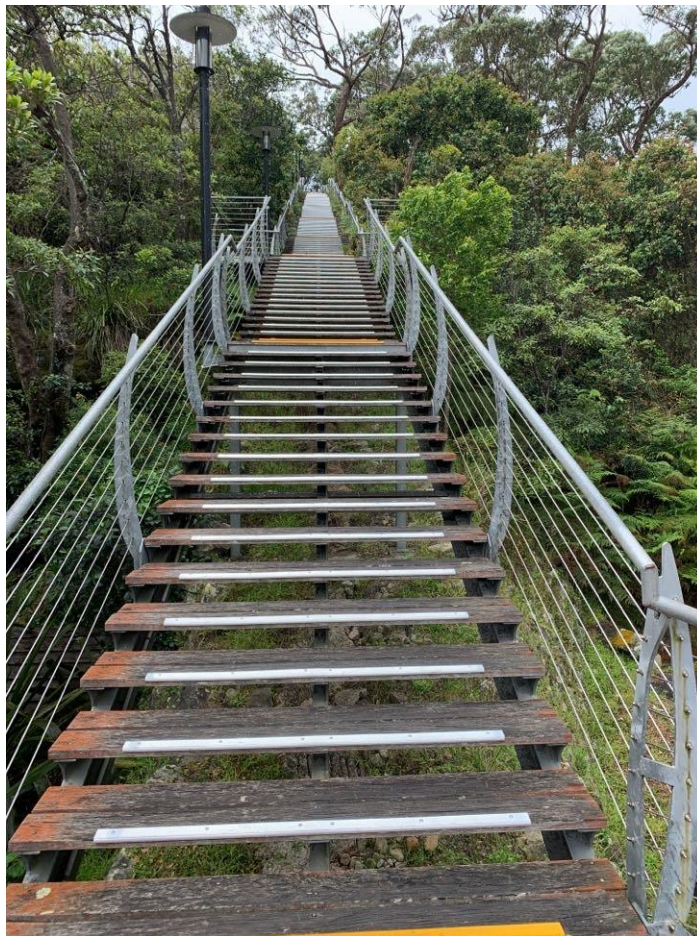


QUARANTINE STATION NORTH HEAD MANLY

MONITORING REPORT BY NORTH HEAD SYDNEY PTY LTD

for the period 1/1/2022 to 31/12/2022



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ACKNOWLEDGMENT OF COUNTRY

North Head Sydney Pty Ltd acknowledges the traditional custodians of the land on which the Quarantine Station is situated and the waterway adjoining the site and pays its respects to the elders past, present and emerging.



EXECUTIVE SUMMARY

North Head Sydney Pty Ltd present its first monitoring report for the Quarantine Station North Head Manly [QS] for the year 2022 as required by the conditions of approval [CofPA] of the consolidated consent [MP08_0041] as modified by [MP_0041-Mod-3 – 25/05/2018]

Condition 219 states

As part of the annual environmental report (condition 221) and comprehensive audit (condition 226), the co-proponents shall produce a monitoring report outlining results from the integrated monitoring program. The report shall:

- (a) include an analysis of monitoring results and trends collected over time; and
- (b) identify measures taken or proposed to be undertaken to respond to any adverse or unexpected impacts identified.

The lessee and operator of the QS until 11th May 2022 was Mawland Quarantine Station Pty Ltd. The lease by agreement dated 11th May 2022 was assigned to North Head Sydney Pty Ltd as trustee for the North Head Sydney Trust [NHS]. By virtue of the assignment NHS became the lessee of the site and the operator of the QS and the activities conducted at the QS.

NHS's vision for the Quarantine Station is to develop an iconic destination that is emblematic of a New Australia: where past meets future, the oceans meets the land and where a dynamic multicultural and indigenous history connects.

This report will cover, visitor access information, the interpretative program, aboriginal heritage, non- aboriginal heritage, flora and fauna, seagrasses, soil and erosion, noise, stormwater management, infrastructure, waste management and staff and contractor training.

C of PA 216 requires an integrated monitoring program for the activity.

The 2020 Annual Environment Report at condition 216 stated:

An Integrated Monitoring and Adaptive Management System (IMAMS) programme was developed in 2006 and operated until 2020. A review was requested by DPIE. The replacement monitoring system has not yet been approved for use by the DPIE.

The independent auditor in the 2018 – 2021 comprehensive audit for the North Head Quarantine Station at page 108 stated:

An integrated Monitoring Program had not been implemented for the Q Station during the audit period. Develop and implement an Integrated Monitoring Program in accordance with the requirement of C of A 216.

NHS developed a 2022 Integrated Monitoring and Adaptive Management Program which was submitted to DPE on 19 December 2022 for approval. The program has not, at the time of preparation of this monitoring report, been approved.

NHS has responsibility to monitor the conditions of approval other than Aboriginal Heritage, Soil and Erosion and Threatened Species, which are monitored by NPWS.

NHS and NPWS have joint responsibility to monitor the Moveable Heritage and Resource Collection, bandicoot deaths and numbers on site, feral animals on site, flora dieback and weed coverage

VISITOR ACCESS INFORMATION

VISITOR NUMBERS

The optimum visitor capacity is 315 people (including staff) at any one time.

The CofA 120(A) provides that the co-proponents must not hold more than 450 people on site until the Site Travel and Access Plan has been approved by the Secretary. The plan was approved on 14/9/2018.

The number of visitors on site at any one time of a day fluctuates depending on the activities for the day. The peak periods are considered to be 12pm, 4pm and 8pm as these are the times Q Station hosts activities such as large conferences, weddings, tours and events. Peak capacity will be reached if attendance at these activities coincides with high occupancy in hotel rooms. However, most of the time, many of the overnight guests have attended one of the activities which assists in moderating the visitor capacity.

In 2022 there were 55 weddings; 107 private events, lunches and other functions; 320 conferences and 78 educational tours.

To assess visitor numbers NHS has selected 14 days throughout the year to audit visitor numbers by extracting data from all booking programmes for each of the activities on site. The dates selected is set out in the following table.

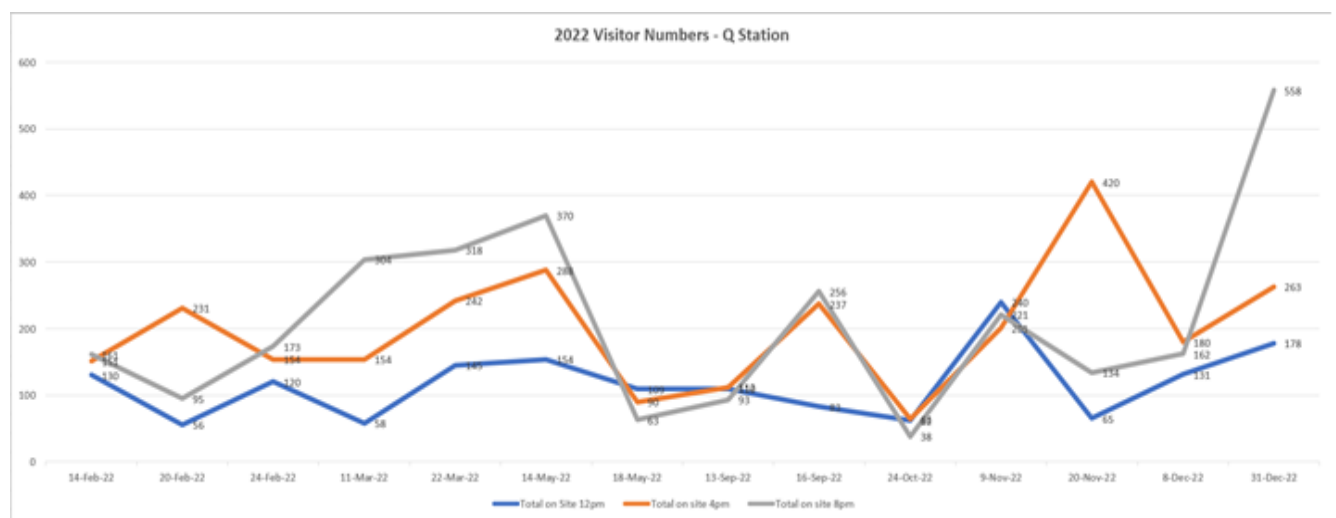
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	low	high	high	low	high	low	low	low	high	high	high	high
MON		14th								24th		
TUE			22th						13th			
WED					18th						9th	
THU		24th										8th
FRI			11th						16th			
SAT					14th							31th
SUN										9th	20th	

The method used for the audit is set out in the following table.

