



## *Working in Wellington Park: Induction Kit*

Wellington Park was established in 1993 to protect natural and cultural values. It is a prominent landscape valued by the community which offers extensive tourism and recreation opportunities. As a catchment, the Park provides about 20% of Hobart's drinking water. Operators working in Wellington Park can help protect and promote these qualities.

You have responsibilities when working in the Park. Some of these may be outlined in your Works Contract, others in your organisation's Operations Manual. This kit is designed to provide basic guidelines for anyone working in the Park. It has been compiled by the Wellington Park Management Trust in conjunction with Trust member agencies including Hobart and Glenorchy City Councils, TasWater and the Parks and Wildlife Service. The kit includes a Manager's checklist detailing Park values and operator guidelines. Additionally a pocket size flier is included for distribution to field staff working in the Park. We ask Managers to ensure all staff receive, and read this information, and that copies are available in work vehicles. Wellington Park staff are available upon request to attend toolbox meetings, or new contract work inductions, to discuss the guidelines.

Specific considerations and conditions for operating should also be applied for individual works programs. Contractors must complete an Activity Risk Analysis (ARA) to identify risks to workers and impacts to Park values. For assistance and advice on developing an ARA please contact the Wellington Park Manager, Axel von Krusenstierna at [axel@wellingtonpark.org.au](mailto:axel@wellingtonpark.org.au) or on 6238 2176.

For more information on the Park see [wellingtonpark.org.au](http://wellingtonpark.org.au).

We welcome the opportunity to work with you and your organisation. Wellington Park will only be beautiful tomorrow, if we protect it today.

Thank you for your support.

A handwritten signature in cursive script, reading "Axel von Krusenstierna".

Axel von Krusenstierna  
Manager

# Working in Wellington Park

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## Introduction

Covering over 18 250ha, Wellington Park was established in 1993 to protect a number of environmental qualities.

1. Ecosystems within the natural environment of the Park represent non-living and living components, including varied and endemic flora and fauna, and geodiversity.
2. The rich cultural landscape represents both Aboriginal inhabitants and European colonists, and is valued and interpreted by today's locals.
3. The Park's landscape is of major aesthetic importance and includes significant landmarks for Tasmanians and visitors.
4. Good quality drinking water from catchments within the Park is supplied to the greater Hobart metropolitan area.
5. Extensive opportunities for tourism and recreation exist in the Park provided these activities do not compromise other values.

## Management

Wellington Park is managed by the Wellington Park Management Trust (WPMT or the Trust). Members of the Trust include representatives from:

- Hobart City Council
- Glenorchy City Council
- Parks and Wildlife Service
- TasWater
- Department of Primary Industries, Parks, Water and Environment
- Tourism Tasmania

The Trust works closely with the on-ground management agencies (Hobart and Glenorchy City Councils, the Parks and Wildlife Service, and TasWater) carrying out maintenance activities within the Park.

Directions for management are detailed in the *Wellington Park Management Plan 2013* which is co-ordinated through the Wellington Park Office. The Plan guides management of the area while recognising, promoting and preserving its unique qualities. The Plan also establishes management zones and Restricted Access areas, see Appendices I, II and III of this document.

## Wellington Park Office

The staff in the Office work closely with member agencies, local landowners and the broader community to ensure a co-operative and regional approach to the management of the Park. The Office currently consists of a Manager, and a part-time Education and Regulations Coordinator and Cultural Heritage Co-ordinator. Other temporary staff and consultants may be employed for specific projects.

### Vision

*Our vision is for Wellington Park to be a special place, accessible and enjoyed by all for its prominent landscape, natural and cultural diversity, and community value.*

### Mission

*To preserve the natural, cultural, recreational, tourism and drinking water qualities of Wellington Park for their own value and for the safe enjoyment of all people.*

*This will be achieved through outstanding management, sympathetic development and a co-operative relationship with our communities.*

## Operator guidelines to protect Wellington Park values

Operators in Wellington Park have a responsibility to ensure their activities do not adversely affect Park qualities.

