

Sustainability, Climate & Emissions Reduction Plan



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1. Purpose

This Sustainability, Climate & Emissions Reduction Plan outlines Charlotte Plains’ current sustainability practices, climate considerations and future improvement priorities.

Charlotte Plains is a historic working sheep station and outback tourism destination located approximately 40km from Cunnamulla in South West Queensland. The property spans approximately 27,000 hectares and includes pastoral land, natural landscapes, artesian water, floodplains, wildlife habitat, unsealed roads, historic infrastructure and guest-accessible tourism areas.

As both a working station and tourism destination, Charlotte Plains recognises the importance of protecting the natural, cultural and historical values of the property while providing authentic and memorable visitor experiences.

This plan supports Charlotte Plains’ ongoing commitment to responsible tourism, practical environmental management, regional contribution, guest education and continuous improvement.



Courtesy of Tourism and Events Queensland

2. Business Overview

Charlotte Plains tourism experiences include:

- Unpowered/powered campsites and accommodation
- Hot artesian bore and outdoor baths
- Private bathing experiences
- Self-drive audio guided property tours
- Seasonal events and festivals
- Merchandise and retail offerings
- Licensed bar hospitality operations
- Wildlife and outback experiences

The business operates within a remote outback environment where access to services, contractors, freight, recycling facilities and emergency response resources can be limited. These site characteristics influence how sustainability actions are planned, implemented and reviewed.

Charlotte Plains' approach to sustainability is therefore based on practical, achievable and location-appropriate actions that balance guest experience, environmental care, operational needs and long-term property management.

3. Sustainability Commitment

Charlotte Plains is committed to growing as a tourism destination in a way that protects the qualities that make the property special: its open landscapes, artesian bathing experiences, native wildlife, pastoral heritage, remote setting and connection to Outback Queensland.

The business aims to:

- minimise unnecessary environmental impact
- protect natural landscapes, vegetation and wildlife habitat
- use resources responsibly
- reduce waste where practical
- improve energy efficiency
- support regional suppliers and communities
- educate guests about responsible outback travel
- manage visitor movement across designated areas
- respect historic and cultural sites
- progress toward tourism eco-certification
- review and improve sustainability practices over time

4. Site Characteristics and Sustainability Constraints

Charlotte Plains operates in a remote and naturally variable outback environment. The property's characteristics include:

- artesian bore baths and water infrastructure
- open floodplains
- unsealed roads and station tracks
- natural landscapes and wildlife habitat
- historic pastoral infrastructure
- remote tourism facilities
- designated guest-accessible areas
- operational areas associated with the working station

The remote location creates operational constraints, including:

- limited access to trades, contractors and specialist services
- longer freight distances
- limited local recycling and waste processing options
- weather impacts including heavy rainfall, flooding, road closures and extreme heat
- natural terrain that can limit infrastructure modification
- historic and environmental values requiring careful visitor management

Charlotte Plains considers these factors when planning sustainability initiatives and prioritises actions that are realistic, environmentally responsible and suitable for a working station environment.

5. Climate & Emissions Considerations

Charlotte Plains acknowledges that remote tourism operations create climate and emissions impacts through areas such as:

- electricity and energy use
- vehicle and equipment use across the property
- guest travel to and from the destination
- freight and supply deliveries
- waste generation and disposal
- infrastructure construction and maintenance
- water infrastructure and pumping systems
- event operations during peak periods

While some emissions are difficult to eliminate due to the property's remote location and operational requirements, Charlotte Plains is committed to reducing avoidable resource use and improving operational efficiency wherever practical.

Current emissions reduction considerations include:

- using solar power systems across key tourism infrastructure where possible
- reducing unnecessary operational vehicle trips across the property
- encouraging self-drive interpretation to reduce frequent organised transport requirements
- supporting local and regional suppliers where practical
- recycling cans and bottles through Cunnamulla facilities where possible
- improving infrastructure with long-term efficiency and maintenance outcomes in mind progressing toward eco-certification to further guide sustainability and emissions awareness.



Courtesy of Aaron Kibble

6. Current Sustainability Actions

6.1 Energy efficiency

Charlotte Plains uses solar power systems across key tourism infrastructure and facilities where possible.

Energy use is managed practically within the remote operating environment. Staff are encouraged to use energy responsibly and minimise unnecessary power use where practical.

Infrastructure upgrades and maintenance works consider operational efficiency, durability, guest comfort and long-term sustainability outcomes.

Current actions include:

- solar power use across key tourism infrastructure where possible
- practical monitoring and management of energy use
- responsible staff use of powered equipment and systems
- consideration of energy efficiency during infrastructure upgrades
- operational planning to reduce unnecessary vehicle and equipment use

6.2 Water use and reuse

The natural artesian bore baths are central to the Charlotte Plains visitor experience. The business recognises the importance of managing this natural resource responsibly.

