



# AGENDA ATTACHMENTS

17<sup>TH</sup> NOVEMBER 2020

ORDINARY COUNCIL MEETING

## Table of Contents

<b>AGENDA ITEM 11.1</b> .....	<b>3</b>
RECEIVAL DRAFT MINUTES ORDINARY MEETING	
<b>AGENDA ITEM 11.3</b> .....	<b>21</b>
RECEIVAL DRAFT MINUTES SWIMMING POOL MEETING	
<b>AGENDA ITEM 15.1</b> .....	<b>24</b>
MOU BETWEEN CHC AND SALVATION ARMY – EMERGENCY CATERING	
<b>AGENDA ITEM 15.2</b> .....	<b>38</b>
COVID 19 INCIDENT RESPONSE UPDATE	
<b>AGENDA ITEM 15.3</b> .....	<b>61</b>
STRENGTHEN TELECOMMUNICATIONS AGAINST NATURAL DISASTERS (STAND) SITE CONTACT BRIEFING	
<b>AGENDA ITEM 17.1</b> .....	<b>74</b>
REQUEST FROM COUNTRY WOMEN’S ASSOCIATION OF BOTHWELL FOR COMMUNITY GRANT	
<b>AGENDA ITEM 17.2</b> .....	<b>78</b>
POLICY NO. 2013-17 – USE OF COUNCIL SPORTING FACILITIES POLICY	
<b>AGENDA ITEM 17.3</b> .....	<b>106</b>
ELLENDALE HALL COMMITTEE – COMMUNITY GRANT APPLICATION	
<b>AGENDA ITEM 17.4</b> .....	<b>111</b>
SCHOOL PRESENTATION AWARDS	
<b>AGENDA ITEM 17.5</b> .....	<b>112</b>
T21 VISITOR ECONOMY ACTION PLAN 2020-2022 - REVIEW OF THE VISITOR ECONOMY NETWORK ROLES AND RESPONSIBILITIES	



# Central Highlands Council

## Draft Minutes – ORDINARY MEETING – 20<sup>TH</sup> OCTOBER 2020

**Draft Minutes of an Open Ordinary Meeting of Central Highlands Council held at Bothwell Hall, on Tuesday 20<sup>th</sup> October 2020, commencing at 9am.**

### 1.0 OPENING

The Mayor advises the meeting and members of the public that Council Meetings, not including Closed Sessions, are audio recorded and published on Council's Website.

Mayor L Triffitt opened the meeting at 9.00am.

### 2.0 ACKNOWLEDGEMENT OF COUNTRY

### 3.0 PRESENT

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer (attended at 9.12 a.m.), Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner, Cllr J Poore, Mrs Lyn Eyles (General Manager), Mr Adam Wilson (Deputy General Manager) and Mrs Katrina Brazendale (Minutes Secretary).

### 4.0 APOLOGIES

### 5.0 PECUNIARY INTEREST DECLARATIONS

*The following declarations were recorded:*

Cllr R Cassidy – Item 17.7 The Mercury Tasmanian Tourism Relief Offer  
Lyn Eyles General Manager – Item 2 Closed Session

### 6.0 CLOSED SESSION OF THE MEETING

Regulation 15 (1) of the *Local Government (Meeting Procedures) Regulations 2015* states that at a meeting, a council by absolute majority, or a council committee by simple majority, may close a part of the meeting to the public for a reason specified in sub-regulation (2).

As per *Regulation 15 (1) of the Local Government (Meeting Procedures) Regulations 2015*, this motion requires an absolute majority

**Moved:** Cllr J Honner

**Seconded:** Cllr J Poore

**THAT** pursuant to *Regulation 15 (1) of the Local Government (Meeting Procedures) Regulations 2015*, Council, by absolute majority, close the meeting to the public to consider the following matters in Closed Session

Item Number	Matter	<i>Local Government (Meeting Procedures) Regulations 2015</i>
1	Confirmation of the Minutes of the	Regulation 15 (2)(g) – information of a personal and

