, fires, wildlife, pets, waste, noise and emergency procedures clearly.
85. Review Google, TripAdvisor, Booking.com and other guest reviews daily.
86. Provide maintenance cards in accommodation and a suggestion box in the amenities block.
87. Record maintenance in Google Sheets and safety events in the incident log.
88. Discuss repeated issues and suggestions at staff meetings and include larger projects in future planning.

**Public environmental information:** [Bimbi Park environmental impact information](#)

## 7. Cultural Sustainability

### 7.1 Respect for Country and cultural heritage

We recognise that the Cape Otway landscape has deep cultural significance and that caring for Country includes care for land, water, wildlife, stories and cultural heritage. Bimbi Park respects the Traditional Owners and aims to operate in a way that does not damage or misuse cultural values.

89. Use respectful and accurate language when referring to Traditional Owners, Country and cultural heritage.
90. Use cultural stories, names, artwork or knowledge only with appropriate permission and attribution.
91. Direct guests to authoritative cultural information and experiences rather than presenting unverified interpretation.
92. Consider cultural heritage before ground disturbance, major landscaping, track changes or new development.
93. Seek advice, approvals or consultation where a proposed activity may affect a place or item of cultural significance.

94. Encourage guests to leave natural and cultural material where it is and never remove or disturb possible artefacts.

## 7.2 Discovery or suspected cultural heritage procedure

If staff or contractors find an object, feature or material that may be culturally significant, the following procedure applies:

95. Stop work in the immediate area.
96. Do not touch, move, clean or remove the item or material.
97. Protect the area from further disturbance and advise management immediately.
98. Record the location and circumstances without publishing or sharing sensitive information.
99. Management will contact the relevant authority and Traditional Owner organisation where required and follow the advice received.
100. Work will only restart when management is satisfied that required advice or approval has been obtained.

## 7.3 Ongoing improvement

Cultural sustainability is an area where we will continue to learn. When updating guest information, planning works or developing new experiences, we will look for appropriate opportunities to improve acknowledgement, accuracy and respectful connection to the region's living culture.

## 8. Emergency, Incident and Climate Resilience

Bimbi Park's Emergency Management Plan works alongside this plan. Bushfire, severe weather, water shortage, power failure, wastewater failure, pollution, tree hazards and wildlife incidents can affect both people and the environment.

101. Protect life first, call 000 when required and follow the Emergency Management Plan.
102. Raise the alarm, direct guests to the assembly area and account for guests using live RMS booking information.
103. Stop the source of pollution, water loss or damage if this can be done safely.
104. Contain the affected area, prevent access and protect drains, soil, water and wildlife.
105. Notify management and relevant authorities or specialist contractors where required.
106. Record the event in the incident log, retain evidence and complete corrective actions.
107. Review the response with staff and update procedures, training or equipment where lessons are identified.

**Evidence of preparedness:** In January 2025, Bimbi Park evacuated more than 400 guests at around 3 am and arranged an emergency shelter in Apollo Bay. From the first alert, when guests and staff were asleep, everyone was evacuated in approximately 40 minutes. The event was reviewed and informs our ongoing emergency planning.

## 9. Monitoring, Records and Review

We use practical records rather than relying on memory. Management reviews urgent issues as they occur, outstanding work regularly, feedback daily and the overall plan at least once a year.

| What we monitor           | Record or evidence                                    | Frequency / trigger                   | Responsibility            |
|---------------------------|-------------------------------------------------------|---------------------------------------|---------------------------|
| Water systems and leaks   | Maintenance Google Sheet, service records             | Routine checks and when reported      | Maintenance / management  |
| Energy and equipment      | Maintenance records, bills where useful               | Routine and annual review             | Owners / maintenance      |
| Waste and recycling       | Visual checks, supplier and collection information    | Regularly and during peak periods     | All teams / management    |
| Cleaning and chemicals    | SDS/OH&S folders, training, audits, incident log      | Ongoing and when products change      | Housekeeping / management |
| Wastewater and irrigation | Inspection and contractor service records             | Scheduled and when issues arise       | Maintenance / contractors |
| Wildlife and vegetation   | Observations, incident log, tree and grounds records  | Ongoing and before works              | Management / maintenance  |
| Guest feedback            | Online reviews, cards, suggestion box and complaints  | Daily / regularly                     | Reception / owners        |
| Staff safety and training | Induction, training register, OH&S audit, meetings    | At induction and ongoing              | Owners / managers         |
| Contractor compliance     | Compliance check form and certificates                | Before engagement and at expiry       | Management                |
| Cultural heritage         | Project notes, advice, approvals and incident records | Before relevant works or on discovery | Owners / contractors      |

### Records retained

108. Maintenance Google Sheets and scheduled maintenance records.
109. Incident log, emergency reports and corrective actions.
110. OH&S Policy, OH&S audit results and staff training records.
111. Chemical SDS/OH&S folders and product information.