TIMES	VISITOR/GUEST	SYSTEM	METHOD
12pm	Guests Inhouse	Protel	In house minus arrivals =midday guests
	Conference Attendees	Ivvy	Ivvy Conf Delegate
	Staff on shift	HumanForce	Roster Totals
	QW Tour (11am)	Fareharbor	Tour numbers
	Lunch BH (Weekends)	ResDairy	Diners exluding - 'inhouse'
4pm	Guests Inhouse	Protel	Inhouse Total
	Conference Attendees	Ivvy	Ivvy Conf Delegate
	Staff on shift	HumanForce	Roster Totals
	Wedding (weekends)	Ivvy	Wedding Guests
8pm	Guests Inhouse	Protel	Inhouse Total
	Conference Attendees	Ivvy	Ivvy Conf Delegate minues Res Conf = Totals
	Staff on shift	HumanForce	Roster Totals
	Dinner BH	ResDairy	Diners exluding - 'inhouse'
	Wedding (weekends)	Ivvy	Wedding Guests
	G Tours	Fareharbor	Tour numbers

From these programs NHS captured all visitors who attend the site via a restaurant reservation, a conference, a wedding, a tour, overnight guest or employment

The following graph details the number of visitors on site on the selected days and at the selected times. The data assumes that 100% of overnight guests are on site at the time of reporting, despite this being unlikely as many of the guests frequent Manly and surrounds during their stay at Q.



The detailed visitor sample is attached to this report

MODE OF ACCESS FOR VISITORS TO THE SITE

The various modes of access to the site are:

Public Bus service

TforNSW operates a 'loop' bus service from Manly Wharf to North Head in the Sydney Harbour Natural Park. The service stops at the QS on the way to North Head and on its return to Manly Wharf.

Shuttle Bus

The Shuttle Bus, operated by NHS, provides a regular service for guests to and from Manly. The shuttle bus is popular with hotel guests who have arrived at the site by other means of transport and want to spend time in Manly.

Taxis and / or Uber

The staff in Reception often notice visitors arriving at or leaving the site by these means of transport. Staff is regularly requested by visitors to call for a taxi or uber.

Chartered Bus

Tour groups, especially school tour groups, arrive by chartered bus which do not enter the site. Wedding planners are encouraged to make use of chartered bus.

Walking or Bicycle riding

The site is popular with local residents and others who walk / ride to the site and use the roads and paths for exercise / bicycling or just to view the site and the vista.

Water Access

There has been increase in the number of visitors accessing the site by kayak or private boat. The charter company 'My Sydney Boat' provides a service for its customers to visit the site.



Arrival by boat



arrival by kayaks



arrival by yachts

Ferry Service

A ferry service, operated by Fantasea Sydney Harbour Sightseeing Hopper, called at the Quarantine Station until the onset of covid-19 and the first lock down. Fantasea is experiencing a shortage of crew which is preventing it operating its harbour hopper service to Manly. Once resumed Fantasea will include an on-demand stop at the Quarantine Station.

Private Vehicle

The number of visitors to the site arriving by private motor vehicle is only 36% of visitors – see following survey. Neither CP5 nor North Head were used during the reporting period for overflow parking.

SURVEY OF VISITORS ENTERING THE SITE

A survey was recently undertaken on 3 busy summer days. The survey was taken during school holidays and on days with no conferences or education tours. The days chosen were considered to be the day most likely to have the highest number of visitors arriving by private vehicle,

The result of the survey is set out in the following table:

		Mode	Vehicles/Passenger	8am-10am	10am-12pm	12pm-2pm	2pm-4pm	4pm - 6pm	TOTAL	% of total Average
3 DAY AVERAGE	Private Car	Vehicles (includes cars parking & not entering Q)		33	25	26	22	15	122	
		Passengers		40	44	40	38	20	181	36%
	Taxi and Uber	Vehicles		1	1	3	2	3	11	
		Passengers		2	1	4	5	5	18	4%
	Walking/ Cycling	Passengers		15	33	41	35	15	139	28%
	Q Shuttle Bus	Passengers							104	7%
	Public Bus service	Passengers		0	1	1	1	1	4	1%
	Chartered bus	Passengers		0	0	0	0	0	0	0%
	Private Boat	Vessels		8	5	5	2	2	22	
		Passengers		20	14	19	8	6	68	13%
	Kayak	Vehicles		11	15	16	5	2	49	
		Passengers		15	22	19	6	3	65	12%
	Charter boat	Vessels		0	0	0	0	0	0	
		Passengers		0	0	0	0	0	0	0%
Ferry	Vessels		0	0	0	0	0	0		
	Passengers		0	0	0	0	0	0	0%	

The survey identified 36% of visitors arrived by private vehicle; 4% by taxi / uber; 28% either walked or cycled onto the site; 7% by Q Station shuttle bus; 1% by public transport; 13% by private boat and 12% by kayak.

Survey forms completed at the time of the survey are attached to this monitoring report.

Visitors arriving by shuttle bus was not included in the survey as these numbers are captured by the shuttle bus drivers and reported at the end of each day.

VISITOR IMPACTS ON SITE VALUES

During the reporting season there was nearly 100,000 visitors to the site. The impact of that number of visitors on the conservation and heritage values of the site was minimal.

There has been no measurable damage, caused by visitors to the site, to the fabric of the site, the heritage buildings both interior and exterior and the historical displays.







Further there has been no measurable damage, caused by visitors to the site, to the fauna and flora of the site.

Private vehicles, [other than deliveries, guests staying in the cottages, staff, management, NPWS and vehicles carrying disabled persons] are not allowed on site.

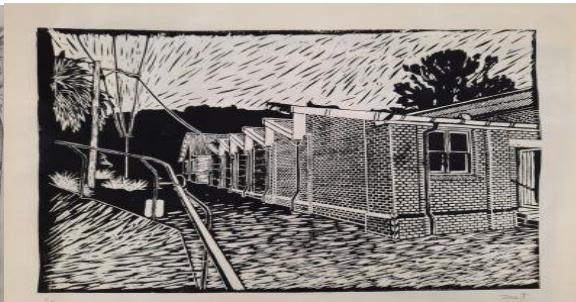
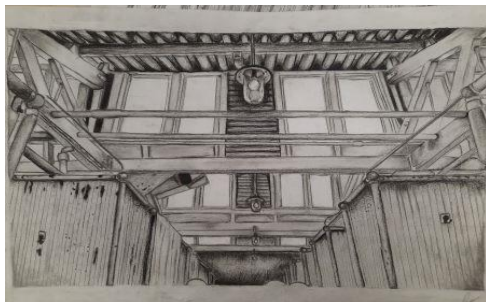
INTERPRETIVE PROGRAM

Tours being the Ghostly Encounters, Ghost Trackers, Q Station Paranormal Investigation, Quarantine Wander History Tours and the Q Station Wildlife Encounters Tour were held during the reporting period and were well patronised. There were 78 education bookings during the reporting period with an attendance of 4352. The Stage 5 Site Study, Migration perspectives remains the most popular education program with the greatest number of students attending

Tour type	Visitors attended in 2022
Ghost tours	14381
History tours	6011
Education Programs	4352
Other- includes Wildlife Explorer and open day tours	448
TOTAL	25 192

		
Stage 6 education program- Death, Disease and Division	Quarantine Wander	Ghost Trackers
		
Quarantine Wander	Stage 2 education program- Mindful Explorers	School group in the wharf precinct

An **Art Exhibition** was held this year in conjunction with the September open day. The work displayed is by students for St. Leo's College in Wahroonga and St. Edwards College in East Gosford. The students are inspired by a range of themes including the architecture of the buildings, historical significance of the site, the natural landscape, the human story and the artifacts. The students produce the work in lino printing, oil painting, pencil drawing, digital photography and a mixed media collage.



Successful **Open days** were held on 5th June 2022 and 25th September 2022. Reports are attached to this monitoring report.

Refreshed interpretative signage was installed on site at Funicular stairs, autoclaves, wharf precinct, main accommodation and Asiatic area.

Impact of the interpretive program

1100 reviews were received from visitors to the site. Some of the following reviews reveal the success of the interpretive program:

Location is a key review type. Our visitors love the national park, its harbourside location with abundant wildlife, grounds to explore and being surrounded by history. *“The location and view are spectacular. The history of the site is interesting”*, also *“Iconic views of Sydney combined with an historical experience”*, and *“I love the fact that you have wildlife and you take care of them”*, and yet another, *“We loved that we could wander the lovely grounds and explore a place with so much important history.”*

The acknowledgement of **continued use and restoration of buildings** is noted in many reviews. *“This former quarantine station retains its original architecture: rooms opening onto the long-shared verandas, wooden buildings. It's a most comfortable place to stay, views or glimpses of the harbour, plenty of places to sit and drink it all in”*, and *“basic accommodation which we expected as they are original buildings”*. Whilst another reviewer notes *“interesting history and well-preserved buildings”*.

