

Lake St Clair Wilderness Resort

VISITOR EXPERIENCE STATEMENT

Lake St Clair Wilderness Resort provides visitors with first-hand experiences of the inspiring wonders of the Tasmanian Wilderness World Heritage Area as they are distinctively revealed by Australia's deepest lake and its surrounds. In the immediate area of the resort, guests can enjoy views up the lake and to surrounding mountains, like Ida and Olympus, or take short walks to see features of the glaciated environment such as the Thule Baffine moraine system or nearby forested areas of endemic species. Alternatively, they can venture further afield on longer walks, a lake cruise to moraine beaches, or take guided tours and participate in night-time events that introduce them to Aboriginal and European cultural heritage, wildlife, and natural features.

The resort's visitor facilities are an environmentally-sensitive platform for an integrated experience that emphasises the area's stunning natural and cultural values. Interpretation signs in accommodation and the immediate surrounds highlight the many ways in which the environment is being protected, from construction methods minimising impact, to tree retention methods, recycling of water, and boardwalks to protect sensitive lakeside areas. Interpretation by guides and specialist presenters as well as media that includes brochures, displays, DVDs and interpretive merchandise has a focus on:

- heritage that includes Aboriginal occupation and features (in agreement with the Tasmanian Aboriginal community) as well as European heritage ranging from early explorers to Hydro Electric Scheme developments and the conservation efforts of Ranger Fergusson and remaining elements of Fergys Camp; and
- natural values that include Gondwanan flora and fauna, rare and endangered plants and animals, and the glaciated landscape.

The significance of the Tasmanian World Heritage Area globally, nationally and locally will be reinforced through a range of perspectives – from artwork produced by artists in residence to campfire storytelling by an Aboriginal elder and star-watching on specially-designed lakeside platforms that double as locations for day-time activities such as photography or painting.

Lake St Clair Wilderness Resort offers a sense of safety and comfort that supports and entices visitors to connect with this remote, wild place. Levels of engagement are geared to visitor needs, from orientation signage and maps to information on options related to duration of stay, a range of depth in messages and information presented in free interpretive media, and the availability of commercial interpretive products such as the lake cruise vessel, tours and night-time events such as wildlife spotting. An activities centre, operating as an adjunct to the Parks and Wildlife Service information centre, makes it easy for guests to obtain information and arrange bookings and reception staff are trained to refer guests to activities and the Parks information centre.

A therapeutic wellness program for bushwalkers and others will value-add to the wellbeing arising from being in the peaceful and uplifting surrounds of the lake by providing rejuvenating massages and spa treatments using natural products.

Overall, the Lake St Clair Wilderness Resort experience will leave visitors with a heightened sense of place, an informed and personal connection with the significance of World Heritage in general and the values of the Tasmanian World Heritage Area in particular, and the enthusiasm and desire to share that appreciation with others.