



TANGALOOMA
ISLAND RESORT
Moreton Island, Qld, Australia

OUR SUSTAINABILITY JOURNEY

TANGALOOMA ISLAND RESORT

2025

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Acknowledgment of Country

Tangalooma Island Resort acknowledges the Traditional Custodians of the land and waters on which we operate, the Quandamooka People of Mulgumpin (Moreton Island).

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

We recognise the enduring connection of the Quandamooka People to the land, sea, and community - and we embrace their ongoing cultural and spiritual relationship with Country.



Introduction

Welcome to *Our Sustainability Journey 2025* at Tangalooma Island Resort.

Caring for the culturally rich and environmentally significant landscape of Mulgumpin (Moreton Island) is both a privilege and a responsibility - one we approach with genuine commitment and pride.

Tangalooma is a truly special place. Our island home allows guests to immerse themselves in nature in rare and unforgettable ways, from wildlife encounters to the beauty of the dunes, forests, and coastline. Through our tours, activities, and hands-on experiences, guests gain a deeper understanding of why protecting this environment matters. By weaving environmental education and awareness into everything we do, we aim to inspire lasting behavioural change - encouraging visitors not only to care for Mulgumpin during their stay, but to take these lessons home and care for their own local environments long after they leave.

In 2025, we proudly retained our EarthCheck Gold certification - a reflection of the hard work of our teams and our commitment to measurable, meaningful improvement. From waste reduction and recycling to organic waste management and minimising single-use materials, our efforts are grounded in actions that protect and restore the island we call home.

This year also marked significant progress on our Reflect Reconciliation Action Plan, which we will launch early in the new year. Our long-standing relationships with many Quandamooka People have guided this journey, and formalising our RAP represents an important step in strengthening our relationship with Aboriginal and Torres Strait Islander peoples. With the support of our RAP Cultural Advisor, Delvene Cockatoo-Collins, and the guidance of Uncle Bob, Aunty Evie, and others, we look toward 2026 with optimism and purpose.





Message from the CEO

Tangalooma Island Resort sits within Quandamooka Country on the beautiful island of Mulgumpin (Moreton Island), between the Moreton Bay Marine Park and the Gheebulum Kunungai National Park. It is an extraordinary natural environment - home to dolphins, dugongs, turtles, migratory whales, stingrays, sharks, coral, seagrass, birdlife, lizards, frogs, sugar gliders, and countless other species. Protecting such an environment is a responsibility we take seriously.

Since being purchased by our family in 1980, Tangalooma has grown from just 27 staff to more than 400 team members and now welcomes guests from around the world. In many ways, the resort operates like its own small town - with its own power supply, sewage treatment plant, and waste management systems - highlighting the importance of responsible, self-sufficient operations.

As the largest township on the island, we recognise our responsibility to support the wider community. Over the years, Tangalooma has contributed to building the fire station at Bulwer, hosts the Police, Ambulance and SES bases on Mulgumpin at the resort, undertaken revegetation projects to prevent erosion, and provided facilities, resources, and is the key critical business on the island during times of disaster, including bushfires, extreme weather events, and the devastating oil spill in 2009.

Our Eco Centre plays a key role in these efforts, caring for wildlife on the island and assisting the Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC), Queensland Parks & Wildlife Service (QPWS) with animal rescues and conservation initiatives. These partnerships strengthen our commitment to protecting both the environment and the community we are part of.

Environmental education is very important to Tangalooma Island Resort. We host approximately 15,000 students each year, providing them with opportunities to learn about our local environment, how they can help protect it, and how they can make a difference when they return home. Tangalooma Island Resort is also a proud founding partner of the EcoMarines Foundation, a school-based charity established in 2014 that now operates in over 500 schools and early learning centres throughout Queensland.

This year, we once again achieved EarthCheck Gold certification, reinforcing our commitment to international best practice in sustainable tourism. Our teams continued to strengthen waste-reduction and recycling systems, while our Eco Rangers expanded conservation programs in wildlife care, monitoring, and guest education.

A defining milestone ahead is the formal commencement of our Reflect Reconciliation Action Plan in 2026. This marks the beginning of a deeper, more intentional reconciliation journey - one grounded in respect, listening, truth-telling, and shared stewardship of Country with the Traditional Custodians of Mulgumpin.