Other visitors *“loved the authentic and original buildings and their contents”*, or *“The history of the place is also wonderful and it is great to see that this is still kept in place”*, and *“the heritage being maintained is fantastic.”*

Reflection about the **site's history as a former Quarantine Station** is also highlighted as a positive element of visitors' experience in the reviews. *“We enjoyed the unique experience of staying on a historical site and learning about the past in this location”* and another advocates the ability to *“walk throughout the site and explore the historic buildings and visit the wharf to get the story behind its original use”*. Another *“Loved the history the site provides”*.

The direct **interpretation of the museum, history and ghost tours** get many positive reviews. Comments about the Quarantine Exhibition include *“museums were fascinating”*, *“loved the museum on the wharf”* and *“extremely well presented historical information”*. *“We enjoyed the afternoon of our arrival going through the museum in the kiosk, which we found most informative”*

The **history tours** are also included favourably. *“We also did a history tour this time which was great!”*, and *“We booked a walking tour which was exceptional and great value”* Specific staff have also been mentioned in the engagement and delivery of the tours. *“The 11am tour with Martin was informative. He is a passionate and knowledgeable guide”* Another commented *“Fully enjoyed our history tour with Brandon- could've kidnapped him to continue learning and asking questions all day”*.

Information about the site was also learnt through ghost tours *“the ghost tour was very informative”* and *“A ghost tour was an excellent way to engage the teenagers and kids in the history of the site.”* *“Chris the tour organiser made the experience spooky but entertaining”*. *“Simon on the ghostly tour was engaging. It was overall a fantastic experience”*

One visitor who stayed at the end of October wrote an extensive review which beautifully captures much of the displayed sentiment from our visitors and describes in his opinion the uniqueness and significance of Q Station.

From the moment of our arrival, right through our stay and until our departure, we were greeted with such friendly, courteous and helpful folks who all seemed to enjoy their roles so much (and there was a lot of laughter) that we felt very welcome and even pampered...a lot Okay... I may have mentioned that it was our 30th wedding anniversary, but no kidding everything about this place and the experience we had made this a most enjoyable and memorable stay. Without doubt we will certainly be back again and would definitely recommend a stay here to anyone looking for something special. It's worth noting that my wife had formally been employed in hotel management quite a few years ago and as such we have been privileged to stay in quite a few hotels and resorts around Australia and overseas. But what makes Q Station so unique and special is beautiful tranquil location, the warm and welcoming people that work there, the historical significance and the physical and spiritual connection with the past for all walks of people, both the early settlers and the original people of this land. The management must be commended for their total commitment to preserving this beautiful historical site whilst providing a very relaxing holiday and most enjoyable stay. If you're looking for the five star stay of the downtown Ritz Carlton with everything that a button can push, Q Station may not be entirely for you. However if you are really looking for that something different that is most comfortable with very comfortable rooms with all the luxuries, fantastic views, great people, great food and so much to see and do, well Q Station is definitely entirely the place for you. We enjoyed the beautiful walks, kicking back on our verandah with a wine and taking in the views, walking around all the buildings and learning about the history and even taking advantage of our on call free shuttle service down to Manly with our very personal driver Arthur (Very funny Guy) So a vey special thank you to Rebecca and her fabulous team and Rita for looking after us so well. Thanks Q Station... Great job...Great Place

ABORIGINAL HERITAGE

A 'Back to Country' event was held on the site in June 2022



There was a smoking ceremony at the September open day.



NHS engaged with the indigenous stakeholders [including a Dennis Foley who has knowledge of the site] to locate the natural spring within the site and to learn how to best respect the indigenous heritage of the site moving forward with NHS's vision.

NHS has contracted with Dr. Ashlea Zivanovic of Garigal Nursery to contract grow 1000 native wildflower tube stock for planting out into the existing gardens beds around the Q Station accommodation and reception buildings. Formal proposal from Dr. Zivanovic is attached to this monitoring report.

NHS has engaged <http://www.ambs.com.au/index.html> for its consultancy service to provide a report on indigenous values for attachment with any application to Heritage Council.

NON – ABORIGINAL HERITAGE

NHS has commissioned a licenced builder as its consultant to visually inspect the features listed in the IMAM program. Apart from the following maintenance work there was no other conservation work during the reporting period.

During the reporting maintenance work was undertaken with the approval of NPWS and the Heritage Office [where necessary] to preserve the heritage and conservation of the site. The work included:

- removal of debris from the stormwater system
- replacement of sewerage pump
- removal of the fallen tree in the Little Penguin protected area
- removal of the brush turkey mound in the Little Penguin protected area
- fixing aluminium stair nosing to each step in the funicular stair way
- minor repair and maintenance of the stairs, balustrades and verandah
- interior painting of P27 building
- floor sanding in P27 building
- coating of the floor in P27 with a clear poly/ oil finish
- make good damage to site resulting from damage caused by rainstorms in March 2022
- replacement of asphalt on Cottage Road
- repair of a leak in a water main



Expenditure on conservation works since the transfer of the lease of the site to North Head Sydney Pty Ltd on 11th May 2022 was \$269,947.00 including GST

The Fire Control Systems inbuilt across the site are monitored and tested monthly by Celsius Fire Safety according to Australia Fire Standards and the Building Code of Australia.

Flick Pest Control inspect the buildings, each month, to ensure that there is no termite activity or dry rot in the buildings and the recommend remedial action in the event of discovery of termite activity or termite damage or dry rot.

Inscriptions and Engravings

During the reporting period regular ground maintenance work such as clearing of drains within the wharf precinct and cutting of grass that obscures inscriptions was undertaken. The Wharf Precinct (Thorp SC1-SCIV) inscriptions remain the focus of monitoring due to their cultural and historical significance.

NHS is negotiating with International Conservation Services for a scope of works to assess the monitoring and maintenance policy for the inscriptions to then inform the updating of the Inscriptions Plan 2007 with the approval of the Heritage Council, this will ensure best conservation practise is implemented in the care and restoration of the inscriptions to ensure that there quality is kept for the future.



Moveable Heritage and the Resource Collection

The Quarantine Station Moveable Heritage Plan 2021 identified key recommendations for prioritising work on the collection. The greatest need was identified as completing an audit on the collection; the individual items and their location; and then updating the collection management system, Ehive.

Ehive is a web-based collection management system developed by Vernon Systems Ltd. Released in 2008, eHive is the product of extensive research and consultation with the culture and heritage sector. The system was originally designed to meet the collection management needs of smaller organisations and individuals, and to provide a viable avenue for online publishing. These days a growing number of larger institutions using other collection management systems have chosen to also use eHive as a platform for publishing their collections online.

The Quarantine Station Ehive database contains 2673 object record. The number of items in the Quarantine Station Moveable Heritage collection is different due to multiples of many items, duplicate and incomplete records

A volunteer program is being established with the aim of completing an audit of the items in the collection which are located in many of the buildings at the Quarantine Station and establishing a more comprehensive Ehive database which accurately reflects the Moveable Heritage collection.

FAUNA

There was one death of a long-nose Bandicoot within the leased area during the reporting period.

There was also the death of an Echidna within the leased area during the reporting period.

The number of Brush or Scrub Turkeys has increased and are continuing to cause damage and distress across the site. Food outlets have a constant battle to ensure that guests are not having food taken. Guest and conference rooms are targets for then turkeys leaving their own mess.

FLORA

During the reporting period NHS undertook the extra planting of sunshine wattle.

NHS has contracted with Dr. Ashlea Zivanovic of Garigal Nursery to contract grow 1000 native wildflower tube stock for planting out into the existing gardens beds around the Q Station accommodation and reception buildings. Formal proposal from Dr. Zivanovic is attached to this monitoring report.

Vegetation Encroachment under the power lines has been trimmed.



There has been no construction activity during the reporting period impacting on flora or fauna.

The number of rabbits is controlled by NPWS. The number of rabbits on site has grown tremendously during the reporting period.

Native revegetation, maintaining fuel load at a save level and the weed coverage is undertaken by contracted groundsman.

SEAGRASS

NHS has commissioned Paul Anink, a marine ecologist, from Marine Pollution Research Pty Ltd to undertake a monitoring of the seagrass. This will take place in January 2023. The methodology for the monitoring will include drone aerial photography, a hydrographic survey of the seabed and dive seagrass assessments to ground–truth seagrass species, distribution and condition. Fisheries endorsement for this methodology will be sought. Once the initial monitoring has been completed and approved by Fisheries and TfNSW an annual monitoring program / schedule will be provided.

SOIL and EROSION

NHS contractors constantly monitor the site to ensure that there is no soil erosion or that there any potential cause of soil erosion. If discovered then preventive measures are put in place to prevent soil erosion or to make good any erosion.

There was one soil erosion incident recorded during the reporting period. An extremely heavy rainstorm in March 2022 resulted in significant flash flooding resulting in erosion at the beach. NPWS completed remediation work by filling the eroded drainage channel with sand.

NOISE

As there has been no construction on site there has been no complaint, either on site or offsite.

There was no complaint received, either on site or off site, when maintenance work was undertaken throughout the reporting period.

