

6 June 2025

Attn:  
NSW Department of Planning, Housing and Infrastructure  
C/O Taronga Conservation Society Australia  
Taronga Zoo Sydney  
Bradleys Head Road  
Mosman NSW 2088

**Re: Taronga Zoo Sydney Sky Safari (SSD-46807985)**

As the Australian Government agency responsible for attracting international visitors to Australia for both leisure and business events, Tourism Australia is active in 16 key markets around the world where it promotes the country as a destination for leisure and business events.

Our activities are aimed at inspiring international visitors to travel to Australia through advertising, public relations and media programs, consumer promotions, online communications and consumer research as well as trade shows and industry programs.

As part of our work, a big focus is on driving awareness of, and capability for, a sustainable tourism industry that delivers positive economic, environmental and social outcomes. Australia's natural environment, unique wildlife and fauna and welcoming people are key motivating factors why international visitors choose Australia.

As such the experiences offered by Taronga Conservation Society Australia align with our work, including the visitor experiences at Taronga Zoo in Sydney, which I understand has a proposed design to upgrade its iconic Sky Safari cable car experience. I understand this upgrade project has the capacity to deliver substantial benefits to both local and international visitors, whilst also enhancing Taronga Zoo's global reputation and reinforcing its commitment to securing a "Shared Future for Wildlife and People."

The Sky Safari cable car has traditionally been an integral part of the Taronga Zoo Sydney experience, providing ease of access to enhance the visitor experience of the park. I understand the proposed upgrade to the Sky Safari has been designed with accessibility at its core and will provide a unique way for guests to see and engage with an array of wildlife. It will also allow guests to connect with Country and the history of Australia's First Nations peoples throughout the Sky Safari journey.

The key features of the project which align with our work at Tourism Australia are:

- **Accessibility** – The upgraded Sky Safari, featuring larger gondolas with a capacity of 6 to 10 people, will enhance accessibility for all guests, regardless of age or ability. Visitors with prams, wheelchairs, and mobility challenges will benefit from improved navigation across Taronga's steep terrain, ensuring a more inclusive and equitable experience for everyone.

- **Sustainability** – the Sky Safari will provide a seamless connection to the recently upgraded Taronga Zoo Ferry Wharf, encouraging guests to use public transport over cars. This will reduce emissions and cars on local roads, and aligns with Taronga's Net Zero by 2030 commitment as well as Tourism Australia's sustainability goals. It will also help to support efforts aimed at protecting species of Australian wildlife by allowing visitors with a range of accessible needs to experience the Zoo, creating additional opportunities for education, engagement and advocacy for our wildlife.
- **Connection to Country** – On Cammeraigal Country, the Sky Safari will offer a unique opportunity for visitors to connect with Country through First Nations storytelling. The "Saltwater to Sky" journey, central to the upgraded design, will deepen guests' appreciation of Country and its cultural significance

On behalf of Tourism Australia, we wish Taronga Conservation Society Australia every success in progressing this important project that will help to contribute to an attractive and sustainable tourism offering for visitors.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'P. Harrison', with a stylized, cursive script.

Phillipa Harrison  
**MANAGING DIRECTOR**