Minutes 20<sup>th</sup> October 2020

	Closed Session of the Ordinary Meeting of Council held on 15 September 2020	confidential nature or information provided to Council on the condition it is kept confidential
2	General Manager's Confidential Report	Regulation 15 (2)(a) personnel matters, including complaints against an employee of the council and industrial relations matters
3	Consideration of Matters for Disclosure to the Public	Regulation 15 (8) - While in a closed meeting, the Council, or Council Committee, is to consider whether any discussions, decisions, reports or documents relating to that closed meeting are to be kept confidential or released to the public, taking into account privacy and confidentiality issues

## 6.1 MOTION OUT OF CLOSED SESSION

**Moved:** Cllr R Cassidy

**Seconded:** Cllr J Honner

**THAT** the Council:

- (1) Having met and dealt with its business formally move out of the closed session; and
- (2) Resolved to report that it has determined the following:

Item Number	Matter	Outcome
1	Confirmation of the Minutes of the Closed Session of the Ordinary Meeting of Council held on 15 September 2020	Minutes of the Closed Session of the Ordinary Meeting of Council held on 15 September 2020 were confirmed
2	General Manager's Report	The report and correspondence provided by the General Manager was received and noted
3	Consideration of Matters for Disclosure to the Public	Matters were considered

**CARRIED**

### **FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## OPEN MEETING TO PUBLIC

No members of the public attended the meeting.

## 7.0 DEPUTATIONS

Nil

## 7.1 PUBLIC QUESTION TIME

## 8.0 MAYORAL COMMITMENTS

10 September 2020	Business of Council
10 September 2020	Meeting with a Councillor
10 September 2020	Rate payer (s) meeting
12 September 2020	Business of Council
12 September 2020	Meeting with a Rate Payer
12 September 2020	Gretna Cricket Club trophy presentation
14 September 2020	Business of Council
14 September 2020	Exercise Group Town Walk
14 September 2020	Garden Group Meeting
14 September 2020	SCS Sub Regional Meeting
15 September 2020	Council Meeting
15 September 2020	Business of Council
15 September 2020	Tele meeting with a Rate Payer
21 September 2020	Business of Council
22 September 2020	Meeting with Action against Turbine Meeting
23 September 2020	Business of Council
24 September 2020	General Manager meeting
24 September 2020	Meeting at Campbell Town SOCS Meeting
30 September 2020	Business of Council
1 October 2020	Business of Council
4 October 2020	Telephone Meeting with Councillor(s)
4 October 2020	Telephone meeting with Council Staff
5 October 2020	Business of Council
8 October 2020	Tele meeting with General Manager
12 October 2020	Business of Council
12 October 2020	Tele meeting with a Councillor
13 October 2020	Business of Council

## 8.1 COUNCILLOR COMMITMENTS

### ***Deputy Mayor Allwright***

12 September 2020	TGLAT Meeting
15 September 2020	Council Meeting
21 September 2020	Audit Panel Meeting
24 September 2020	TasWater General Meeting
13 October 2020	Planning Committee and Workshop
14 October 2020	Midlands FMAC Meeting

### ***Clr T Bailey***

15 September 2020	Council Meeting
13 October 2020	Planning Workshop

### ***Clr A Campbell***

15 September 2020	Council Meeting
5 October 2020	Rate Payer Calls
7 October 2020	Rate Payer Calls
9 October 2020	Rate Payer Calls
10 October 2020	Rate Payer Calls
13 October 2020	Planning Workshop
13 October 2020	Meeting with General Manager

### ***Clr R Cassidy***

15 September 2020	Council Meeting
27 September 2020	Dog Management Policy 2015
4 October 2020	Rate Payer Calls
13 October 2020	Planning Committee and Workshop

### ***Clr J Honner***

15 September 2020	Council Meeting
13 October 2020	Planning Workshop

**STATUS REPORT COUNCILLORS**

Item No.	Meeting Date	Agenda Item	Task	Councillor Responsible	Current Status	Completed Date
1	18-Feb-20	12.1	Derwent Catchment Project - Strategic Plan for the development of Agriculture and Tourism	Deputy Mayor Allwright	On going to provide Council with updates each Council meeting	
2	18-Feb-20	16.3	AFLT Statewide Facilities Plan	Deputy Mayor Allwright	On going to provide Council with updates each Council meeting	
3	18-Feb-20	16.5	Cattle Hill Wind Farm Community Fund Committee	Mayor Triffitt, Cllr Campbell & Cllr Honner	On going to provide Council with updates each Council meeting	

