

# Cape Hillsborough Nature Resort, Mackay

Cape Hillsborough Nature Resort in Mackay has recognised the importance of protecting nature and reduction of costs to ensure their longevity. They have therefore integrated many energy efficiency initiatives. Major achievements include:

- \$3000 savings in energy annually with the installation of heat pump systems
- Annual financial savings (including savings through waste and water management) of \$30,951.

## The vision

The Cape Hillsborough Nature Resort in Mackay aspires to become an energy efficiency business, ensuring the longevity of their business and to retain the surrounding nature that attracts visitors.

The Cape Hillsborough Nature Resort is approaching aspirational levels of achievement by reducing their annual energy usage by 428,054MJ.

## The business

Cape Hillsborough is a natural haven surrounded by the beautiful Cape Hillsborough National Park. The resort is the perfect place to relax and unwind with nature. The Resort fronts Casuarina Bay and offers a wide array of activities including beach walks, sailing, swimming, fishing and bird and wildlife watching.

The owners of Cape Hillsborough Nature Resort have long been amazed at the usage of energy in tourism operations. Having heard a guest presentation by Tourism Queensland, owner Robyn Shulkins decided it was time to take action in reducing their energy usages.

## The Challenges

### New technology

The new heat pump system is not being used to its full potential because it generates an equivalent amount of noise to an air conditioning system and so is only used in peak periods to retain the peaceful setting.

### Costs

As Cape Hillsborough Nature Resort is a small family owned business the costs of implementing the initiative are a major barrier. In order to implement further actions the business has to wait for funding or savings to accrue.

## Energy efficiency achievements

### Energy Efficient Fittings

The Cape Hillsborough Nature Resort has achieved an annual energy savings through the replacement of old fittings with new energy efficient equivalents.

#### Initiatives:

- Replacement of 6 gas fired hot water systems with four heat pump systems.
- Light bulbs in rooms, main office and public spaces were changed to energy efficient globes as they needed replacing.
- Installation of monitor sensor lighting where practical.

## Achievements in change management

### Energy efficient behaviour

The Nature Resort recognizes the importance of involving staff and guests in their efficiency efforts and has engaged with them to help achieve their targets.

#### Initiatives:

- Asking staff and guests to check and set all their air-conditioning systems to 25 degrees Celsius.
- Signage campaign to encourage guests to be more environmentally conscious on energy.

#### How to do it: staff engagement

It is important to gain staff involvement in energy efficiency initiatives in order to achieve real cost savings. This involvement could be achieved through holding staff competitions to see who can reduce their energy usage the most. Informing staff members at regular team meetings is another method to have staff involvement.

## Promoting energy efficiency

Cape Hillsborough Nature Resort is proud of their achievements and get involved with their community.

#### Initiatives:

- The money saved from their energy initiatives are re-invested into protecting the surrounding natural setting.
- Take part in the regions 'Sustainable Regions Project' to market their achievements and make visitors aware of these actions.

#### How to do it: promoting energy efficiency

You can easily promote your energy efficiency efforts through various avenues including:

- praising your staff in their efforts to reduce energy consumption in your business, offer rewards

- giving guests a memento to share with their friends to show their contribution to energy saving at the business
- networking with other businesses and sharing your experiences and gaining insight on what works for others
- investing in your community and holding workshops to help your community become more energy efficient.

## The future

Cape Hillsborough Nature Resort is investigating the possibility of noise protection for those cabins closest to the heat pump systems to allow them to run during off peak tariff times.

They are also looking at purchasing solar panels for the small amenities blocks as a hot water boost.

‘It is important to start slowly and decide what will benefit you the most. It is worth doing, not only for the savings it will make to your business, but also for how it will make you feel. A lot can be done with little outlay.’ - Robyn Shulkins