

**SHUTEHAVEN TRANSIT TERMINAL UPGRADE
STAKEHOLDER INTERVIEW GUIDE
FINAL – 26 March 2008**

1. Introduction

- Refer to letter of introduction
- Confidentiality and anonymity

2. Participant background

- Type of organisation

Community Group - Save Our Foreshore Inc is a community group having a particular interest in ensuring that public access to the coast and amenity of coastal public lands are preserved and enhanced for the long term benefit of their ecological, scenic and recreational values as enjoyed by the Whitsunday community and visitors to the area.

- Position and role of participant

Chair and spokesperson

- Main activities carried out by organisation/ group you represent

This group raises public awareness of developments that impact in any way on stated objectives and acts as a pressure group to achieve these objectives.

3. Importance of terminal facility

- Tell me about the current Shutehaven Transit Terminal:

- ↻ How important is it to the local community/ the region?

- ↻ The terminal is an important port for accessing the Whitsundays simply because of its proximity to the islands therefore costs to marine services.

Otherwise there is no need for its existence, there are other full facility ports for sea access. Its location is recognised as one of the most scenic ports in the country and it is important that it stays that way, the capital value of National Park and World Heritage for the region's sustainable tourism industry far exceeds the value of any private commercial development.

- ↵ How important is it to your industry/ association etc. Why?
- ↵ Any impact the terminal has on public land and our objectives is important to us.

4. The upgrade

SHIFT Whitsunday is proposing to upgrade the Shutehaven Transit Terminal and is currently seeking feedback from key stakeholders to inform their planning.

- What type of facilities would you like to see included in the upgrade? PROBE FULLY.
- We are talking about a transit terminal. While there is no harm in infill and re-development of the existing site to improve services to arriving and departing passengers, expansion of the footprint is not required. Shute Harbour is not a destination, that is the role of Airlie Beach/Cannonvale and its infrastructure. Shute Harbour's facilities should be clean, green, be secondary to the natural surroundings and of an appropriate scale. People visit Shute Harbour to enjoy the natural beauty of the area. People do not visit a natural area to see a transit terminal. Fuelling facility improvements could be incorporated. Passenger movements are currently ok, however shaded areas and waiting areas in general can be improved and appear to be missing from eastern jetty completely.
- How would these benefit the local area?

Firstly, there is no benefit to the local area in creating a new commercial precinct in Shute Harbour. This is a transit terminal. Re-development of the site must be of a similar scale and similar facilities to present. Development and hardening of the accessible coastline is not a benefit. People can experience that in any number of commercially developed harbours in Australia and around the world.

Any re-development of Shute Harbour's transit facility should be with attractive, tropical styled, eco-friendly, sustainable buildings that have low environmental footprints and do not take public lands or impact negatively on the amenity of the public lands around them. They will enable operators using the facility to provide excellence in service providing that the cost to these operators is not too high.

How would these benefit the region?

As above.

- Anything else?

- **5. Intended elements of upgrade**

- The upgrade may include some of the following:

1. Upgrade taxi and bus set down area

Shaded areas, trees and landscaping, less concrete would improve this. Suggest a separate area for buses - pedestrian traffic has to negotiate buses and taxis and this could be improved with better managed walkways, including railings, pedestrian crossings and so forth. When people get out of cars, somewhere sheltered to wait.

2. Improved luggage handling system at terminal

Boat operators take care of this. Conveyor belts for example, would be expensive, exposed to salt air, rain, weather and likely to be prone to failure in this environment.

3. Air conditioned / covered public waiting areas

Air con not necessary, using well designed building to take advantage of prevailing winds, wide verandahs, fans etc, and exterior areas covered to shelter from rain/sun. Do you know how long people wait on average for?

4. Expanded commercial space

No, function of Airlie Beach/Cannonvale

5. Tavern / gaming

No and increase in gaming is in conflict with current government policy

6. Restaurant, café and retail facilities

Redevelop what is there, no demand for increase, again this is the function of Airlie Beach/Cannonvale. People touring by car would more than likely enjoy a quality café, but unlikely to want full scale restaurant. The area can't support full

service restaurants in Airlie Beach, so it's a completely inappropriate feature for Shute.

7. Bottle shop

No, catered for in Airlie Beach

8. Overnight / short term / hotel style accommodation options

Again, this is the function of Airlie Beach which has a plentiful supply. Small exclusive or B&B private accommodation in the residential part of Shute Harbour can provide this option if it falls within the town plan and acceptable by residents who should be entitled to a reasonable expectation to maintain the quality of life ie quiet, remote etc, that they moved to Shute Harbour for.

9. Function / Meeting Room facility

No Airlie Beach and islands provide this function, no need to replicate.

10. Public walkway / boardwalk connection to Snows Beach

Providing appropriate community consultation especially if public lands required.

11. Additional car parking / including undercover

Depends on how you would do it, if undercover means a multi-story car park on the site, this is not supported. However, shade, shelter and more trees would enhance the existing carpark. Public transport should be improved/encouraged for island workers rather than carparks. Who are the users of the car park now?

12. Trailer (boat) parking

How would you do this? There isn't the space to do it and filling in seabed is not an option. More cars, more boats, more over crowding of the land and the waterways.

- Ask opinion of each concept – see above
- Which 3 do you think would be most valuable? Why?
#1, #3, #10. These are improvements that can be carried out with the least impact/max benefit for the public and the operators.

- What benefits are there from this proposed development for the area?

This is a transit/port facility, so better infrastructure associated with boarding and transiting passengers is what your aims should be and this will in turn benefit the area.

- What benefits are there for your industry/ organisation?

If redeveloped within the guidelines noted in this submission, then for people using the facility, the scenic amenity of the area as an arrival/transit point, and accessibility visually and physically will be maintained or improved. For commercial operators, providing there isn't an excessive cost imposed, this would improve services. Otherwise, the facility in fact functions quite well as is.

- What concerns, if any, do you have about the proposed upgrade?

Disruptions to operators who have no alternative places to operate from, loss of amenity if the re-development attempts to exceed current uses and footprint and negative impacts on the image of the Whitsundays as an unspoiled, uncrowded tourism destination.

We are obviously aware that the terminal's operator is the same as Mackay marina, and if based on what was built there, anything proposed along those lines would be the worst possible outcome for Shute Harbour. Increased costs that would be levied against operators would not be a benefit. Any proposed use of public lands for private commercial benefit is inappropriate and will be evaluated against legislation.

6. Concerns about the development

I would now like to concentrate on the actual upgrade of the transit terminal.

- Do you see the construction impacting on your business/ association etc? In what ways? For public yes, impact on amenity. For the community there is increased traffic, road damage, costs of infrastructure, emissions, noise pollution, and overall loss of the quality of life and unspoiled, uncrowded social and environmental amenity expectations of the Whitsunday community. For commercial marine operators, yes, with no alternative places to operate from.

- What could be done to ease the impact for you?
If you were genuine about easing impact, then the re-development will be of small scale, high quality, within the existing footprint and not impact in any way on any amenity of the area. Guarantee access and safety on docks for people and operators. Guarantee no loss of amenity of public lands, whether visually, scenically or environmentally.
- Are there any further comments you would like to make?

Thank and Close