There was no complaint received, either on site or off site, when Cottage Road was, in part, resealed.

Noise emanating from on-site activities has been within the approved limits, with no complaints received from off site or on site.

STORMWATER MAINTENANCE

NHS contractors regularly monitor the features set out in the IMAM program to ensure that the stormwater system is free from any debris, leaves or objects which would prevent the system from functioning properly.

NHS has contracted with a plumber who has prepared a scheduled maintenance program to regularly blow the drains and to put cameras down the drains to ensure tree roots are cleared and any damage repaired to ensure that the stormwater flow through the pipes flows without obstruction.

During the reporting period there were two extremely heavy rainstorms which required inspection of the system to ensure that it was operating properly as flooding occurred in the wharf precinct.

INFRASTRUCTURE

The Quarantine Station is serviced by Sydney Water for the supply of water to the site and the removal of the sewer output. There are two (2) operational sewerage pumps located just above the Wharf Precinct which pumps the sewerage up and into the Sydney Water sewer main. There is a third pump which is a backup pump. The pumps are regularly checked to ensure that they are operational.

The site is connected to the electricity supply to the North Head National Park. Red Energy invoices the Q Station for the electricity used on site.

WASTE MANAGEMENT

Rubbish bins are located throughout the site. These bins are emptied on a regular basis with the rubbish being collected by the contractor. Waste from the hotel rooms, function rooms, conference rooms, café and restaurant is also collected by the contractor.

Wheelie bins are located throughout the site. These bins are exchanged on a daily basis for empty bins. The bins containing rubbish are stored in CP5 ready for collection by licensed contractor, Sydney Waster Services Ltd.



Plastic water bottles are available only in the café and some of the conference rooms.

All visitors, especially tour groups, are instructed that a 'no feeding' policy applies to animals on the site and the use of wheelie bins for disposal of waste.

EMERGENCY and EVACUATION PLAN

All rooms in all buildings on site have an evacuation plan in the rooms.

There are assembly areas in case of evacuation situated at entry to the site [at reception] and outside administration building.

Patrons in the boiler house restaurant and the wharf precinct can evacuate to the beach in the event of fire preventing their exit via the funicular stair way or roadways.

During the reporting period all staff have been fully briefed on the Emergency Preparedness Plan and what is required of them in the case of emergency. The duty managers are the fire wardens, they have been fully trained for the role of fire warden.

The emergency preparedness plan includes, for example, what to do in the case of evacuation; snake bites, serious injury or death on site and first aid.

There has been no emergency during the reporting period requiring an evacuation.

STAFF AND CONTRACTOR TRAINING

During the reporting period all new members of staff have been instructed on the heritage and conservation values of the site and the improvements erected on the site. The training is undertaken by the General Manager, a head of one of the departments and a representative from the human resources consulting company, Human X. The session is of 1-to-2-hour duration.

Intensive refresher training sessions will continue throughout the reporting period.

The same instruction is given to all contractors and consultants who have not previously worked on the site. Contractors must sign in and out whilst on site. If driving on site, driving inductions are delivered by one of the staff at Reception.



Dr. Ashlea Zivanovic
Garigal Nursery
9b Lewis Street,
Balgowlah Heights, NSW, 2093
info@garigalnursery.com
[0438-101-208](tel:0438-101-208)

30th August, 2022

Q-Station
Att: Steve Carrodus
1 North Head Scenic Drive
Manly, NSW, 2095

Re: Contract grow of local plants for Q-Station

Dear Steve,

Thank you for speaking with me earlier this month to discuss Garigal Nursery contract growing local native plants for landscaping at Q-station. Please find below my proposal to contract grow $n = 1,000$ native wildflower tubestock for planting out into the existing garden beds around the Q-Station accommodation and reception buildings.

Biodiversity values of Q-Station

Q-Station is situated in a biodiversity hotspot, surrounded by the Critically Endangered *Eastern Suburbs Banksia Scrub*, and the Endangered Sunshine Wattle (*Acacia terminalis subspecies Eastern Sydney*). These biodiversity values make Q-Station a highly desirable place for tourists to visit owing to opportunities to engage with Sydney's unique wildflowers – many of which occur nowhere else in Australia.

There is considerable prospect to increase both the biodiversity and amenity values of Q-Station by planting these wildflowers in the existing garden beds of the accommodation and reception buildings. Example wildflowers that can be contract grown by Garigal Nursery are shown in figure 1. Example locations where these wildflowers can be planted to increase the biodiversity and amenity values of the site are shown in Figure 2.



Red Spider Grevillea
(*Grevillea speciosa*)



False sarsaparilla
(*Hadenbergia sp.*)



Guinea Flower
(*Hibbertia scandens*)



Downy Daisy Bush
(*Olearia tomentosa*)



Grey Spider Grevillea
(*Grevillea buxifolia*)



Flannel Flowers
(*Actinotus helianthi*)



Heath Myrtle
(*Baekea imbricata*)



Mountain Devil
(*Lambertia formosa*)



White Paper Daisy
(*Coronidium elatum*)



Clustered Darwinia
(*Darwinia fascicularis*)



Sweet Scented Wattle
(*Acacia suaveolens*)



Fuschia Heath
(*Epacris longiflora*)

Figure 1: Example wildflowers that would increase the amenity and biodiversity values of garden beds around the Q-Station Accommodation buildings.



Accommodation building



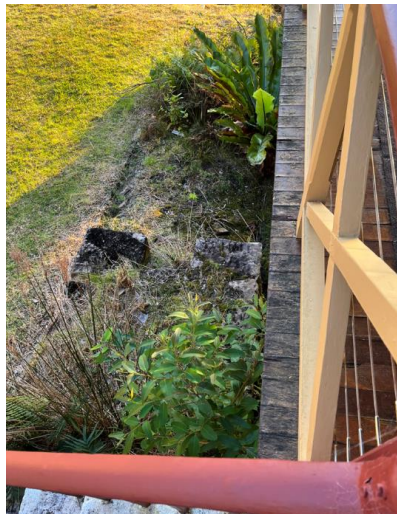
Accommodation building



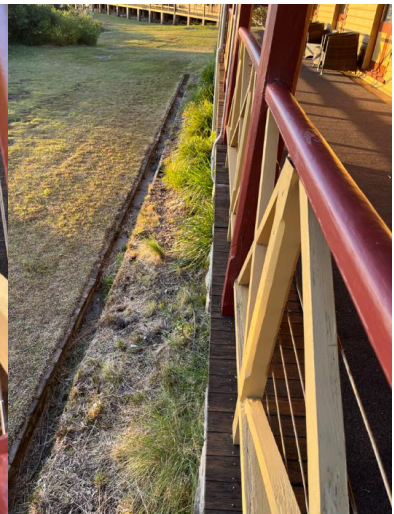
Accommodation building



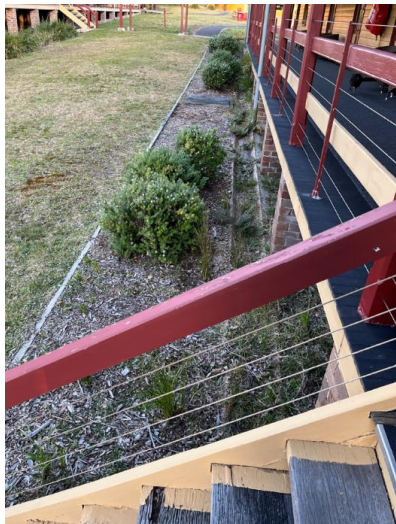
Accommodation building



Accommodation building



Accommodation building



Accommodation building



Outside breakfast cafe



Reception Building

Figure 2: Example locations where wildflowers could be planted into existing garden beds to increase the amenity and biodiversity values of Q-Station.

Garigal Nursery:

Garigal Nursery specialises in contract growing local provenance plants using propagation material from healthy mother plants growing in similar conditions, proximal to the out-planting site. This means that we will collect cuttings and/or seeds from wildflowers growing at North Head, grow up the seedlings in our nursery in Balgowlah Heights, and provide you with plants that are perfectly suited to the conditions of your site.

We work closely with our contacts at NSW NPWS and NSW DPE to gain the appropriate permissions and/or licences (if required) to undertake collection of propagation material (seeds and/or cuttings) from North Head. Garigal Nursery can also install your plants and carry out post planting care (e.g., watering and weeding) while your plants settle into the landscape at Q-Station.