When working in Wellington Park:

- Do not remove anything from the Park as everything is protected and a permit is required for their removal. This includes all plants, wildlife, landforms and cultural items.
- Do not litter. All rubbish must be removed. This includes work related debris and cigarette butts.
- Do not contaminate streams, particularly within the Drinking Water Catchment Zone.
- Follow the guidelines to reduce fire risks (see page 8).
- Comply with regulations detailed on signage throughout the Park (unless authorised otherwise).
- Always shut and lock gates within the Park (unless otherwise authorised).
- Ensure your organisation prepares a Job Safety and Environmental Analysis and applies appropriate safe work methods. This must cover safe conditions for operation and procedures to protect Park values and be approved as part of works permit.
- Follow the operator guidelines to minimise your impacts and ensure field staff receive the checklist flier which highlights these points (Appendix IV).

## Natural Values and Operator Guidelines

Variations in climate and soils make Wellington Park one of the most biologically diverse areas of its size in Tasmania. The high number of species, variants of species and assemblages of species (communities) makes the area particularly significant.

A wide variety of introduced plant species also occur in Wellington Park. Some can cause significant environmental impact by out-competing native species (including threatened species), degrading fauna habitat, and increasing fire risk and intensity. The most significant weed infestations generally occur in areas of high disturbance including fire trails and infrastructure easements. Many weeds were introduced to the Park as seed on vehicles or machinery from external areas.

*Phytophthora cinnamomi* is an introduced plant pathogen that causes 'root rot' disease. It invades the roots and blocks the uptake of water and nutrients, usually resulting in the death of the host plant. The introduction of *Phytophthora* can lead to the local decline of susceptible flora species, altering fauna habitat and reducing biodiversity. The pathogen is spread by root-to-root contact and through microscopic spores present in soil. Human activities often facilitate its spread by transporting contaminated soil between areas via boots, vehicles and equipment.

Chytrid fungus, a water-borne disease that has had a major impact on native frog populations, is present in some of the dams and waterholes in the Park. It can be spread by transferring water from one water hole to another as well as on wet and/or muddy equipment, vehicles and clothing.

Operators can reduce the spread of weeds and pathogens by following the hygiene protocols in the *Weed and Disease Planning and Hygiene Guidelines* available from the Invasive Species Branch of the Department of Primary Industries, Parks, Water and Environment. In particular, when working in Wellington Park:

- All vehicles that enter the Park must be in a clean state i.e. free from any clumped dirt or mud.
- All vehicles should carry a hard bristle brush to remove loose dirt and mud from footwear and equipment.
- Footwear and equipment should be cleaned if they have been worn or used in a weed affected area, particularly during wet conditions when mud is easily collected and transported.
- All footwear and equipment should be cleaned at the source of the weed infestation prior to re-entering a vehicle to move to another area.
- Don't transfer water from one waterhole/dam to another.
- Equipment and clothing, particularly footwear, that has been used in any waterhole/dam in the Park should be cleaned and dried before coming into contact with another water body. If drying is not possible, they should be cleaned and disinfected with a suitable fungicide such as F10™.
- Minimise vehicle movements from weed affected areas into non-affected areas.

- Ensure that any materials imported into the Park for construction (soil, gravel, sand etc) are from a weed and pathogen free source.
- Do not bring plant mulches or other plant material into the Park.

If you require information on protecting natural values in Wellington Park contact:

**Hobart City Council**

John Fisher  
 Manager Bushland  
 fisherj@hobartcity.com.au  
 ph: 6238 2443

**Parks and Wildlife Service**

Matt Lindus  
 Ranger in Charge  
 Matthew.Lindus@parks.tas.gov.au  
 ph: 6107 9211

**Glenorchy City Council**

Adam Muyt  
 Environment Co-ordinator  
 AMuyt@gcc.tas.gov.au  
 ph: 6216 6762

**Wellington Park Office**

Axel von Krusenstierna  
 Manager  
 axel@wellingtonpark.org.au  
 ph: 6238 2176

## Cultural Values and Operator Guidelines

There is an extremely rich and diverse cultural heritage in Wellington Park. The range of cultural heritage places that is known or might be expected in the Park includes Aboriginal campsites, stone quarries and art sites; historic tracks, roads, tramways, camps, convict places, huts, quarries, sawmills, dams, aqueducts, pipelines, scientific observatories, cairns, ski fields, picnic shelters, hotels, schools, farms, tree rows, isolated plantings, gardens and homes. Many heritage places occur close together, forming distinctive and important historic cultural landscapes.