- 112. Fire equipment servicing records, including six-monthly Chubb checks.
- 113. Contractor and supplier compliance forms, licences, insurance and qualifications.
- 114. Guest feedback, review responses, maintenance cards and suggestion-box items.
- 115. Staff meeting notes, project files, invoices and relevant service reports.

## 10. Sustainability Objectives and Action Plan

The aim is steady, realistic improvement. Management will confirm priorities each year after reviewing risk, guest impact, available funds and the work already planned.

| Objective                    | 2026–2029 action                                                                                                        | Measure                                                      | Timing                   |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------|
| Improve measurement          | Establish a simple annual baseline for key water, energy and waste information that is practical to collect.            | Baseline recorded and reviewed.                              | By July 2027             |
| Reduce water loss            | Continue leak checks and prioritise efficient fittings during maintenance and replacement.                              | Urgent leaks acted on immediately; repeated faults reviewed. | Ongoing                  |
| Improve energy efficiency    | Continue LED, timer, sensor, insulation and efficient-appliance upgrades when items are replaced.                       | Upgrades recorded in maintenance or project files.           | Annual review            |
| Reduce waste                 | Review bin signs and waste areas, improve separation and continue bulk-dispensers and food-scrap collection.            | Fewer contamination and overflow issues.                     | Peak-season checks       |
| Protect biodiversity         | Maintain tracks, habitat areas, native planting, pet controls and wildlife information.                                 | Issues recorded and corrective action completed.             | Ongoing                  |
| Support local business       | Maintain and review the preferred local supplier list and use local products and services where practical.              | Supplier list reviewed.                                      | At least annually        |
| Improve accessible tourism   | Review access information and identify practical improvements during accommodation and facility upgrades.               | Access review and priority list completed.                   | Annually                 |
| Build staff awareness        | Include environmental, social and cultural responsibilities in induction and refresher discussions.                     | Training or meeting record retained.                         | At induction / annually  |
| Strengthen cultural practice | Review guest information and proposed works for respectful cultural heritage practice and seek advice when required.    | Information reviewed; advice documented where needed.        | Annual / project trigger |
| Close the loop               | Use reviews, maintenance cards, the suggestion box, incidents and staff meetings to identify and complete improvements. | Actions allocated, followed up and closed.                   | Ongoing                  |

## 11. Continuous Improvement and Plan Review

This plan is linked to Bimbi Park's Continuous Improvement Plan, Operations Manual, Emergency Management Plan, OH&S Policy, Staff Training and Safety Plan, Cleaning and Maintenance Procedures and contractor compliance records.

The owners will review this plan at least annually and earlier if there is a significant incident, legal or permit change, major development, repeated complaint or new environmental or cultural risk. Changes will be communicated to relevant staff and contractors.

An action is not considered complete simply because it has been reported. It is complete when the work has been carried out, checked and recorded, and any wider lesson has been considered.

### Approval

Approved by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Next review date: \_\_\_\_\_

## Appendix A - Staff Sustainability Checklist

Staff should use this checklist as part of everyday work:

116. Report leaks, spills, overflowing bins, wastewater concerns and wildlife issues immediately.
117. Turn off unnecessary lights, heaters and equipment.
118. Use the correct cleaning product, amount and protective equipment.
119. Keep chemicals locked, labelled and away from soil, water and drains.
120. Separate recycling, food scraps and general waste correctly.
121. Keep guests and vehicles on designated roads, sites and tracks.
122. Explain water, fire, pet, wildlife, waste and noise rules in a friendly way.
123. Respect cultural material and follow the stop-work procedure if anything unusual is found.
124. Record maintenance and incidents in the correct system.
125. Suggest improvements and raise repeated problems at staff meetings.

## Appendix B - Supporting Documents and Evidence

The following documents and records support this Environmental Management Plan and may be supplied as evidence with an award, accreditation, audit or permit application:

- 126. Continuous Improvement Plan.
- 127. Operations Manual.
- 128. Emergency Management Plan and evacuation procedures.
- 129. Cleaning and Maintenance Procedures.
- 130. Maintenance Procedures and Schedule.
- 131. Staff Training and Safety Plan.
- 132. Human Resources Manual.
- 133. Customer Service Procedures Manual.
- 134. OH&S Policy and completed OH&S audit.
- 135. Incident log and emergency contact information.
- 136. Maintenance Google Sheets and guest maintenance cards.
- 137. Chemical SDS/OH&S folders.
- 138. Fire equipment service records.
- 139. Contractor and Supplier Compliance Check Form.
- 140. Guest booking, pre-arrival and onsite information.
- 141. Website environmental information and relevant photographs.

***Bimbi Park - protecting the place our guests come to enjoy.***