Proposal & costing:

After inspecting the garden beds adjacent to the accommodation and reception buildings at Q-station, I suggest starting with 1,000 wildflower tubestock to fill in gaps in these garden beds as shown in Figure 2. Supply of local provenance plants is \$5.50 per tube (including GST); therefore pricing is as follows:

Number of tubestock	Price (inc. GST)
$N = 500$	\$2,750
$N = 1,000$	\$5,500
$N = 1,500$	\$8,250

** Please note these are supply prices only and do not include planting of tubestock or post-planting care (e.g., watering, weeding). However we can quote for planting and post-planting care once we determine the quantity of plants you are after.*

Start date & next steps:

Garigal Nursery has immediate availability to commence the proposed contract grow of 1,000 plants for Q-Station. Spring is the optimal time to take cuttings and put down seed. I would personally handle this contract grow as I have considerable experience propagating plant species from North Head and have a keen interest in conserving the biodiversity values of North Head and connecting people with nature.

Thank you for your time in considering this proposal. Please phone me to discuss the proposal at your earliest convenience.

Kind regards,
Dr Ashlea Zivanovic
Co-owner Garigal Nursery
info@garigalnursery.com
0438-101-208

Q Station Community Open Day Review

Sunday 5th June 2022 10-2pm

Overview

The Open Day had a theme of Quarantine Curiosities with the following visitor engagement activities: a new self-guided tour, the Moveable Heritage Store was made accessible for visitors, art workshop by Paper Couture in S5, wharf and hospital heritage buildings open for inspection, stalls, kids' activities, music and BBQ were set up on the Terrace and grass area adjacent.

NPWS event application was submitted and subsequently approved for a group of up to 150pax to attend.

Communication & Marketing prior to event

6 EDMs sent out to F&B, Sunset Sessions database, Education contacts, school contacts and tours.

The opening rates were really good, on average 38% - especially the Sunset Sessions database. Many posts on socials the week prior but most of our community doesn't follow us on social channels - to be expected.

Manly Tourist Board had shared a post but it's just hard with social media as there is SO much content on these channels that they quickly get lost.

What would be useful is to advertise the next open day in local magazines such as the Tawny Frogmouth or Manly Observer - have posters at the tourist office at the ferry wharf - but obviously depends on the cost as it might not be worth it to have \$500 or more for printing and advertising.

Some visitors reported seeing the event advertised in Candy Bingham's newsletter

Attendance

Weather was dry but cold and windy. Coincided with World Environment Day and a volunteer activity at Fairfax Lookout. Friends of Cabbage Tree Bay also held their event with free kids' activities at Shelly beach.

Hotel occupancy was Saturday 75% Sunday 54%. Special accommodation offer did not bring any new bookings.

Definitely need to advertise more widely IF we want to encourage more visitors. Eg Manly Observer, tourist centres? Local newsletters etc

Visitors arriving between 9.30am-12.30pm were counted by a staff member doing a "meet and greet"

time	Knew about Open Day	Didn't know about Open Day	total
9.30-10am	20	2	22
10-10.30am	21	0	21
10.30-11am	37	0	37
11-11.30am	16	6	22
11.30am-12pm	12	13	25
12-12.30pm	7	2	9
total	113	23	136

Visitor Engagement

Location events seemed to work well eg Jo in S5 and P14 and broke the walk up for more reluctant walkers.

Participating Stalls

Feedback was that it was better doing the activities by the boiler house. More protected and frees the wharf up for transport and tours.



Australian Wildlife Displays- costly at \$1550 but a good drawcard for families; presenter was entertaining with a good range of animals. Was quiet until 10.45am then came in waves of visitors.

North Head Sanctuary

Happy with stall, the only problem was that people could not find them easily as they were behind the seating for the Boiler house and some people did not go past this area. One way to fix this problem is better signage, instructing visitors to go past the boiler house. There could also be a sign at the wharf telling people to go behind the fence at the beach to get to them. North Head Sanctuary would be happy to come back again. Maybe next time, the stalls could be on a map for the day.

Australian Wildlife Conservancy Kids activities were the most popular. It was a lovely day but they are not sure they had enough engagement to make it worthwhile for them to be there. The event needs to be more widely promoted with further opportunity to engage before, during and after for them to consider attending again. More promotion of the event beforehand and more time to prepare. They would suggest placing the wildlife encounters at a different spot as it removed interest in their stall. While it was lovely for people to see live animals lots were not native to the headland, and it did distract from the conservation work being done at QS and the rest of North Head.

Kids activities with Hannah

Kids that were most engaged were aged 3-7. This stall included the following activities in order of popularity:

1. DIY Clay sand brick homes for solitary pollinators
2. DIY bush sculpture art
3. Biodiversity Count

Hannah would like to attend next time with the following suggestions; Hand out biodiversity tally sheets (develop a simple folded two-page biodiversity hunt booklet) to children at the top entrance with pencil, to eventually drop in at the end stall down the bottom (incentivised with a surprise gift magnet or badge/sticker, for example 'I am a Biodiversity Hunter, 'I love Biodiversity @QStation' Stall could be halfway between reception and boiler house, near the G and T House or a bit further down, near the nature filled part of Q Station, have more materials to make the bush sculptures easier to make, Hand out gloves, More signage

Face painting- staff member was unable to attend at last minute.

Jo Neville, paper Couture Workshop in S5

There would have been about 50 people through on Sunday. Lots of kids with their parents who sat to paint some rare blooms. Some groups stayed longer and painted lots some were quite happy to take a pack home to do. Older couples were quite happy to wander through the cottage, admire the decor, and ask questions about the cottage and what it would have been - Jo was quite happy to tell them! Jo would be happy to do open day or similar again. She felt it was good having the boys with

beverages, cupcakes etc - most people who came past wanted real barista style coffee (not the urn style!) they would have been happy to sit on the balcony and the grass area on picnic rugs - the wind, however, was awful!!!

Tours

Self Guided tour- 150 booklet copies printed in house and 150 maps with program on the back. About 30 booklets left at the tours desk. A great activity with no staffing cost on the day.

The following guided tours were run on the day

tour	time	Attendance
Quarantine Wander	11am public	17 pax
	11.30am private	12pax
	12.30pm public	7pax
	4.30pm pvt	17pax
MH store visit	10am	0pax
	10.30am	7pax
	11am	3pax
	11.30am	7pax
	12pm	10pax
GT pvt	6pm	16pax
GE	8pm	18pax

Moveable Heritage Store

Having tours in P14 and and the wharf was brilliant, but some of the visitors got lost or had been misdirected to the wharf as they didn't say which tour they were on and it was assumed it was the wharf. One lovely family knew it was P14 and followed the map to number 14 on the map they were given, which was the wrong location. They were all initially upset until they realised that they could still do their tour despite missing their time slot. With the numbers we had coming through we did not really particularly need time slots however given larger numbers it probably is a good idea. Or at least a time limit due to the lack of space. Without exception everyone who visited was fascinated by the collection. 11.30-12.30 attendance was **sporadic** even through there were bookings. Managed to greet and talk to guests as they arrived for informal chat.

Food & Beverage Feedback

BBQ and Beer tent was organised on terrace from from 11am Lot of great feedback on the Smoky burger. BH also took advantage of it with few walk-ins for lunch. Live music very well received with family dancing etc ... Stalls and activities on Terrace worked well. Lot of positive feedback with people really enjoying the event , food offering and location. Many people weren't aware of what was happening; we could have improved our marketing campaign .

Revenue:

\$1330 for BBQ and Drinks engine room

\$1100 for the VC café

No Sales at G&T marquee

We should have kept the BBQ and beers closer to the café , I believe we would have had more sales to the tours people as few of them did not come to BH Terrace .

We could have had Engine room ready early during the week , rather than doing it on the morning.



In House guests attendance and communication

In house guests were advised of the event when they were checking in and given a leaflet but check in is after 2pm so by the time the Open Day was drawing to a close. We did also advise day guests walking onto the property who were not already aware.

Would like to see more active advertising in the local community Not sure how else we can do this but many people we spoke to did not know about it. No transport issues on the day.

Amazing feedback for the Smoked beef and everyone loved the animals

Having a flyer available for check-ins on the Friday and Saturday would definitely have been helpful to hand out more information to plan their weekend. Maybe also have flyers at the Tourist information Centre at Manly Wharf

The information about the event was not included in the reconfirmation email. We could definitely do this next time.

Summary and future recommendations.

Set up -Preorganised stalls from the event the day before were brilliant. Suggest having set up again for next open day.

Activities- The following activities & stall holders were successful with positive feedback received and should be part of next the open day; kids activity stall, wildlife stall, North Head Sanctuary, BBQ, Moveable Heritage Store access, art workshop, self guided tour. AWC may attend with some considerations.

Positioning- The positioning of Art workshop in S5 captured many visitors, the positioning of the stalls on the Terrace created a good atmosphere but there were issues with visibility. Heritage Store difficult to find. Meet and Greet guide at reception strongly recommended

Timing- need to consider time it took to walk to wharf area doing self guided tour, and stopping at S5. Guests in wharf prior to 10.30am were probably in house who didn't know about the event. Directions and signage improvements; a map of key activities to be available, A frame corflute signage for key activities (In the wharf area attaching signage with stakes/ cable ties does not work) Pre event marketing; (This assumes that we want to attract a bigger crowd- implications for the NPWS event application) in house flyer for check in guests and for Manly Visitor Centre, Manly Observer, Tawny Frogmouth advertising. Event information to go in guest reconfirmations.