All cultural heritage in the Park is protected under the *Wellington Park Regulations 2019* and must not be disturbed without a permit. Suspected cultural heritage must be assessed by an expert before the heritage is modified in any way. This enables places of significance to be identified and protected.

In addition, in Tasmania the *Aboriginal Heritage Act 1975* protects all Aboriginal archaeological sites and objects that were made prior to 1876 from disturbance unless a permit has been issued through Aboriginal Heritage Tasmania. Some historic heritage is also protected through their listing on the Tasmanian Heritage Register or in local government planning schemes. When working in Wellington Park:

- Respect cultural heritage places – even if they are not important to you or your staff they may be important to someone else.
- Avoid disturbing heritage places in any way unless authorised (It is illegal to disturb or destroy any Aboriginal site without a permit). Disturbance includes, but is not limited to, walking, driving, digging holes, cutting or removing vegetation erecting structures, taking parts away, covering over, leaving rubbish, writing graffiti, or lighting fires.
- Be familiar with the known heritage in the area where you will be working and know the management policy for all heritage you will be working near.

- ☑ If unsure request a heritage site induction from the Wellington Park Management Trust, or depending on the area in which you are working, Hobart City Council, Glenorchy City Council or the Parks and Wildlife Service.
- ☑ Understand what work you are required to do when working at or near a heritage place. Check relevant policies, management plans, maintenance plans, & other specific heritage maintenance advice.
- ☑ Do only what you are authorised to do when working at or near a heritage place.
- ☑ If you find a new heritage site or place
  - report the find to the relevant cultural heritage officer; and
  - avoid further work in the place/site area or otherwise disturbing it until you get advice from the relevant cultural heritage officer.
- ☑ If carrying out maintenance or repairs on a cultural heritage place:
  - Make sure you understand what work you are required to do (check relevant policy, management plans, maintenance plans, &/or other specific heritage maintenance advice);
  - Do only what you are required to do;
  - Avoid undue damage to the heritage place e.g., avoid walking or driving on it unnecessarily, avoid careless grass cutting and removal of plants, and avoid digging in the area (except where authorised); and
  - Report all works and any problems or noticeable changes to heritage places or items to the relevant manager.
- ☑ If you encounter damage to a cultural heritage place or item report this to the relevant cultural heritage officer. Provide as much detail as possible (e.g., when the damage occurred or was noted, who did it (if you know this), nature of damage, risk to heritage, and risk to visitors).

If you require cultural heritage information, advice, or a site induction contact:

**Hobart City Council**

Sarah Waight  
Senior Cultural Heritage Officer  
waights@hobartcity.com.au  
ph: 6238 2175

**Parks and Wildlife Service**

Peter Rigozzi  
Historic Heritage Consultant  
Peter.rigozzi@parks.tas.gov.au  
ph: 6165 4233

**Glenorchy City Council**

David Parham  
Heritage Officer  
dparham@gcc.tas.gov.au  
ph: 6216 6771

**Wellington Park Office**

Anne McConnell  
Cultural Heritage Co-ordinator  
Anne.McConnell@wellingtonpark.org.au  
ph: 6238 2976

## Water Catchment Values and Operator Guidelines

There are a number of drinking water catchments in Wellington Park. The most important of these are located on the northern and southern slopes of kunanyi / Mount Wellington. Hobart has relied on drinking water from these catchments since its establishment in 1804, and they continue to be a key component in TasWater's bulk water supply system, currently providing approximately 20% of Hobart's water supply.

In order to ensure that water quality is protected Wellington Park has designated drinking water catchments zones which include Restricted Areas within these zones. Signs indicate permissible activities within these zones.

