



SET UP YOUR ENVIRONMENT, SYSTEMS & HABITS

To help **Port Douglas become Australia's first Reusable Community**, we need to create new environments, systems and habits that not only facilitate Choose to Reuse, but **actively encourage and promote reuse choices**, making them easy, attractive and satisfying both staff and customers.

Select your sector: [HOTELS](#) | [TOURISM](#) | [CAFES](#)

HOTELS

ENVIRONMENT

Lobby – Upon arrival inform guest about Choose to Reuse Port Douglas items in their room or refer to a Choose to Reuse sign on check-in counter. Provide a quality water bottle refill station in the lobby or elsewhere, being mindful of avoiding potential slips and spillages.

Hotel room – Place reusable borrow items in prominent in room locations with signage/tags. Provide a quality water bottle refill tap in room, preferably filtered and chilled to encourage use.

Hotel floor – Provide a communal quality water bottle refill station on hotel floor/s with adequate signage.

Hotel grounds – Provide a communal quality water bottle refill station in the hotel grounds.

On-Site Hotel Café & Bar – Provide a communal quality water bottle refill /hydration station with reusable cups as standard. Prioritise dine-in reusable coffee cups and offer 'borrow cups' for takeaway.

SYSTEMS

Company Policy & Staff Training – Establish a Choose to Reuse Port Douglas trial protocol and staff training for the selected trial rooms.

Website – Display support for pilot and refill locations by displaying digital logo and QR code.

Social media – Feature reusables in your business, tag @plasticfree Cairns for reshare.

Booking confirmation emails/texts – Inform guests of free to borrow reusable items in room with conditions.

In-room sustainability info – Display sustainability information and pilot signage in trial rooms.

Tour booking confirmations – Encourage Buy, BYO or Borrow reusable bottles or bags for tours.

New Tour companies – Require them to support Choose to Reuse Port Douglas initiatives.

Housekeeping – Train housekeeping staff on trial room setup.

Trial data and feedback – Maintain records and feedback for trial, ie. guest or housekeeper feedback.

HABITS

Check-in – Staff to refer guests to pilot information resources and/or provide summary if in trial room/s.

Check-out – Staff to confirm guests in trial rooms returned cup at check-out, depending on borrow system.

Housekeeping – Staff to check trial rooms for returned items, ensure cleaned/sanitised items in room for next guest.

TOURISM

To help **Port Douglas become Australia's first Reusable Community**, we need to create new environments, systems and habits that not only facilitate Choose to Reuse, but **actively encourage and promote reuse choices** making them easy, attractive and satisfying both staff and customers.

ENVIRONMENT

Tour bus/boat – Provide an onboard refill station and encourage BYO, Borrow or Buy reusable bottles at origin or destination points. Offer reusable cups if guests don't have a bottle.

Souvenir shop – Display reusable bottles next to an indoor refill station with clear signage. If the refill station is outside, place it in a shaded, attractive spot and direct customers with in-store signage. Promote reusable bags and coffee cups, with refill options at the on-site café and in-store offers.

On-site Tourism Cafe – Promote reusable cup and bottle sales with incentives like a free coffee or water refills. Encourage dine-in options for tour groups or independent tourists to reduce single-use items. Offer reusable bags with purchases over a certain amount. Collaborate with on-site souvenir shops to boost reusable usage. Tour groups to allow enough time for guests to have a dine-in stop, avoiding single use, or coordinate pick-up of a reusable catering package (ie. using reusable containers and less single use packaging) for tour group.

Tour booking counter – Remind guests to BYO or Buy reusables for tour, or sell reusable items in-store with tour offers and/or free water bottle refill with bottle sales.

SYSTEMS

Company Policy & Staff Training – Establish a Choose to Reuse company policy and staff training.

Website – Display pilot logo and QR code for Refill Map.

Social media – Feature reusables in your business, tag @plasticfree Cairns for reshare.

Tour booking confirmation email/text – Include reminder to BYO, Buy or Borrow reusable items for tour.

Tour guide presentation – Include mention of and encourage tourist adoption of Choose to Reuse Port Douglas in on-board tour presentation.

Tour stops – Design tour stops to maximise opportunities to Choose to Reuse, rather than single use packaging.

Tour brochures – Display reminder message to BYO or Buy a reusable item to support local businesses and avoid single use waste.

Trial data and feedback – Maintain records and feedback for trial, ie. reusable bottle and bag sales.

HABITS

Tour booking – Staff to refer to pilot information and remind customers.

Tour stops/presentation – Staff to remind customers at tour stops to Choose to Reuse.

CAFES

To help **Port Douglas become Australia's first Reusable Community**, we need to create new environments, systems and habits that not only facilitate Choose to Reuse, but **actively encourage and promote reuse choices** making them easy, attractive and satisfying both staff and customers.

ENVIRONMENT

Cafe – Create an environment promoting reusables over single-use items. Incorporate reusable messaging throughout the shop via signage, artwork, and staff uniforms. Ensure ample space and workflows for reusable cups, bags, and bottles. Display in-store signage for water and coffee refills with purchased reusables, placing them conveniently near refill stations and the counter for customer ease.

Front counter – Display 'Borrow Cup' system and any incentives for Choose to Reuse ('Break for 5' dine-in, BYO or Buy). Reposition single-use cup display to go behind reusable cup options.

Coffee machine working counter – Create an effective space and reusable workflow to manage increased reusable cups.

Coffee machine pick-up counter – Display reminder messages to Choose to Reuse, such as "BYO reusable takeaway cup next time for 50c off!". Remove prominent display of single-use takeaway cups atop coffee machine.

Dine in tables – Display reusables messaging such as "Thank you for dining in today – Choose to Reuse Port Douglas".

Café fridge – Sell reusable or refillable minimal plastic bottle options with free refills instore.

SYSTEMS

Company Policy & Staff Training – Establish a Choose to Reuse company policy and staff training. Educate staff about reusable options and encourage a culture supporting reuse over single-use.

Website – Display support for pilot and refill locations by displaying digital logo and QR code. Offer reusable options such as reusable catering orders. Ask customers making online orders to BYO reusable bags, or nominate use of BYO or Borrow reusable takeaway coffee cups when picking up orders.

Social media – Feature reusables in your business, tag @plasticfreecairns for reshare.

Text ahead/app coffee/ordering service – Include option for customers to nominate use of BYO or Borrow cup and BYO bag when picking up takeaway coffee.

Trial data and feedback – Maintain records and feedback for trial, ie. automated Point of Sale measuring of reusable options vs single use (%).

HABITS

Order intake – Staff to ask customers if they're dining in, bringing their own or borrowing a reusable cup. If the customer does not own a reusable cup, staff can refer to reusable cup options for sale with incentives beside the counter.

Phone/mobile orders – Staff to remind customers to BYO reusable bag when picking up large food orders.