I am incredibly proud of the progress we have made and deeply grateful to our team, guests, partners, and community supporters. Together, we will continue to protect this remarkable environment and ensure Tangalooma remains a leader in sustainable, culturally respectful, and future-focused island tourism.

JEFF OSBORNE

Chief Executive Officer, Tangalooma Island Resort

Core Values

CARING FOR COUNTRY & CONSERVATION

- We protect the land, sea, wildlife, and ecosystems of Moreton Bay.
- We act as guardians of nature and commit to sustainable, low-impact operations.

RECONCILIATION & CULTURAL RESPECT

- We acknowledge the Traditional Custodians of the land and waters of Mulgumpin (Moreton Island).
- We honour Aboriginal and Torres Strait Islander cultures through respectful engagement, truthful storytelling, listening, learning, and creating opportunities for inclusion and collaboration.
- We work towards meaningful reconciliation in partnership with Elders and community.

AUTHENTICITY & SIMPLICITY

- We embrace Tangalooma's natural beauty and down-to-earth spirit.
- We keep things genuine, open, and uncomplicated so guests can truly connect with nature and each other.

ADVENTURE, DISCOVERY & LEARNING

- We inspire curiosity and encourage guests to explore, discover, and learn.
- Through eco-ranger programs, marine education, and hands-on experiences, we help guests understand and appreciate the natural world.

COMMUNITY & GIVING BACK

- We create positive impact for our island, our team, and our broader community.
- We support local initiatives, youth development, environmental programs, and charitable causes.

WELLNESS, CONNECTION & BELONGING

- We create a safe, inclusive environment where everyone feels welcome.
- We promote slowing down, reconnecting, and experiencing the calm and healing power of nature.

INTEGRITY & RESPONSIBILITY

- We operate with honesty, transparency, and accountability.
- We take responsibility for the land we occupy, the people we employ, and the impact we make.

GUEST EXPERIENCE EXCELLENCE

- We deliver warm, memorable, high-quality experiences that celebrate nature, culture, and genuine hospitality.

Performance

Each year, Tangalooma Island Resort submits detailed operational data into the EarthCheck benchmarking system. Our performance is independently verified through a rigorous audit that reviews our documents, procedures, processes, and data.

EARTHCHECK AUDIT REPORT

In the 2025 EarthCheck Audit, Tangalooma Island Resort received:

- **1 major non-conformance**
- **3 minor non-conformances**
- **10 observations**
- **6 best practices**

The major non-conformance has been fully addressed and closed.

The **minor non-conformances will be resolved before the next audit**, in line with EarthCheck requirements.

Observations are improvement suggestions identified by the auditor. All observations have been incorporated into our **2026 Action Plan** for the Green Team to assess and prioritise.

BEST PRACTICES RECOGNISED

EarthCheck acknowledged several areas where Tangalooma Island Resort demonstrated leading practice, including:

- Strong engagement with suppliers to increase reuse and recycling of containers, including agreements for the return and reuse of empty chemical containers and participation in the Streets Ice Cream container recycling program.
- Compliance with the Workplace Gender Equality Act 2012.
- Provision of resources to support the Mulgumpin (Moreton Island) community recovery following Cyclone Alfred, demonstrating leadership and community commitment.
- Active support for environmental education through partnerships with **Global Link Australia** and **EcoMarines**, fostering environmental stewardship in students.
- A comprehensive review of historical and cultural information previously shared across the resort, ensuring content is accurate, substantiated, and responsibly communicated.

AREAS OF EXCELLENCE

The audit highlighted strong performance above the regional leader benchmark in:

1. Carbon

- Greenhouse gas emissions (Scope 1 and 2)

2. Waste

- Waste sent to landfill
 - High performance in recycling and diversion streams
-

2026 ACTIONS TO ADDRESS IMPROVEMENT AREAS

To strengthen our performance in energy and water management, Tangalooma Island Resort will:

- Engage technical experts to review energy and water systems
- Explore the feasibility of additional hotel key switch cards
- Enhance guest and staff communications about energy-saving practices
- Review back-of-house and office spaces for energy and water efficiency opportunities
- Identify remaining fluorescent lighting and develop a plan to transition to LEDs



Reflections

CASE STUDIES

ECOMARINES – INSPIRING COMMUNITY LEADERSHIP FOR A CLEANER, HEALTHIER MORETON BAY

Tangalooma Island Resort is the very proud founding sponsor of EcoMarines, a not-for-profit education and conservation program dedicated to protecting the marine life of Moreton Bay, its surrounding waterways, and the land animals that depend on these ecosystems.