Help protect water quality when working in Wellington Park:

- Be familiar with the Water Catchment Zones and Restricted Areas in the Park.
- Do not contact streams within the Drinking Water Catchment Zone.
- Do not enter, wade or swim in drinking water intakes.
- Stay on formed trails to reduce erosion, particularly on trails in the Restricted Areas.
- Avoid toileting in Drinking Water Catchment Zones and Restricted Areas at all costs. If there are no toilets then walk 100m away from water and the track, and dig a 15cm hole to bury your waste and toilet paper.
- Ensure you have the necessary permits for use of herbicides, particularly in Drinking Water Catchment Zones. Follow permit conditions and herbicide instructions at all times.
- When possible fuel up equipment e.g. brush cutters, chainsaws etc., outside the Park, or outside Drinking Water Catchment Zones and Restricted Areas.
- Reduce fire risks by following fire safe protocols.

If you require water catchment information or advice, contact:

**TasWater**

John Fawcett  
Senior Water Quality Scientist  
[john.fawcett@taswater.com.au](mailto:john.fawcett@taswater.com.au)  
ph: 6237 8253

**Parks and Wildlife Service**

Matt Lindus  
Ranger in Charge  
[Matthew.Lindus@parks.tas.gov.au](mailto:Matthew.Lindus@parks.tas.gov.au)  
ph: 6107 9211

**Hobart City Council**

John Fisher  
Manager Bushland  
[fisherj@hobartcity.com.au](mailto:fisherj@hobartcity.com.au)  
ph: 6238 2443

**Wellington Park Office**

Axel von Krusenstierna  
Manager  
[axel@wellingtonpark.org.au](mailto:axel@wellingtonpark.org.au)  
ph: 6238 2176

**Glenorchy City Council**

Adam Muyt  
Environment Co-ordinator  
[AMuyt@gcc.tas.gov.au](mailto:AMuyt@gcc.tas.gov.au)  
ph: 6216 6762

## Reducing Fire Risk Guidelines

Fire is an integral part of the ecology of Wellington Park but fire can jeopardise life and land, ecological diversity, sustainability of natural systems and water catchment health. Water supply can be contaminated through ash, loss of nutrients to water, erosion of soils, landslips and loss of yield from catchments. You are responsible for minimising your fire risk when working in Wellington Park.

When working in Wellington Park:

- Carry fire suppression equipment for hot work activities (during the fire permit period).
- Observe any Total Fire Bans declared by the TFS, this includes any machinery that might produce a spark such as welders, grinders and brush cutters with metal blades.
- Do not enter the Park on days of Severe, Extreme or Catastrophic fire danger except for emergency works.
- Ensure machinery is frequently and adequately serviced.
- Smokers must carry cigarette butt containers and use them. Do not flick butts.
- Do not obstruct fire trails and keep gateways clear. They may be needed for emergency access.
- Whenever possible, park vehicles on fire trail pull offs where vegetation is low or absent.

If you require fire management information or advice, contact:

**Hobart City Council**

John Fisher  
Manager Bushland  
fisherj@hobartcity.com.au  
ph: 6238 2443

**Parks and Wildlife Service**

Matt Lindus  
Ranger in Charge  
Matthew.Lindus@parks.tas.gov.au  
ph: 6107 9211

**Glenorchy City Council**

Rob Whittle  
Coordinator Bushfire Management  
rob.whittle@gcc.tas.gov.au  
ph: 6216 6353

**Wellington Park Office**

Axel von Krusenstierna  
Manager  
Axel@wellingtonpark.org.au  
ph: 6238 2176

## **Tourism and Recreation Values and Operator Guidelines**

Wellington Park provides a broad range of tourism and outdoor recreational opportunities in an area of outstanding natural beauty which is easily accessible to visitors. Operators must be aware that many of the tracks and trails in the Park are shared use, and may be frequented by bushwalkers and mountain bikers. Some fire trails may also be used by recreational 4WD or horse riders under permit during summer. Other staff may also drive along fire trails.

When working in Wellington Park:

- Drive vehicles at a slow and safe speed in the Park. On fire trails this means 30km/hr with the hazard lights on to caution other track users.
- Do not obstruct public access to facilities.
- Visitors may see you as a source of information or authority. Please be friendly and professional. If you are not able to provide the information required, pass on contact details for the Wellington Park Office, or website.

# The Wellington Park Regulations Awareness Program

The Regulations Awareness Program (RAP) promotes Park values through visitor education and, when necessary, enforcement. The program provides a mechanism for the care, control and management of the Park.