Other suggestions

Ferry access

First class dining room – drinks/ talk- it's a another great halfway point through the site.

Other possible stall holders – Bush to Bowl, Manly Warringah Historical Society, Harbour Trust volunteers, QSCC

Q Station Open Day report

Sunday 25th September 2022 10am-2pm

Overview

The open day had a theme of Portraying Quarantine with the following visitor engagement activities: free tours, smoking ceremony, talks, student art exhibition, artists plein air, wharf and hospital heritage buildings open for inspection, stalls, kids activities, music and BBQ.

NPWS event application was submitted and approved for a group of up to 150pax to attend.



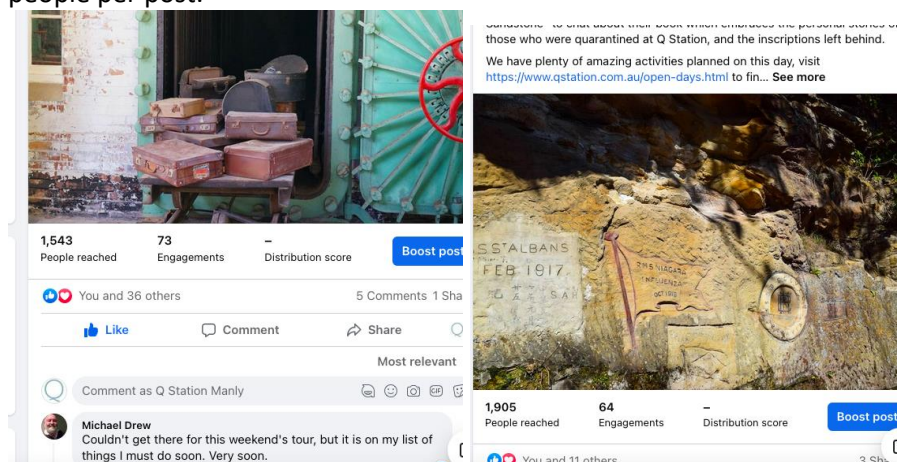
Communication and Marketing prior to event.

3 EDMs were sent out prior to the event; Food and Beverage, Leisure and hotel guests and Sunset sessions. Opening rates were lower than June 2022 open day which was 38%. The tours database was unfortunately missed which may have attributed to this lower figure.

database	sent	opened	Opening rate
Food and beverage	6062	1914	31.7
Sunset sessions	857	300	35.1
Hotel and leisure	15545	4548	29.7
Totals	22464	6762	30.1%

The engagement in the **Facebook** group event wasn't huge, with only 112 interested and 12 attending. There were comments asking about the next one though.

The Facebook posts about the event had an unusual high rate of interest though, as usually we reach around 500 people per post.



With **Instagram**, it's a bit hard to tell because we had the interim account posting about the event with only 300 followers. We only gained access to the hacked account with almost 7k followers at the end of the week prior. The Tawny Frogmouth was tagged in the Insta posts but sadly didn't share them as promised- maybe something to remind Liam of again next time as he has quite a far reach.

Attendance

It was a beautiful sunny day. Our open day event coincided with the Manly Jazz festival weekend. Visitors arriving between 9.45 and 12 were counted by a staff member doing a meet and greet. This presented some challenges as many people had arrived early to be there for their tour and I think were missed in the attendance counting.

Time	Tally
9.30-10	5 counted
10-10.30	29
10.30-11	40
11-11.30	25
11.30-12	25
	124

Visitor Engagement.

All of the free tours booked out within 24hours of EDMs were sent out. Managing occupancy of free tours remains a challenge. The talks in A9 were not very well attended, smoking ceremony provided a great focal point in the day and attracted a reasonable crowd. Some guests were sent to the wrong start location by reception staff.

tour	Booked	attended	% attending
10.00am Eco walks	20	13	65%
10.15am Michelle Montebello	32	19	60%
10.30am NPWS	20	12	60%
10.45am Bush Tucker(paid)	2	0 (cancelled)	
11am Quarantine wander(paid)	18	18	100%
11.30am Ecowalks	20	9	45%
12.30pm NPWS	20	Unknown	
12.30pm Felicity Pulman	21	12	57%
1pm Quarantine wander (paid)	4	4	100%



Participating Stalls

Australian Wildlife Displays
 North Head Sanctuary Harbour Trust
 Volunteers
 NPWS
 Bush to Bowl
 Q Station stall & kids activities with Hannah, Peter Hobbins & Annie Clarke
 Q Station bar and BBQ
 Invited but did not attend; Surfers for Climate, Surfrider, Manly Warringah Historical Society, Australian Wildlife Conservancy



Contributors comments

Artists En plein Air

Tania McMurtry organised Artists En plein air with four artists taking part. Some artists arrived and went home because they couldn't get a carpark and they had their art materials to carry. There was also an annual en plain air event at Glebe Park which artists chose to go to and of course the Manly Jazz festival stole some artists too; a shame so many conflicting events. It was definitely busier after lunch. Approximately 35 people stopped for a decent chat, lots more walked on by. Everyone was interested in the upcoming sculpture show and took information away with them. Tania is possibly interested in participating at our next event.

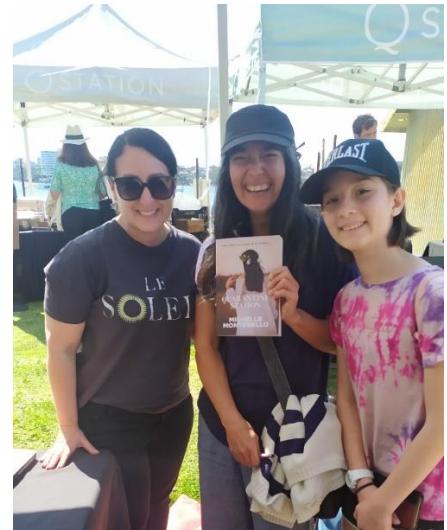
Felicity Pulman

The tour was good and I hope participants enjoyed themselves and also found it of interest. Felicity got a clap but no real feedback other than some book sales.

Unfortunately the attendance at the talk was disappointing. I thought there could have been a lot more signage to the room, given that it was so out of the way of the 'main game' so's to speak, and the signage could have incorporated the name + time + topic, maybe even a different sign for each talk, writ large!
Felicity felt that it was worthwhile being part of the day and is definitely interested in attending again.

Michelle Montebello

Overall, the tour went well and feedback from visitors was really positive. Next time it would be good to share my tour path with you, so that rooms can be unlocked and available, or we can be forewarned not to enter certain rooms (like the shower block: we came head-to-head with the historical tour and had to leave quickly). After the tour, most people drifted away to do other activities. There were only a few stragglers who came back for the talk. Maybe, to keep the momentum going, straight after the tour we could do a meet & greet and signing at a table (probably no need for a talk since I'm doing a lot of talking on the tour). That way we keep people engaged. It was a worthwhile event for me, I met lots of new readers and I saw my online sales for Q Station spike considerably afterwards- would love to come back if you'd have me.



Lee De Gail & Rose Porter NPWS

It was indeed a lovely day and a general good vibe. The critters are always a hit.

I would question the need for a NPWS stall as such as we really don't have anything to sell and we don't have any pamphlets or good quality National Park guides any more. Maybe a stall might be useful as a start / finish location for the discovery tours?

I think NPWS and the visitors get more out of the day with NPWS staff moving around and chatting to visitors about all sorts of wildlife things – especially penguins and engaging with the other stall keepers and yourselves.

The NPWS Discovery tours are a must do and I hope the attendees enjoyed the experience. If you think we need more of this then that can be arranged for next time.

Clarence Bruinsma, Bush to Bowl

All in all a nice day and good feel. People interested to learn about our products on the stall, however low sales. Without the smoking ceremony it would not have been profitable for us to attend. Would think about attending again but need to cover costs so would look to include a paid activity. Suggestions; a marketing strategy we could share for the event on our socials. Maybe some signage to show what is on from the other directions of Q station

Jenny Wilson, North Head Sanctuary

it was a perfect day on Sunday. Third Cemetery was the most popular aspect of our stall-it is always worthwhile talking to people about North Head. Excellent spot for the stalls, everyone could see us. Happy to do it again.