Where practical, artesian bore water is reused within property operations. Staff accommodation facilities also utilise a grey water system, where wastewater is filtered and reused through drip irrigation in surrounding garden areas.

Current actions include:

- monitoring and maintaining artesian bathing areas
- reusing artesian bore water within property operations where practical
- using grey water systems in staff accommodation garden areas
- maintaining water infrastructure to support responsible use
- encouraging guests to respect bathing areas and leave them clean

6.3 Waste and recycling

Waste management is undertaken within the practical limitations of a remote outback setting.

Current waste management practices include:

- aluminium cans and bottles collected and recycled through facilities in Cunnamulla where practical
- general waste managed through the property's designated waste disposal area
- waste collection points provided throughout guest-accessible areas where practical
- guests encouraged to dispose of waste responsibly
- campsites, bathing areas and communal spaces monitored by staff
- purchasing and supply management considered to minimise unnecessary waste where possible
- wastewater and sewerage managed through appropriate approved systems

Charlotte Plains will continue to investigate practical ways to reduce waste and improve guest education around responsible rubbish disposal.

6.4 Responsible land and visitor management

Charlotte Plains encourages guests to remain on designated roads, tracks and visitor-accessible areas to reduce land degradation, protect vegetation, minimise erosion and avoid unnecessary disturbance to wildlife habitats.

Visitor access is concentrated within designated tourism areas to balance the guest experience with environmental, operational and heritage considerations.

Current actions include:

- directing guests to designated roads and tracks
- using maps, signage and audio tour content to support responsible visitor movement
- temporarily closing roads or areas during wet weather to reduce erosion and track damage
- monitoring guest-accessible areas and infrastructure
- maintaining key tourism roads through ongoing grading where practical
- communicating road and weather conditions to guests
- encouraging respectful interaction with wildlife, landscapes and historic areas

6.5 Flora and fauna protection

Charlotte Plains is home to native wildlife and natural outback landscapes. The business aims to minimise visitor impact on flora and fauna through education, signage and practical site management.

Current actions include:

- encouraging guests to stay on designated tracks
- reducing unnecessary disturbance to vegetation and wildlife habitats
- using signage and guest communication to encourage respectful wildlife interaction
- monitoring guest-accessible areas
- managing roads and visitor movement during wet weather or unsafe conditions
- encouraging guests to keep campsites and bathing areas clean

6.6 Historic, cultural and landscape protection

Charlotte Plains includes historic pastoral sites and landmarks, including The Bore, Jack's Hut, The Woolshed and The Cemetery.

The business aims to protect these places through careful visitor management, respectful interpretation and ongoing monitoring.

Current actions include:

- encouraging guests to remain within visitor-accessible areas
- using signage, maps and audio tour content to direct visitor movement
- monitoring and maintaining historic sites
- providing information that encourages respectful behaviour around historic structures and landscapes
- clearly communicating restricted operational areas where required
- presenting historical and cultural information carefully and respectfully

Where Indigenous history or stories are referenced, Charlotte Plains aims to present information responsibly and acknowledges where historical information is limited or incomplete.

6.7 Guest education and interpretation

Charlotte Plains delivers conservation, land management and responsible tourism messages through:

- informational signage
- self-drive audio guided tour
- printed Tour Book
- staff interaction and guest assistance
- website and promotional materials
- maps and pre-arrival communication where relevant

Key messages shared with guests include:

- stay on designated roads and tracks
- respect wildlife and natural areas
- dispose of waste responsibly
- leave campsites and bathing areas clean
- avoid travelling on closed or wet roads
- take care around historic structures
- understand weather and access conditions in a remote outback environment
- respect the working station setting

6.8 Regional and community contribution

Charlotte Plains recognises that sustainability also includes supporting the broader region and contributing to the long-term strength of Outback Queensland tourism.

Current actions include:

- engaging local and regional suppliers where practical
- supporting local contractors and staff where possible
- maintaining relationships with Paroo Shire Council, regional tourism bodies and local stakeholders
- participating in regional events, tourism initiatives and community activities
- encouraging visitors to explore Cunnamulla and the broader Paroo Shire region
- supporting regional dispersal and longer stays in Outback Queensland

7. Climate Risk and Environmental Contingency Planning

Charlotte Plains operates in an environment where weather and climate conditions can directly impact access, safety, infrastructure and land condition.