Regular Park visitors, neighbours, and staff from the Trust member agencies assist the Education and Regulations Coordinator (ERC) by reporting Park misuse and abuse. In some cases, i.e. when a registration of an offender is discreetly and safely secured, the ERC is able to follow up details with Tasmania Police. General offender information helps the ERC better understand issues in the Park, and directs strategic compliance initiatives.

When working in Wellington Park:

- Be familiar with non-permissible activities in the Park by reading signage.
- Report activity contrary to Park signage, general anti-social conduct or other suspicious behaviour to your management supervisor, or call the ERC on 0408 517 534. All reports are confidential.

If you require information on the RAP, or to make a report contact:

## **Wellington Park Office**

Ben Masterman

Education and Regulations Coordinator

Ben.masterman@wellingtonpark.org.au

ph: 03 6238 2976 / 0408 517 534

## Work Health and Safety

Wellington Park has a range of hazards that need to be taken into account when planning works in the Park to ensure the safety of staff. These include:

- Severe weather conditions that can change rapidly (it can snow at higher elevations in the Park at any time of year);
- Steep slopes with a risk of landslips and rockfalls;
- Trees that may fall or drop branches at any time;
- Venomous snakes and insects; and
- Higher ultraviolet light exposure at higher elevations.

Some parts of the Park are remote from roads and tracks and difficult to access.

Agencies and companies undertaking works in the Park are responsible for the health and safety of their staff while in the Park, except where they have been engaged by, and are operating under the direction of, the Trust or its employees.

When working in Wellington Park:

- Be familiar with the hazards associated with your job site and the work you are undertaking
- Check weather forecasts daily so you are aware of likely weather conditions and particularly any forecast changes in the weather
- Undertake an Activity Risk Analysis (or similar) and brief staff on the safety measures that will be employed during the works.

If you require information on WHS, or to make an incident report contact:

### **Wellington Park Office**

Axel von Krusenstierna

Manager

Axel @wellingtonpark.org.au

ph: 6238 2176

# General Contacts

## WELLINGTON PARK OFFICE

**Axel von Krusenstierna**

**Manager**

Ph: 03 6238 2176

Mobile: 0412 141 955

axel@wellingtonpark.org.au

**Ben Masterman**

**Education and Regulations Coordinator**

Ph: 03 6238 2976

Mobile: 0408 517 534

ben.masterman@wellingtonpark.org.au

**Anne McConnell**

**Cultural Heritage Coordinator**

Ph: 03 6238 2976

Anne.mcconnell@wellingtonpark.org.au

## GENERAL CONTACTS

**Hobart City Council**

Business hours

Ph: 03 6238 2711

After hours emergency

Ph: 03 6278 0200

**Glenorchy City Council**

Ph: 03 6216 6800

**TasWater**

Ph: 13 6992

**Parks and Wildlife Service**

Ph: 1300 827 727

# References and Further Information

Department of Primary Industries and Water, Tasmanian Weed and Disease Planning and Hygiene Guidelines (2015).

Department of Primary Industries and Water, Keeping it Clean – A Tasmanian field hygiene manual to prevent the spread of freshwater pests and pathogens (2010).

Department of Primary Industries and Water, Tasmanian Washdown Guidelines for Weed and Disease Control: Machinery, Vehicles and Equipment (2004).