EcoMarines Foundation is built on the power of community action. The program brings together schools, organisations, sporting clubs, and local groups who share a commitment to caring for waterways and reducing the impacts of everyday mainland activities on the catchments that flow into Moreton Bay. Through its free, membership-based partnership model, EcoMarines empowers young people and their communities to take practical, meaningful steps that improve local water quality, reduce pollution, and safeguard both marine and terrestrial wildlife.

As one of Brisbane's most innovative and effective conservation movements, EcoMarines inspire a wide range of activities - from waterway clean-ups and habitat protection projects to waste-reduction initiatives, recycling programs, and environmental education campaigns. These efforts address key issues such as litter, plastic pollution, resource recovery and community awareness, while inspiring long-term stewardship across South East Queensland and beyond.

Since launching in 2014 with just six schools, EcoMarines has grown into a powerful network of more than 300 schools across the whole of Queensland, engaging thousands of students every year.

Tangalooma Island Resort remains deeply invested in the program's mission, proudly supporting its growth and celebrating the remarkable impact EcoMarines champions are having across the region.



GLOBAL LINK AUSTRALIA – CONNECTING YOUNG LEADERS THROUGH CULTURE, ENVIRONMENT AND GLOBAL CITIZENSHIP

Global Link Australia is a prestigious international education event that brings together primary and secondary school students from around the world to discuss some of the most pressing environmental issues of our time. Hosted annually at Tangalooma on Mulgumpin (Moreton Island) - surrounded by pristine National Park and Moreton Bay Marine Park - the program offers an immersive setting where students can experience the environment they are working to protect.

Now in its sixth year, Global Link Australia provides a unique platform for students from diverse cultures and backgrounds to connect with like-minded peers, share ideas, and engage directly with local environmental leaders, Indigenous knowledge holders, and Tangalooma's Eco Rangers. The event inspires thoughtful conversations about sustainability, climate resilience, cultural understanding, and responsible tourism.

Throughout the program, students build valuable leadership, presentation, critical thinking and bilingual communication skills. They participate in workshops, guided cultural experiences, citizen science projects, and environmental challenges that encourage collaboration and global awareness.

Tangalooma Island Resort is proud to host this transformative event, helping nurture the next generation of environmental leaders and strengthening global connections centered on caring for the planet and respecting Country.



THE WORM HOTEL – A MILLION TINY WORKERS CREATING BIG CHANGE

What began as a humble worm farm has grown into the thriving Tangalooma Worm Hotel - now home to over one million composting worms. This living system transforms organic waste from staff and areas and food operations into nutrient-rich fertiliser used across the resort gardens and wildlife habitats.

The Worm Hotel has dramatically reduced the amount of organic waste sent to landfill, helping close the loop on food waste, and become a symbol of the creativity and innovation behind Tangalooma's sustainability journey. It also provides a valuable educational platform for staff, guests, and visiting school groups, inspiring others to explore composting at home.



WHITECLOUD – SUPPORTING STAFF THROUGH EVERY SEASON

The wellbeing of our staff is central to our sustainability values. Through the Whitecloud Employee Assistance Program, team members have access to free, confidential support for mental health, personal wellbeing, and workplace challenges.

By investing in the emotional resilience of our workforce, Tangalooma is cultivating a caring and inclusive environment - one where people feel supported, valued, and empowered to bring their best selves to work.

The program has become an important pillar of our social sustainability efforts, recognising that caring for our people is as important as caring for our environment.



MARINE & WILDLIFE RESCUES – PROTECTING MORETON BAY’S MOST VULNERABLE

The Tangalooma Eco Centre plays an active frontline role in marine and wildlife rescue across Mulgumpin (Moreton Island). Our Eco Rangers respond to calls for stranded turtles, injured seabirds, entangled dolphins, and displaced terrestrial wildlife, working closely to assist QYAC Rangers, Queensland Parks and Wildlife Service, and specialised rescue organisations to assist them in rescue efforts.

Each rescue reflects our deep commitment to protecting the biodiversity of Moreton Bay. Whether it’s rehabilitating a weak turtle until it can be released or assisting in the transport of injured wildlife to specialised care, these rescues showcase the passion and expertise of our Eco Rangers and the Resort’s dedication to environmental stewardship.