Collated Suggestions for next event

- smaller stall where the tours start and finish as well as down on the wharf. People would be more likely to buy one of the books after they have done a tour. I would also have more than the books so maybe some additional merchandise like the caps/hats etc so it is an overall Q Station stall, not just a book stall. Start and finish tours down at the Wharf, to give visitors a chance to explore the museum and maybe buy some lunch and sit on the beach. A few people had to get back up to Front Office to do a tour after being in the wharf area.
- More stalls- maybe food / wine, arts & craft & live music in the wharf area would bring a wider range of people that might not necessarily come to Q Station. The benefit of this is people are coming for something else but once they're on site, they discover a place that they may not have known anything about. From this, along with pre booked tours, maybe having some tours to 'jump on' running every 15 mins or so that they don't have to book around the wharf / hospital precincts. A couple of people commented that they didn't realise the Q Station was there (people that arrived by boat).
- Advertise tours at the stand
- Dress up and take a photo- historical costumes
- Community art project for everyone to join in on
- Kids games
- Free QW and QSS tours
- Activity to be in S5 rather than P5-
- All events prebookable online- tours to 35pax to allow for non attendance
- Improved strategies to ensure all staff working have correct information for guests
- It could be good to run a few art classes and let the art teacher charge a fee for them. With enough notice, there are local art groups around that could make it a part of their term activities. Perhaps some art classes for children
- Keep the animals!
- Food and wine theme for next event. ---suppliers to run the stalls- wine, beer, patisserie, sandwiches, Q Station to think about past historical food offered—includes bush tucker, wildlife- what eats what? & a food tour- from cooking on the beach to first class dining experience.

Promotional suggestions

- Sending a save the date to our EDM audience and putting a placeholder on the date on FB ahead of the release of event details. This will draw interest and means people can keep the day free in advance (whilst we are still working out the finer details)
- Once we have decided on the theme for the next open day I suggest we put together a series of blogs across various topics to do with the theme of the day. This will help generate website traffic and interest in attending.
- Suggest we try to maximise local advertising across Beaches publications and channels.
- Let guides know in advance- verbal promotion on tours
- Improve signage – bottom of H2 ramp, generally more signage
- more **advertising** on Social Media, etc, including in Manly/Northern Beaches related Facebook pages, Manly Daily online, Peninsular Living, Tawny frogmouth etc
- visitor sign up for EDM distribution
- advertising it a bit earlier online. Feedback received was that more notice would have been good, especially for interstate travellers who wanted to come.
- Dedicated photographer at event to share on social media
- Signage- invest in 6 sandwich frames (or corflute inserts for existing) - 2X reception- gate and bus area, 1 for S5/top of steps, 3 at wharf

Quarantine Station Visitor Sample 2022

TIMES	VISITOR/GUEST	SYSTEM	METHOD
Midday	Guests Inhouse	Protel	In house minus arrivals =midday guests
	Conference Attendees	Ivvy	Ivvy Conf Delegate
	Staff on shift	HumanForce	Roster Totals
	QW Tour (11am)	Fareharbor	Tour numbers
	Lunch BH (Weekends)	ResDairy	Diners excluding - 'inhouse'
4pm	Guests Inhouse	Protel	Inhouse Total
	Conference Attendees	Ivvy	Ivvy Conf Delegate
	Staff on shift	HumanForce	Roster Totals
	Wedding (weekends)	Ivvy	Wedding Guests
8pm	Guests Inhouse	Protel	Inhouse Total
	Conference Attendees	Ivvy	Ivvy Conf Delegate minutes Res Conf = Totals
	Staff on shift	HumanForce	Roster Totals
	Dinner BH	ResDairy	Diners excluding - 'inhouse'
	Wedding (weekends)	Ivvy	Wedding Guests
	G Tours	Fareharbor	Tour numbers

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s
MONDAY	FEB	14	Midday	Guests Inhouse	37
				Conf Attendees	60
				Staff on shift	14
				QW Tour (11am)	19
				Lunch BH (wkds)	0
				TOTAL	130
			4pm	Guests Inhouse	80
				Conf Attendees	60
				Staff on shift	11
				Wedding (wkds)	
					TOTAL
			8pm	Guests Inhouse	80
				Conf Attendees	60
Dinner BH	0				
Staff on shift	7				
Wedding (wkds)					
G Tours	14				
	TOTAL	161			

DAY	MONTH	DATE	TIME	VISITOR/GUEST		#s	
TUESDAY	MAR	22	Midday	Guests Inhouse		45	
				Conf Attendees		64	45+38 inhouse
				Staff on shift		27	
				QW Tour (11am)		9	
				Lunch BH (wkds)		0	
					TOTAL	145	
			4pm	Guests Inhouse		159	
				Conf Attendees		64	45+38 inhouse
				Staff on shift		19	
				Wedding (wkds)		0	
					TOTAL	242	
			8pm	Guests Inhouse		159	
				Conf Attendees		140	45+38 inhouse
				Dinner BH		0	
				Staff on shift		12	
				Wedding (wkds)		0	
				G Tours		7	
					TOTAL	318	

DAY	MONTH	DATE	TIME	VISITOR/GUEST		#s	
WEDNESDAY	MAY	18	Midday	Guests Inhouse		16	
				Conf Attendees		75	
				Staff on shift		18	
				QW Tour (11am)		0	
				Lunch BH (wkds)		0	
					TOTAL	109	
			4pm	Guests Inhouse		40	
				Conf Attendees		35	40 inhouse
				Staff on shift		15	
				Wedding (wkds)		0	
					TOTAL	90	
			8pm	Guests Inhouse		40	
				Conf Attendees		0	all inhouse
				Dinner BH		0	
				Staff on shift		10	
				Wedding (wkds)		0	
				G Tours		13	
					TOTAL	63	

DAY	MONTH	DATE	TIME	VISITOR/GUEST		#s	
THURSDAY	FEB	24	Midday	Guests Inhouse		80	
				Conf Attendees		17	80 inhouse
				Staff on shift		13	
				QW Tour (11am)		10	
				Lunch BH (wkds)		0	
					TOTAL	120	
			4pm	Guests Inhouse		137	
				Conf Attendees		0	all inhouse
				Staff on shift		17	
				Wedding (wkds)		0	
					TOTAL	154	
			8pm	Guests Inhouse		137	
				Conf Attendees		0	all inhouse
				Dinner BH		28	
				Staff on shift		8	
				Wedding (wkds)		0	
				G Tours		0	
					TOTAL	173	

DAY	MONTH	DATE	TIME	VISITOR/GUEST		#s	
FRIDAY	MAR	11	Midday	Guests Inhouse		22	
				Conf Attendees		0	
				Staff on shift		17	
				QW Tour (11am)		19	
				Lunch BH (wkds)		0	
					TOTAL	58	
			4pm	Guests Inhouse		139	
				Conf Attendees		0	
				Staff on shift		15	
				Wedding (wkds)		0	
					TOTAL	154	
			8pm	Guests Inhouse		139	
				Conf Attendees		0	
				Dinner BH		35	
				Staff on shift		14	
				Wedding (wkds)		92.8	
				G Tours		23	
					TOTAL	303.8	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
SATURDAY	MAY	14	Midday	Guests Inhouse	105	
				Conf Attendees	14	
				Staff on shift	17	
				QW Tour (11am)	18	
				Lunch BH (wkds)	0	
				TOTAL	154	
			4pm	Guests Inhouse	203	
				Conf Attendees	0	
				Staff on shift	18	
				Wedding (wkds)	67	
				TOTAL	288	
			8pm	Guests Inhouse	203	
				Conf Attendees	0	
				Dinner BH	36	
				Staff on shift	15	
				Wedding (wkds)	67	
				G Tours	49	
				TOTAL	370	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
SUNDAY	FEB	20	Midday	Guests Inhouse	37	
				Conf Attendees	0	
				Staff on shift	9	
				QW Tour (11am)	10	
				Lunch BH (wkds)	0	
				TOTAL	56	
			4pm	Guests Inhouse	78	
				Conf Attendees	146	Sunday Session
				Staff on shift	7	
				Wedding (wkds)		
				TOTAL	231	
			8pm	Guests Inhouse	78	
				Conf Attendees	0	
				Dinner BH	0	Closed
				Staff on shift	2	
				Wedding (wkds)	0	
				G Tours	15	
				TOTAL	95	

DAY	MONTH	DATE	TIME	VISITOR/GUEST		#s	
MONDAY	OCT	24	Midday	Guests Inhouse		19	
				Conf Attendees		16	
				Staff on shift		24	
				QW Tour (11am)		3	
				Lunch BH (wkds)		0	
					TOTAL	62	
			4pm	Guests Inhouse		34	
				Conf Attendees		16	
				Staff on shift		14	
				Wedding (wkds)			
					TOTAL	64	
			8pm	Guests Inhouse		34	
				Conf Attendees		0	
				Dinner BH		0	
				Staff on shift		4	
				Wedding (wkds)			
				G Tours		0	
					TOTAL	38	