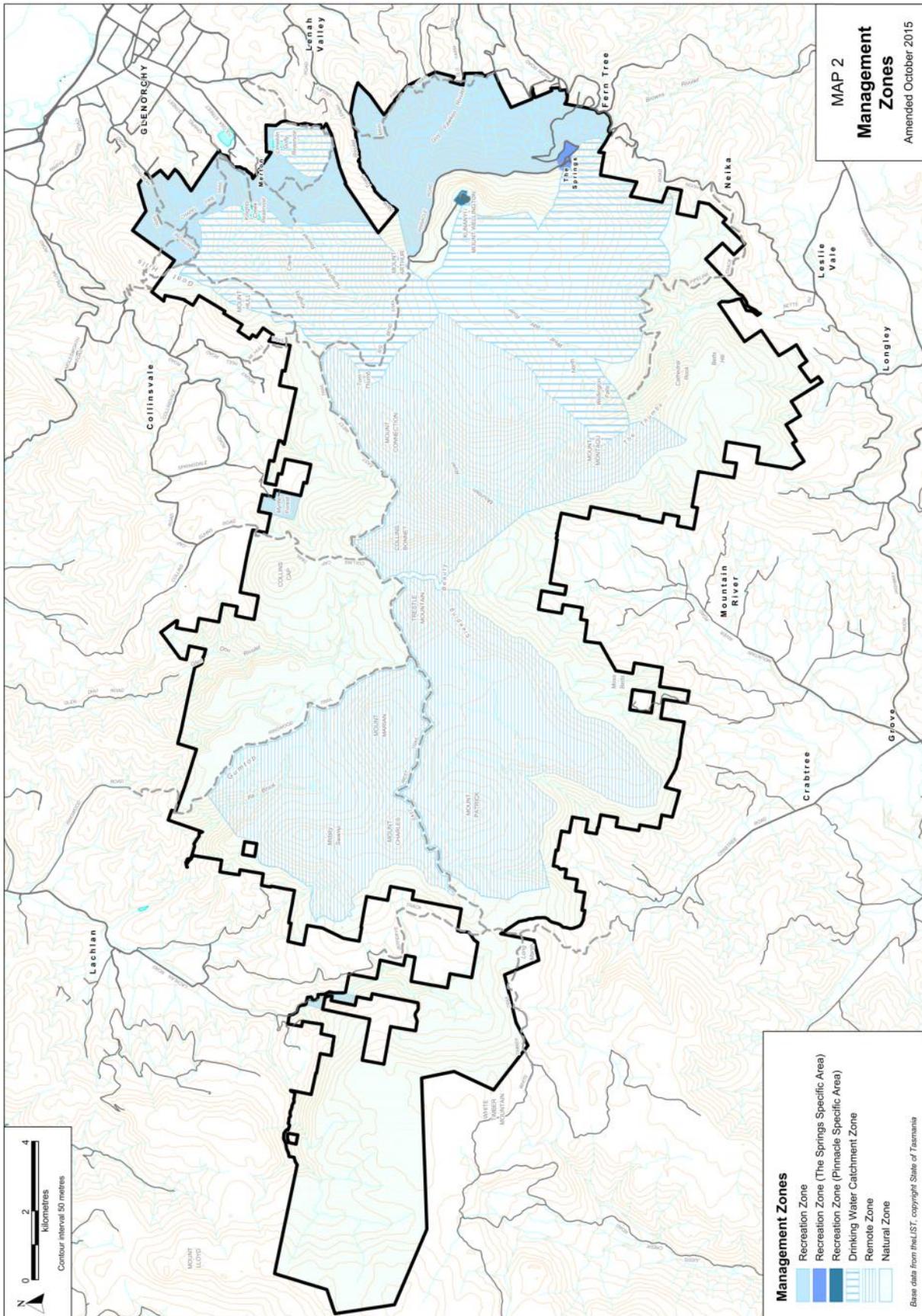
Wellington Park Management Trust, Historic Heritage Inventory and Audit Project 2005.