CONTAINERS FOR CHANGE – TURNING RECYCLING INTO COMMUNITY IMPACT

Through Queensland's Containers for Change program, Tangalooma Island Resort collects thousands of eligible containers each year. Instead of returning the funds to operational budgets, we reinvest these earnings into environmental and community projects chosen by our Green Team.

Staff propose and vote on initiatives such as habitat restoration, native plantings, wildlife support programs, educational workshops, and community assistance. This circular approach ensures that every container contributes to positive, grassroots action - empowering employees to lead sustainability initiatives and make a measurable difference across the island community.

EXPANDING RECYCLING STREAMS – CLOSING THE LOOP ACROSS THE RESORT

Beyond the Worm Hotel and container recycling, Tangalooma continues to expand its network of specialised recycling streams. We responsibly process e-waste, batteries, used cooking oil, tyres, steel, and other metals, while old towels, linen, and furniture are repurposed or donated to community groups whenever possible.

Items are evaluated case-by-case to maximise reuse and reduce waste to landfill. Over the years, these efforts have redirected countless materials to new homes - including chairs, tables, and equipment for families and organisations in need. This approach reflects our commitment to practical sustainability, where nothing usable goes to waste and every resource is valued.



REGGIE THE CANE TOAD DETECTION DOG – PROTECTING A TOAD-FREE MULGUMPIN (MORETON ISLAND)

Mulgumpin (Moreton Island) is one of the few places in Queensland still free from invasive cane toads, and protecting this status is critical for native species such as goannas, frogs, and ground-nesting birds.

Enter Reggie, our specially trained Cane Toad Detection Dog, who plays a vital role in early detection and prevention. Reggie and his handler conduct regular patrols of high-risk areas, inspect cargo arriving on the island, and respond to community reports.

His work helps safeguard the island's delicate ecosystems and supports biosecurity efforts across the region. Reggie has also become an ambassador for conservation, engaging guests and educating them on the importance of keeping Mulgumpin (Moreton Island) cane-toad free.



CYCLONE ALFRED RECOVERY SUPPORT – COMMUNITY IN ACTION

When Cyclone Alfred struck the region, Tangalooma Island Resort responded swiftly to support the wider Mulgumpin (Moreton Island) community. With ferry services disrupted and access to the island limited, the Resort mobilised equipment and skilled staff to assist with storm preparation, damage assessments, and post-cyclone clean-up efforts.

As the largest township on Mulgumpin (Moreton Island), Tangalooma understands its vital role in supporting the island during times of need. Our team worked side-by-side with residents and partner organisations, ensuring essential areas were cleared, safe, and accessible as quickly as possible.

This rapid response showcased the strength of community collaboration and the deep sense of responsibility we hold for those who share Moreton Bay with us. Many staff volunteered long hours - often in difficult conditions - demonstrating their commitment to helping others recover and rebuild. The event reinforced Tangalooma's place not only as a tourism operator, but as a trusted and compassionate community partner when it matters most.







A Glimpse into 2026

PLATINUM PLANNING & THE ROAD TO 2032

2026 will be a year of preparation and planning for Platinum Certification, with Tangalooma Island Resort aiming to achieve this milestone in 2027. Beyond accreditation, we will focus on long-term visioning, exploring opportunities leading up to the 2032 Olympics. By collaborating with Elders, industry experts, government, and the community, we aspire to be one of the most eco-friendly resorts, offering authentic, beautiful, and memorable cultural experiences.

RECONCILIATION ACTION PLAN

2026 marks the first official year of Tangalooma's participation in the Reconciliation Australia Program (RAP). While we have worked alongside Quandamooka Peoples for over a decade, this formal engagement signifies a new chapter in our commitment to reconciliation and cultural leadership.

We are delighted to announce that Delvene Cockatoo-Collins has joined our RAP Working Group as Cultural Advisor. Delvene will guide the implementation of our action items, including projects focused on strengthening cultural education and experiences for staff, guests, and the broader community.

ENVIRONMENTAL EDUCATION

The Eco Centre is at the heart of Tangalooma's environmental mission. In 2025, we welcomed over 160,000 guests, providing hands-on opportunities to connect with nature and encouraging behaviours that help protect the environment, wildlife, plants, and people for generations to come.