DAY	MONTH	DATE	TIME	VISITOR/GUEST		#s	
TUESDAY	SEP	13	Midday	Guests Inhouse		21	
				Conf Attendees		45	
				Staff on shift		26	
				QW Tour (11am)		18	
				Lunch BH (wkds)		0	
					TOTAL	110	
			4pm	Guests Inhouse		85	
				Conf Attendees		9	36 inhouse
				Staff on shift		18	
				Wedding (wkds)		0	
					TOTAL	112	
			8pm	Guests Inhouse		85	
				Conf Attendees		0	all inhouse
				Dinner BH		0	
				Staff on shift		8	
				Wedding (wkds)		0	
				G Tours		0	
					TOTAL	93	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
WEDNESDAY	NOV	9	Midday	Guests Inhouse	19	
				Conf Attendees	143	
				Staff on shift	40	
				QW Tour (11am)	38	
				Lunch BH (wkds)	0	
				TOTAL	240	
			4pm	Guests Inhouse	88	
				Conf Attendees	80	
				Staff on shift	33	
				Wedding (wkds)	0	
				TOTAL	201	
			8pm	Guests Inhouse	88	
				Conf Attendees	70	
				Dinner BH	38	
				Staff on shift	19	
				Wedding (wkds)	0	
				G Tours	6	
				TOTAL	221	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
THURSDAY	DEC	8	Midday	Guests Inhouse	14	
				Conf Attendees	45	
				Staff on shift	44	
				QW Tour (11am)	26	
				Lunch BH (wkds)	2	
				TOTAL	131	
			4pm	Guests Inhouse	89	
				Conf Attendees	69	Remaining inhouse
				Staff on shift	22	
				Wedding (wkds)	0	
				TOTAL	180	
			8pm	Guests Inhouse	89	
				Conf Attendees	15	Remaining inhouse
				Dinner BH	0	
				Staff on shift	31	
				Wedding (wkds)	0	
				G Tours	27	
				TOTAL	162	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
THURSDAY	DEC	8	Midday	Guests Inhouse	14	
				Conf Attendees	45	
				Staff on shift	44	
				QW Tour (11am)	26	
				Lunch BH (wkds)	2	
				TOTAL	131	
			4pm	Guests Inhouse	89	
				Conf Attendees	69	Remaining inhouse
				Staff on shift	22	
				Wedding (wkds)	0	
				TOTAL	180	
			8pm	Guests Inhouse	89	
				Conf Attendees	15	Remaining inhouse
				Dinner BH	0	
				Staff on shift	31	
				Wedding (wkds)	0	
				G Tours	27	
				TOTAL	162	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
FRIDAY	SEP	16	Midday	Guests Inhouse	30	
				Conf Attendees	0	
				Staff on shift	25	
				QW Tour (11am)	7	
				Lunch BH (wkds)	21	
				TOTAL	83	
			4pm	Guests Inhouse	135	
				Conf Attendees	0	
				Staff on shift	36	
				Wedding (wkds)	66	
				TOTAL	237	
			8pm	Guests Inhouse	135	
				Conf Attendees	0	
				Dinner BH	0	All inhouse
				Staff on shift	18	
				Wedding (wkds)	66	
				G Tours	37	
				TOTAL	256	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
SATURDAY	DEC	31	Midday	Guests Inhouse	146	
				Conf Attendees	0	
				Staff on shift	27	
				QW Tour (11am)	5	
				Lunch BH (wkds)	0	
				TOTAL	178	
			4pm	Guests Inhouse	237	
				Conf Attendees	0	
				Staff on shift	26	
				Wedding (wkds)	0	All bookings inhouse
				TOTAL	263	
			8pm	Guests Inhouse	237	
				Conf Attendees	300	Try Booking - NYE Event
				Dinner BH	0	All inhouse
				Staff on shift	21	
				Wedding (wkds)	0	
				G Tours	0	Closed NYE
				TOTAL	558	

DAY	MONTH	DATE	TIME	VISITOR/GUEST	#s	
SUNDAY	NOV	20	Midday	Guests Inhouse	39	
				Conf Attendees	0	
				Staff on shift	19	
				QW Tour (11am)	5	
				Lunch BH (wkds)	2	
				TOTAL	65	
			4pm	Guests Inhouse	111	
				Conf Attendees	288	Sunday Session
				Staff on shift	21	
				Wedding (wkds)		
				TOTAL	420	
			8pm	Guests Inhouse	111	
				Conf Attendees	0	
				Dinner BH	0	Closed
				Staff on shift	10	
				Wedding (wkds)	0	
				G Tours	13	
				TOTAL	134	

MODE OF Transportation – Survey

29-Dec 25C	Mode	Vehicles/Passengers	8am	8am-10am	10am-12pm	12pm-2pm	2pm-4pm	4pm - 6pm	TOTAL	% of total
		Private Car	<i>Parked a C1 at 8am</i>	68						
Cloudy 95%	Private Car	Vehicles (includes cars parking & not entering Q)		21	28	20	11	13	93	
		Passengers		52	40	28	15	15	150	38%
	Taxi and Uber	Vehicles		1	1	4	2	4	12	
		Passengers		3	1	6	5	8	23	6%
	Walking/ Cycling	Passengers		15	26	41	25	15	122	31%
	Q Shuttle Bus	Passengers							19	5%
	Public Bus service	Passengers			4	4	2	3	13	3%
	Chartered bus	Passengers							0	
	Private Boat	Vessels		5	4	4	2	1	16	
		Passengers		12	8	16	5	5	46	12%
	Kayak	Vehicles		1	2	4	1	2	10	
		Passengers		1	4	5	2	5	17	4%
	Charter boat	Vessels							0	
		Passengers							0	
Ferry	Vessels							0		
	Passengers							0		

2-Jan 24C Sunny / Hot 72% Public Holiday	Mode	Vehicles/Passengers	8am	8am-10am	10am-12pm	12pm-2pm	2pm-4pm	4pm - 6pm	TOTAL	% of total	
	<i>Private Car</i>	<i>Parked a C1 at 8am</i>	54								
	Private Car	Vehicles(includes cars parking & not entering Q)		69	25	30	27	21	172		
		Passengers		53	52	49	48	28	230	38%	
	Taxi and Uber	Vehicles		3	2	3	2	4	14		
		Passengers		4	2	4	4	6	20	3%	
	Walking/ Cycling	Passengers		15	40	45	38	16	154	25%	
	Q Shuttle Bus	Passengers							32	5%	
	Public Bus service	Passengers							0		
	Chartered bus	Passengers							0		
	Private Boat	Vessels		7	1	8	3	3	22		
		Passengers		18	3	31	12	11	75	12%	
	Kayak	Vehicles		16	25	27	5	3	76		
		Passengers		20	37	28	5	4	94	16%	
	Charter boat	Vessels							0		
	Passengers							0			
Ferry	Vessels							0			
	Passengers							0			

3-Jan 24C Sunny / Hot 86%	Mode	Vehicles/ Passenger	8am	8am-10am	10am- 12pm	12pm- 2pm	2pm-4pm	4pm - 6pm	TOTAL	% of Total	
	Private Car	<i>Parked at c1 at 8am</i>	49								
	Private Car	Vehicles (includes cars parking & not entering Q)		9	23	29	29	11	101		
		Passengers		14	40	43	50	17	164	31%	
	Taxi and Uber	Vehicles		0	1	2	3	1	7		
		Passengers		0	1	3	5	1	10	2%	
	Walking/ Cycling	Passengers		15	32	38	43	13	141	26%	
	Q Shuttle Bus	Passengers							53	10%	
	Public Bus service	Passengers							0		
	Chartered bus	Passengers							0		
	Private Boat	Vessels		13	10	3	2	1	29		
		Passengers		31	32	9	8	3	83	16%	
	Kayak	Vehicles		17	18	16	9		60		
		Passengers		24	25	23	12		84	16%	
Charter boat	Vessels							0			
	Passengers							0			
Ferry	Vessels							0			
	Passengers							0			

AVERAGES	Mode	Vehicles/Passenger	8am-10am	10am-12pm	12pm-2pm	2pm-4pm	4pm - 6pm	TOTAL	% of total Average
	Private Car	Vehicles (includes cars parking & not entering Q)	33	25	26	22	15	122	
		Passengers	40	44	40	38	20	181	36%
	Taxi and Uber	Vehicles	1	1	3	2	3	11	
		Passengers	2	1	4	5	5	18	4%
	Walking/ Cycling	Passengers	15	33	41	35	15	139	28%
	Q Shuttle Bus	Passengers	0	0	0	0	0	0	7%
	Public Bus service	Passengers	0	1	1	1	1	4	1%
	Chartered bus	Passengers	0	0	0	0	0	0	0%
	Private Boat	Vessels	8	5	5	2	2	22	
	Passengers	20	14	19	8	6	68	13%	
Kayak	Vehicles	11	15	16	5	2	49		
	Passengers	15	22	19	6	3	65	12%	
Charter boat	Vessels	0	0	0	0	0	0		
	Passengers	0	0	0	0	0	0	0%	
Ferry	Vessels	0	0	0	0	0	0		
	Passengers	0	0	0	0	0	0	0%	