Wellington Park Management Trust, Wellington Park Hygiene Protocol 2007

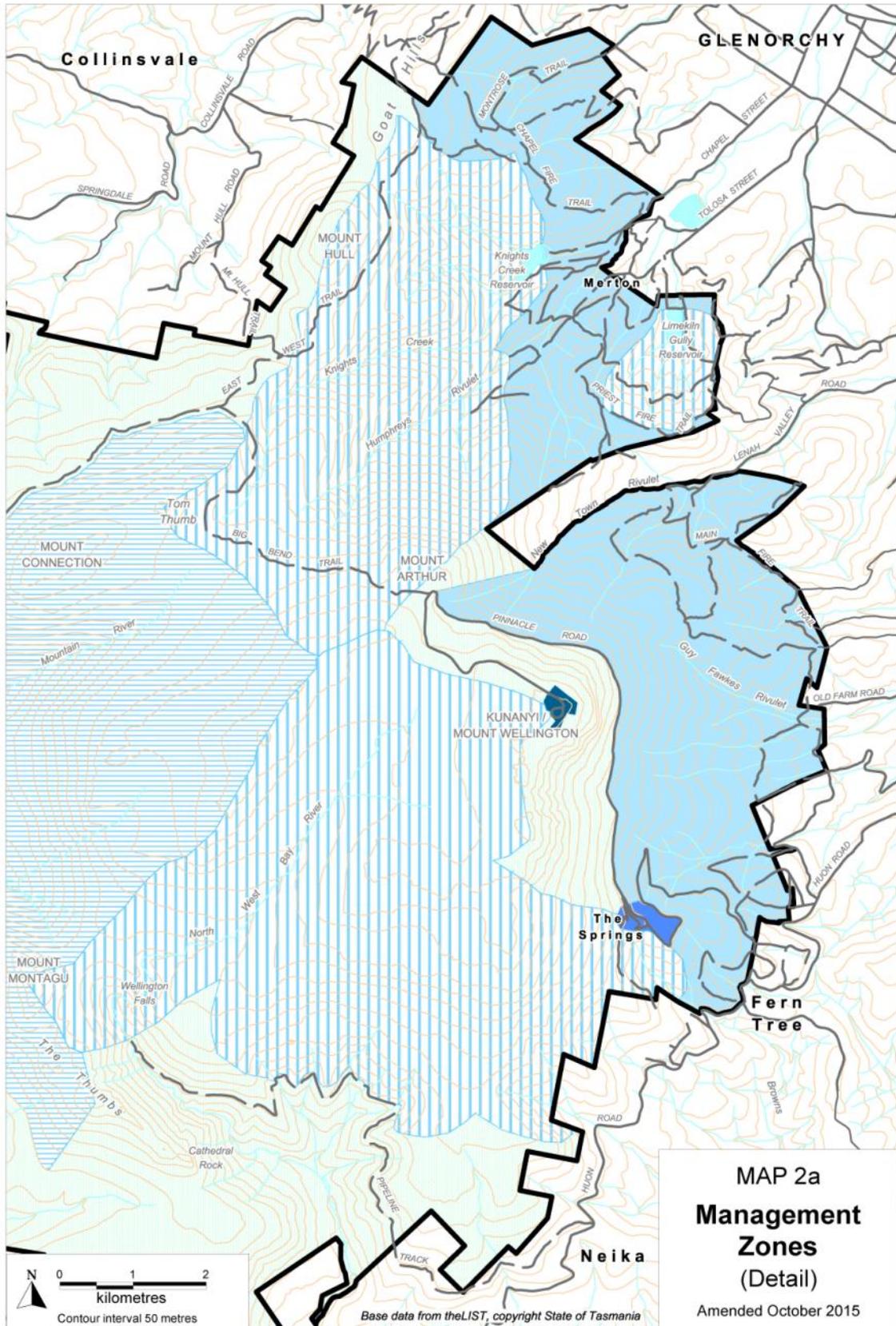
Wellington Park Management Trust, Wellington Park Management Plan 2013.

Wellington Park Management Trust, Wellington Park website: [wellingtonpark.org.au](http://wellingtonpark.org.au)

# Appendix I – Wellington Park Management Zones Map



Appendix II – Wellington Park Management Zones Map (detail)





## Appendix IV – Field Staff Checklist

Wellington Park was established in 1993 to protect natural and cultural values. It is a diverse area valued by the community for its natural beauty and recreation opportunities. Catchments in the Park provide about 20% of Hobart's drinking water.

Agency staff and contractors working in the Park can help protect and promote the Park's values by following these guidelines.

- If in doubt about the environmental or safety risks of your work call your supervisor or the Park management agency responsible for the area you are working in.
- All plants, animals, soil and rocks in the Park, as well as Aboriginal and European heritage, are protected and must not be disturbed or removed unless specifically authorised in your work permit.
- Do not litter. All rubbish must be removed from the Park.
- Follow the guidelines to reduce fire risks (see below).
- Comply with regulations on signage (unless otherwise authorised).
- Always shut and lock gates within the Park (unless otherwise authorised).
- Follow designated routes on fire trails including downhill-only sections.

### Work Health and Safety

- Follow your organisation's WHS procedures.
- Check weather forecasts daily so you are aware of likely weather conditions and particularly any forecast changes in the weather.
- Undertake an Activity Risk Analysis and brief staff on the safety measures that will be employed during the works.