**8.2 GENERAL MANAGER'S COMMITMENTS**

15 September 2020	Council Meeting
16 September 2020	Enterprise Bargaining Meeting
21 September 2020	Audit Panel Workshop
22 September 2020	Meeting V Onslow & D Ridley
23 September 2020	SOCS Meeting with Mayor
30 September 2020	Enterprise Bargaining Meeting
1 October 2020	Health & Wellbeing Meeting
13 October 2020	Planning Committee Meeting
13 October 2020	Planning Workshop
14 October 2020	Enterprise Bargaining Meeting
15 October 2020	Meeting Auditors
19 October 2020	Meeting Relationships Australia - Tas

**8.3 DEPUTY GENERAL MANAGER'S COMMITMENTS**

15 September 2020	Ordinary Council Meeting
16 September 2020	Central Highlands Council ASU Bargaining EBA Meeting
17 September 2020	Central Highland Visitor Centre Management Committee
21 September 2020	Audit Panel Workshop
29 September 2020	Southern Region Social Recovery Committee Meeting
30 September 2020	Central Highlands Council ASU Bargaining EBA Meeting
13 October 2020	Southern Region Social Recovery Committee Meeting
14 October 2020	Central Highlands Council ASU Bargaining EBA Meeting

**9.0 NOTIFICATION OF COUNCIL WORKSHOPS HELD**

21 September 2020 – Audit Panel review Risk Register  
 13 October 2020 – Planning Workshop Draft Local Provisions Schedule

**9.1 FUTURE WORKSHOPS**

Wednesday 25 November 2020 Bothwell Town Hall

- 10.30 a.m. Meeting with Trout Guides and Lodges Tasmania
- 12.00 noon Meeting with the President & CEO of LGAT

**10.0 MAYORAL ANNOUNCEMENTS****11.0 MINUTES****11.1 RECEIVAL DRAFT MINUTES ORDINARY MEETING**

Minutes 20<sup>th</sup> October 2020

**Moved:** Clr J Honner

**Seconded:** Clr A W Bailey

**THAT** the Draft Minutes of the Open Council Meeting of Council held on Tuesday 22<sup>nd</sup> September 2020 be received.

## 11.2 CONFIRMATION OF MINUTES ORDINARY MEETING

**Moved:** Clr J Poore

**Seconded:** Clr J Honner

**THAT** the Minutes of the Open Council Meeting of Council held on Tuesday 22<sup>nd</sup> September 2020 be confirmed; subject to amendment of Clr A Archer returning to the meeting at the same time with Clr R Cassidy.

## 11.3 RECEIVAL DRAFT MINUTES PLANNING COMMITTEE MEETING

**Moved:** Deputy Mayor J Allwright

**Seconded:** Clr R Cassidy

**THAT** the Draft Minutes of the Planning Committee Meeting held on Tuesday 13<sup>th</sup> October 2020 be received.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

## 12.0 BUSINESS ARISING

- 15.1 Council policy on council website
- 15.2 Defer item until October Council Meeting
- 15.5 Deferred item
- 15.10 Correspondence sent by Development & Environmental Services Manager
- 17.1 Correspondence sent by Deputy General Manager
- 17.3 Correspondence sent by Deputy General Manager
- 17.4 Correspondence sent by Deputy General Manager
- 17.9 Correspondence sent by Deputy General Manager
- 17.11 Correspondence sent by Deputy General Manager
- 17.18 Council policy on council website

## 13.0 DERWENT CATCHMENT PROJECT REPORT

**Moved:** Deputy Mayor J Allwright

**Seconded:** Clr J Honner

**THAT** the Derwent Catchment Project report be received.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

## 14.0 FINANCE REPORT

**Moved:** Clr A Campbell

**Seconded:** Clr R Cassidy

**THAT** the Finance Reports be received.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## 15.0 DEVELOPMENT & ENVIRONMENTAL SERVICES