In 2026, we will enhance the environmental education experience through:

- Eco Centre Upgrades: Renovations to improve guest learning and engagement, including interactive displays and hands-on activities.
- Programs & Partnerships: Continuing partnerships with EcoMarines and hosting Global Link Australia programs.
- Rangers in Training: A free, self-guided scavenger hunt where guests follow signs to access messages from Elders and Eco Rangers, explore cultural elements, and engage with environmental education activities. Participants will receive a digital certificate as a memento of their learning journey.

TEAM TANGA SUSTAINABILITY CLUB

We will launch the Team Tanga Sustainability Club - a staff-led initiative connecting people, place, and purpose on Mulgumpin. The program celebrates environmental stewardship, cultural awareness, and hands-on conservation. Highlights include:

- Projects: Hobby-style initiatives such as a worm farm, frog hotel, and lizard lounge.
 - Recognition: Rewards and badges
 - Education & Training: Webinars and talks featuring guest speakers, including cultural presentations by Elders.
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ADDITIONAL INITIATIVES FOR 2026

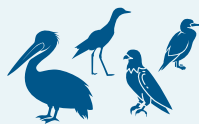
Tangalooma Island Resort is committed to building on our strong environmental stewardship with initiatives designed to reduce our impact and engage guests and staff:

- Comprehensive Waste Audit: Conduct a detailed audit of landfill waste to identify opportunities to reduce, reuse, and recycle.
- Waste Management Improvements: Implement practical solutions to divert waste from landfill, improve recycling, and increase organics recovery.
- Enhanced Food Organics Collection: Expand composting initiatives and collaborate with partners to reduce food waste and create valuable resources for local ecosystems.
- Alignment with Global Goals: Review environmental actions to ensure continued alignment with the United Nations Sustainable Development Goals (SDGs), guiding future initiatives and measuring impact.
- Awards & Recognition: Celebrate achievements and share best practices across the tourism sector.
- Strategic Planning & Collaboration: Host workshops with the Board, industry experts, and like-minded businesses to develop a five-year sustainability roadmap, aligned with the 2032 Olympics.

Through these initiatives, Tangalooma Island Resort aims to reduce its environmental footprint while fostering a culture of sustainability and education for guests and staff alike.

A Few Fun (and Not-So-Fun) Facts About Our Local Environment

FUN FACTS:

	Did you know that pelicans can soar up to three kilometers high in the sky? These amazing birds glide effortlessly using air currents.
	Did you know that seahorses live in Moreton Bay ? These tiny, magical creatures use their tails to cling to seagrass and mangroves.
	Did you know that turtles can live for over 50 years ? They are ancient creatures that have been around since the time of the dinosaurs.
	Did you know that dolphins have names for each other ? They use unique whistles to identify and communicate with their friends.
	Did you know that sugar gliders can glide up to 50 meters in one leap ? These nocturnal marsupials are acrobats of the night.
	Did you know that Moreton Bay is home to over 350 species of birds ? From curlews and terns to ospreys, it's a paradise for birdwatchers.
	Did you know that <i>Mulgumpin</i> means ' place of sandhills ' and is the traditional name for Moreton Island*.

NOT-SO-FUN FACTS:



Did you know that **when turtles eat plastic, they can suffer Floating Syndrome?** This stops them from diving for food, and they may starve or be hit by boats.



Did you know that **cane toads are one of the biggest threats to native wildlife** on islands like Mulgumpin? They compete with native species and are toxic to predators.



Did you know that **plastic pollution is the biggest threat to Moreton Bay marine life?** Bags, straws, and microplastics can harm fish, turtles, and seabirds.



Did you know that **seagrass beds are declining** in Moreton Bay? These vital underwater meadows provide food and shelter for turtles, dugongs, and many fish species.



Did you know that **overfishing and boat strikes can impact dolphin populations?** These activities reduce food availability and cause injuries to marine mammals.

FUN & HOPEFUL FACT:



Did you know that **every small action counts?** By reducing waste, recycling, and supporting conservation programs, we can help protect Moreton Bay's unique ecosystems and celebrate Quandamooka culture for generations to come!

Sources:

* www.parks.qld.gov.au/parks/gheebulum-kunungai-moreton-island/about/culture/

** www.moreton-bay.research.uq.edu.au/about/cultural-heritage/



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