### Protect the natural environment

- All vehicles and equipment that enter the Park must be in a clean state to reduce the spread of weed seeds and plant and animal diseases.
- Footwear and equipment should be cleaned if they have been worn or used in a weed affected area before moving to another part of the Park.
- All vehicles should carry a hard bristle brush to remove loose dirt and mud from footwear and equipment.
- Don't transfer water from one waterhole/dam to another. It can spread waterborne diseases.
- Equipment and clothing, particularly footwear, that has been used in any waterhole/dam in the Park should be cleaned and dried before coming into contact with another waterbody. If drying is not possible they should be cleaned and disinfected with a suitable fungicide such as F10™.
- Minimise vehicle movements from weed infested areas into non infested areas.
- Ensure that any materials imported into the Park for construction (soil, gravel, sand etc) is from a weed and pathogen free source.
- Do not bring plant mulches or other plant material into the Park.

## **Protect cultural heritage – refer also to pamphlet “Caring for Cultural Heritage in Wellington Park”**

- Respect cultural heritage places – even if they are not important to you they may be important to someone else and they are protected by regulations with stiff penalties.
- Avoid disturbing heritage places in any way – unless you have permission from the Trust. Disturbance includes walking, driving, digging holes, taking parts away, leaving rubbish, writing graffiti, or lighting fires.
- Be familiar with the known heritage in the area where you will be working and understand what work you are required to do when working at or near a heritage place. Check relevant policies, management plans, maintenance plans, & other specific heritage management advice and, if unsure, request a heritage site induction from the Wellington Park Management Trust or one of the Park management agencies.
- If working at or near a heritage place do only what you are authorised to do, and no more.
- If you find a suspected heritage site or place: 1) report the find to your supervisor, project manager or the Trust Manager; 2) do not disturb anything until you get advice from the relevant manager.
- If you encounter damage to a cultural heritage place or item, report this to the relevant cultural heritage officer or the Trust.

## **Protect water quality in drinking water catchments**

- Be familiar with the Drinking Water Catchment Zones and Restricted Areas in the Park
- Do not contact streams within the Drinking Water Catchment Zone.
- Do not enter, wade or swim in drinking water intakes.
- Stay on formed trails to reduce erosion, particularly in Restricted Areas.
- Avoid toileting in Drinking Water Catchment Zones and Restricted Areas at all costs. If there are no toilets walk at least 100 m away from any watercourse and the track, and dig a 15 cm hole to bury your waste and toilet paper.
- Ensure you have the required permits for using herbicides within the Park, particularly in drinking water catchments, and follow permit conditions and herbicide instructions at all times.
- When possible fuel up equipment i.e. brush cutters, chainsaws etc. outside the Park, or away from Restricted Areas and water intakes.
- Do not wash out fuel, herbicide or other chemical containers in Drinking Water Catchment Zones.

## **Managing Fire Risks**

- Wellington Park will be closed during periods of severe, extreme or catastrophic fire danger.
- Carry fire suppression equipment for hot work activities (during the fire permit period).
- During high, or very high fire danger no high risk activities are permitted i.e. those that may start a fire including the use of angle grinders, brush cutting etc.
- Ensure machinery that may produce sparks is frequently and adequately serviced.
- Smokers must carry cigarette butt containers and use them.
- Whenever possible, park vehicles on fire trail pull offs where vegetation is low or absent. Do not leave vehicles unattended obstructing fire trails or in front of fire trail gates.

### **Consider Park visitors**

- Drive vehicles at a slow and safe speed in the Park – 30km/hr with hazard lights on to caution other track users.
- Do not obstruct public access to facilities.
- Visitors may see you as an authority. Be friendly and professional. If you are not able to provide the information required, pass on contact details for the Trust Manager, Ranger, or website.
- Report activity contrary to Park signage, general anti-social conduct or other suspicious behaviour to the Ranger on 0408 517 534. All reports are confidential.

Thank you for helping to protect and preserve Wellington Park for all to enjoy.

For further information on Wellington Park see [wellingtonpark.org.au](http://wellingtonpark.org.au) or phone the Trust Manager on 03 6238 2176.