In accordance with Regulation 25(1) of the Local Government (Meeting Procedures) Regulations 2015, the Mayor advises that the Council intends to act as a Planning Authority under the Land Use Planning and Approvals Act 1993, to deal with the following items:

**Moved:** Cllr J Honner

**Seconded:** Cllr R Cassidy

**THAT** the Development & Environmental Services Report be received.

**CARRIED**

### **FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

*Graham Rogers (Manager Development Services) attended the meeting at 10.08 a.m.*

## 15.1 RECOMMENDATIONS FROM PLANNING COMMITTEE MEETING

### **RECOMMENDATION 1**

DA 2020/55

Subdivision (2 Lots into 4 Lots)

67 & 69 Arthurs Lake Road, Wilburville

**Moved:** Deputy Mayor J Allwright

**Seconded:** Cllr A W Bailey

The proposal is assessed to substantially comply with the requirements of the Central Highlands Interim Planning Scheme 2015 and so in accordance with section 57 of the Land Use Planning and Approvals Act 1993, the Planning Authority is recommended to approve the application for Development Application DA2020/55 for subdivision (2 lots into 4 lots) at 67 & 69 Arthurs Lake Road, Wilburville subject to the conditions below.

#### **1. Approve in accordance with the Recommendation:-**

In accordance with section 57 of the Land Use Planning and Approvals Act 1993 the Planning Authority **Approve** the Development Application DA2020/55 for subdivision (2 lots into 4 lots) at 67 & 69 Arthurs Lake Road, Wilburville, subject to conditions in accordance with the Recommendation.

### **Recommended Conditions**

#### **General**

- 1) The subdivision layout or development must be carried out substantially in accordance with the application for planning approval, the endorsed drawings and with the conditions of this permit and must not be altered or extended without the further written approval of Council.
- 2) This permit shall not take effect and must not be acted on until 15 days after the date of receipt of this permit unless, as the applicant and the only person with a right of appeal, you notify Council in writing that you propose to commence the use or development before this date, in accordance with Section 53 of the Land Use Planning and Approvals Act 1993.
- 3) The subdivision must be carried out in accordance with the *Bushfire Hazard Management Report: Subdivision - 67 & 69 Arthurs Lake Road, Wilburville*, Scott Livingston, 14<sup>th</sup> August 2020 (Bushfire Assessment Report).

#### **Public open space**

- 4) As insufficient provision has been made for recreational space, and having formed the opinion that such a provision should be made in respect of the proposal, Council requires that an amount equal to five percent (5%) of the unimproved value of Lots 2 and 3 must be provided as cash-in-lieu of public open space in

accordance with the provisions of Section 117 of the Local Government (Building & Miscellaneous Provisions) Act 1993. The subdivider must obtain a valuation for the unimproved value of the subdivision from a registered Valuer and pay the applicable amount for lots in each stage prior to sealing of that stage.

#### Easements

- 5) Easements must be created over all drains, pipelines, wayleaves and services in accordance with the requirements of the Council's Municipal Engineer. The cost of locating and creating the easements shall be at the subdivider's full cost.

#### Endorsements

- 6) The final plan of survey must be noted that Council cannot or will not provide a means of drainage to all lots shown on the plan of survey.

#### Covenants

- 7) Covenants or other similar restrictive controls that conflict with any provisions or seek to prohibit any use provided within the planning scheme must not be included or otherwise imposed on the titles to the lots created by this permit, either by transfer, inclusion of such covenants in a Schedule of Easements or registration of any instrument creating such covenants with the Recorder of Titles, unless such covenants or controls are expressly authorised by the terms of this permit or the consent in writing of the Council's General Manager.

#### Services

- 8) The Subdivider must pay the cost of any alterations and/or reinstatement to existing services, Council infrastructure or private property incurred as a result of the proposed subdivision works. Any work required is to be specified or undertaken by the authority concerned.
- 9) Wastewater and storm water disposal systems for each lot must be designed and provided in accordance with the recommendations of the On-site Wastewater & Stormwater Assessment, 67-69 Arthurs Lake Road, Arthurs Lake prepared by GES, dated July 2020.

