Boston Bay DINER

Sustainability & Climate Action Plan

Prepared August 2026 | Reviewed annually

Our Commitment

Boston Bay Diner is committed to operating responsibly by reducing waste, using resources carefully, supporting local suppliers and creating positive outcomes for our team, community and visitors.

For us, sustainability is not about being perfect. It is about making practical choices every day, reviewing what we do and looking for better ways to operate. As a locally owned waterfront café, we know our decisions can make a difference to Port Lincoln and the wider Eyre Peninsula.
We are proud to hold Sustainable Tourism Accreditation. This plan outlines the actions already in place and the areas we will continue to improve.

Our Approach

1. Climate Action & Energy

Objective: Reduce energy use and greenhouse gas emissions through practical everyday actions. A busy café relies on refrigeration, cooking equipment, lighting and air conditioning. We focus on using these resources responsibly without compromising food safety or customer comfort.

What we are doing

- Use LED lighting throughout the café.
- Switch off air conditioning, the coffee grinder, non-essential lighting and other equipment at closing.
- Follow documented closing procedures so energy saving actions are completed consistently.
- Choose energy efficient kitchen equipment, refrigeration and air conditioning when older equipment is replaced.
- Monitor electricity use and investigate further opportunities to reduce consumption.
- Consider renewable energy options where practical for the premises.

2. Water Management

Objective: Use water carefully while maintaining high standards of hygiene and food safety. Water is essential to our kitchen, coffee service and cleaning routines. Our approach is to avoid unnecessary use and address maintenance issues promptly.

What we are doing

- Use water efficiently during food preparation, cleaning and coffee service.
- Report and repair leaking taps or equipment promptly.
- Use environmentally preferable or concentrated cleaning products where appropriate.
- Consider water efficiency when taps, dishwashing or cleaning equipment require replacement.
- Include responsible water use in staff training and day to day procedures.

3. Food Waste & Resource Recovery

Objective: Prevent food waste wherever possible and keep useful materials out of landfill.
Reducing food waste starts with ordering carefully and making the most of every ingredient. We use sales information, stock control and regular menu reviews to help match purchasing and preparation with customer demand.

What we are doing

- Order carefully and use point of sale information to manage stock and reduce over-ordering.
- Review portions, menu items and ordering quantities when waste is identified.
- Use ingredients across different dishes wherever practical.
- Store, seal and rotate food correctly so ingredients remain safe and usable.
- Separate food scraps and vegetable peelings from general waste through the green waste bin.
- Separate cardboard, glass, aluminium, plastics and other recyclable materials.
- Have used cooking oil collected for conversion into biodiesel and animal feed additives.
- Set aside used coffee grounds for local gardeners to collect and reuse in compost and gardens.

4. Local & Responsible Purchasing

Objective: Support the regional economy through local and South Australian purchasing.
Choosing local helps keep money and employment within our region, strengthens supplier relationships and gives visitors a genuine taste of Port Lincoln and South Australia.

What we are doing

- Source from Port Lincoln, Eyre Peninsula and South Australian businesses wherever practical.
- Maintain all supply relationships within South Australia.
- Serve locally sourced Port Lincoln seafood when available.
- Source pastries from Five Loaves Bakery in Cummins.
- Serve ethically traded coffee from South Australian family owned roaster The Coffee Barun.
- Purchase in bulk and consolidate deliveries where practical.
- Reuse supplier crates, boxes and containers where arrangements are available.
- Promote local suppliers through our website, social media and in-café screen.

5. Packaging & Takeaway

Objective: Reduce unnecessary single use materials and support reuse.
Takeaway and delivery are important to our customers, particularly local workers, families and travellers. We aim to provide that convenience responsibly.

What we are doing

- Use takeaway service ware that complies with South Australia's single use plastic requirements.
- Continue reviewing cups, lids, containers, cutlery and other packaging for better alternatives.
- Sell reusable KeepCups and welcome customers who bring their own clean reusable cup.
- Separate suitable packaging for recycling.
- Avoid unnecessary packaging wherever food safety and service requirements allow.
- Continue supporting Orderoo, Port Lincoln's locally founded food delivery service.

6. Our People

Objective: Create a safe, supportive workplace where local people can learn and grow.
A sustainable business must look after its people. Boston Bay Diner provides employment across generations, including first-job opportunities for young people and pathways for people entering or returning to the workforce.

What we are doing

- Employ local people and continue creating opportunities for junior team members.
- Work with Workskill SA to support people who may face barriers entering or returning to employment.
- Provide structured induction covering our values, customer service, safety, emergency procedures and role responsibilities.
- Use shadow shifts, workplace buddies and practical on-the-job training to build confidence.
- Provide training in areas such as food safety, allergen awareness, customer service, barista skills, workplace safety and Responsible Service of Alcohol where relevant.
- Cross-train team members and provide opportunities to develop into shift leader roles.
- Maintain formal workplace health, safety, incident and return-to-work procedures.

7. Supporting Our Community

Objective: Ensure our success contributes to Port Lincoln and the wider visitor economy.
Boston Bay Diner is more than somewhere to eat. It is a meeting place, an employer and a supporter of the community that supports us.

What we are doing

- Sponsor the Mallee Park Football Club and support other local sporting and community organisations.
- Raise funds through initiatives such as Burger Day contributions to the Port Lincoln Go Kart Club.
- Provide donations, vouchers and other assistance to community organisations where possible.
- Offer free promotion for local businesses, suppliers, attractions and tourism operators through our in-café screen and brochure display.

- Help visitors discover Port Lincoln and the Eyre Peninsula by sharing local recommendations.
- Build relationships with accommodation providers, tour operators and other visitor-facing businesses.

8. Accessible & Welcoming Hospitality

Objective: Make it easier for people with different needs to plan and enjoy their visit. Sustainability also means creating a business where people feel welcome, respected and informed. We recognise that every visitor's needs are different and that honest pre-arrival information can make a significant difference.

What we are doing

- Publish clear accessibility information covering parking, entrances, seating, toilets, surfaces and available assistance.
- Provide visitor-focused FAQs covering dietary needs, families, groups, takeaway, delivery and local travel information.
- Offer vegetarian, vegan and gluten-free options and discuss allergies and dietary requirements with guests.
- Train staff to communicate respectfully and provide practical assistance where possible.
- Listen to visitor feedback and continue identifying realistic accessibility improvements.

Monitoring & Review

Progress against this plan will be reviewed annually by Ron and Marieta Chirgwin. The review will consider practical information already used to manage the café, including:

- Electricity and water use.
- Food waste and recycling practices.
- Local and regional purchasing.
- Staff employment, induction and training.
- Community support and regional partnerships.
- Accessibility improvements and visitor feedback.

The plan will be updated when new opportunities, technology, legislation or visitor needs change. We will communicate progress honestly and will not claim to be zero waste, carbon neutral or fully sustainable unless that position has been independently verified.

Our Next Steps

- Continue reducing avoidable food and packaging waste.
- Improve the way we record energy, water and waste over time.
- Look for further opportunities to reuse and recycle café materials.
- Maintain strong local and South Australian purchasing relationships.
- Continue investing in staff development and local employment.
- Publish clear Sustainability, Accessibility and FAQ information on our website.
- Review renewable energy and other efficiency opportunities when practical.