Potential environmental risks include:

- heavy rainfall
- flooding
- road closures
- extreme heat
- erosion and track damage

- damage to guest-accessible areas
- impacts on wildlife and vegetation
- disruption to power, communication or service access

Current contingency measures include:

- monitoring weather conditions onsite, including through the property weather station
- monitoring road access and guest-accessible areas
- temporarily closing roads or areas during unsafe or wet conditions
- advising guests to delay arrival, depart early or avoid certain areas where required
- maintaining emergency communication systems including Starlink and UHF radio
- maintaining risk management and emergency procedures
- reviewing operational practices following significant weather events or incidents

Charlotte Plains will continue to strengthen environmental planning and response processes as part of its ongoing sustainability improvement.

8. Sustainability-related Improvements

8.1 Recent improvements

Over the past 12 months, Charlotte Plains has continued investing in infrastructure, guest experience, accessibility, interpretation and responsible visitor management.

Recent improvements include:

- extension of the artesian bore pool area, including new decking and bench seating
- installation of an accessible entry rail into the bore pool to improve inclusivity and safety
- addition of picnic tables and umbrellas to increase shade and comfort for guests
- refurbishment of accommodation, including new paint and flooring upgrades
- ongoing road grading to improve key tourism routes across the property
- installation of informational signage at key landmarks across the property
- introduction of a self-drive audio guided tour to enhance independent exploration and direct visitor movement
- expansion of the Anzac Day Dawn Service into a free community event
- expansion of guest retail and merchandise offerings, supporting the visitor experience and destination brand

8.2 Future improvements

Over the next 12 months, Charlotte Plains plans to continue its focus on sustainable growth, improved facilities and enhanced visitor amenities while further strengthening its position as a leading outback tourism destination.

Future priorities include:

- achieving tourism eco-certification
- construction of a new bathroom and amenities block
- development of additional waterfront campsites
- refurbishment and enhancement of outdoor bathing facilities
- potential development of a new bar extension and guest gathering space

- continued enhancement of guest experience infrastructure, accessibility and onsite interpretation
- ongoing review of waste, recycling and resource management practices
- further consideration of energy efficiency in infrastructure upgrades
- continued improvement of visitor education around responsible outback travel
- ongoing monitoring of environmental risks, road conditions and guest-accessible areas



Courtesy of Sean Scott Photography

9. Emissions Reduction Action Plan

Focus Area	Current Actions	Future Actions	Timeframe
Energy use	Solar power systems used across key tourism infrastructure where possible	Continue reviewing opportunities to improve energy efficiency during infrastructure upgrades	Ongoing
Vehicle use	Operational trips across the property managed practically to minimise unnecessary travel	Continue planning staff and operational movements efficiently across the property	Ongoing
Guest transport	Self-drive audio guided tour allows guests to explore independently and reduces need for frequent organised transport	Continue improving maps, signage and tour interpretation to support responsible self-drive movement	Ongoing
Waste	Cans and bottles recycled through Cunnamulla facilities where practical; guest waste points provided	Review opportunities to reduce waste and improve guest communication around rubbish disposal	12–24 months
Water use	Artesian bore water reused where practical; grey water used for staff accommodation garden irrigation	Continue monitoring practical water reuse opportunities as infrastructure develops	Ongoing
Procurement	Regional suppliers used where practical	Continue reviewing purchasing decisions to support local supply and reduce unnecessary freight where possible	Ongoing
Infrastructure	Upgrades consider durability, guest comfort and operational efficiency	Incorporate sustainability considerations into new amenities, campsite and bathing infrastructure	12–36 months
Certification	Progressing toward tourism eco-certification	Complete eco-certification process and use recommendations to guide future sustainability improvements	12–24 months
Guest education	Signage, Tour Book, audio tour and staff communication support responsible visitor behaviour	Continue expanding interpretation and sustainability messaging across guest touchpoints	Ongoing
Climate risk	Weather, roads and guest-accessible areas monitored; temporary closures used where required	Continue reviewing procedures after major weather events and operational changes	Ongoing

10. Monitoring and Review

Charlotte Plains will monitor sustainability progress through:

- guest feedback and reviews
- staff observations
- incident and hazard reporting
- road and weather monitoring
- waste and recycling practices
- infrastructure maintenance requirements
- operational planning meetings
- eco-certification progress
- review of significant weather or environmental events

This plan will be reviewed annually, or sooner if there are significant changes to operations, infrastructure, environmental conditions or sustainability requirements.

11. Continuous Improvement Statement

Charlotte Plains recognises that sustainability is an ongoing process, particularly within a remote working station environment.

The business is committed to practical, meaningful and achievable improvements that support responsible tourism, land stewardship, guest education, regional contribution and long-term business resilience.

Charlotte Plains will continue to protect the land, share its stories respectfully, support the local region and offer visitors a genuine opportunity to experience Outback Queensland in a responsible and memorable way.