#### Access

- 10) A vehicle access, with a minimum carriageway width of 4.0m, must be provided from the road carriageway to each Lot.
- 11) The vehicle accesses must be constructed in accordance with the standards shown on standard drawings TSD-R03-v1 Rural Roads Typical Property Access and TSD-R04-v1 Rural Roads Typical Driveway Profile prepared by the IPWE Aust. (Tasmania Division) and to the satisfaction of Council's General Manager.
- 12) The vehicular access for all internal lots must be constructed for the full length of the access strip, to the lot proper, and include:
  - a. 4.0 metre minimum width carriageway
  - b. Constructed with a durable all weather pavement
  - c. Stormwater drainage; and
  - d. In accordance with the endorsed Bushfire Management Planning Report.

#### Final plan

- 13) A final approved plan of survey and schedule of easements as necessary, together with one copy, must be submitted to Council for sealing. The final approved plan of survey must be substantially the same as the endorsed plan of subdivision and must be prepared in accordance with the requirements of the Recorder of Titles.
- 14) A fee of \$285.00, or as otherwise determined in accordance with Council's adopted fee schedule, must be paid to Council for the sealing of the final approved plan of survey.
- 15) All conditions of this permit, including either the completion of all works and maintenance or payment of security in accordance with this permit, must be satisfied before the Council seals the final plan of survey for each stage.
- 16) It is the subdivider's responsibility to notify Council in writing that the conditions of the permit have been satisfied and to arrange any required inspections.

#### Soil and Water Management

- 17) A soil and water management plan (here referred to as a 'SWMP') prepared in accordance with the guidelines Soil and Water Management on Building and Construction Sites, by the Derwent Estuary Programme and NRM South, must be approved by Council's General Manager before development of the land commences.
- 18) Temporary run-off, erosion and sediment controls must be installed in accordance with the approved SWMP and must be maintained at full operational capacity to the satisfaction of Council's General Manager until the land is effectively rehabilitated and stabilised after completion of the development.
- 19) The topsoil on any areas required to be disturbed must be stripped and stockpiled in an approved location shown on the detailed soil and water management plan for reuse in the rehabilitation of the site. Topsoil must not be removed from the site until the completion of all works unless approved otherwise by the Council's General Manager.
- 20) All disturbed surfaces on the land, except those set aside for roadways, footways and driveways, must be covered with top soil and, where appropriate, re-vegetated and stabilised to the satisfaction of the Council's General Manager.

#### Construction

- 21) The developer must provide not less than forty eight (48) hours written notice to Council's General Manager before commencing construction works on-site or within a council roadway.
- 22) The developer must provide not less than forty eight (48) hours written notice to Council's General Manager before reaching any stage of works requiring inspection by Council unless otherwise agreed by the Council's General Manager.

#### Construction amenity

- 23) The development must only be carried out between the following hours unless otherwise approved by the Council's Manager Environment and Development Services:
 

• Monday to Friday	7:00 AM to 6:00 PM
• Saturday	8:00 AM to 6:00 PM
• Sunday and State-wide public holidays	10:00 AM to 6:00 PM
- 24) All subdivision works associated with the development of the land must be carried out in such a manner so as not to unreasonably cause injury to, or unreasonably prejudice or affect the amenity, function and safety of any adjoining or adjacent land, and of any person therein or in the vicinity thereof, by reason of -
  - (a) Emission from activities or equipment related to the use or development, including noise and vibration, which can be detected by a person at the boundary with another property.
  - (b) Transport of materials, goods or commodities to or from the land.
  - (c) Appearance of any building, works or materials.
- 25) Any accumulation of vegetation, building debris or other unwanted material must be disposed of by removal from the site in an approved manner. No burning of such materials on site will be permitted unless approved in writing by the Council's Municipal Engineer.
- 26) Public roadways or footpaths must not be used for the storage of any construction materials or wastes, for the loading/unloading of any vehicle or equipment; or for the carrying out of any work, process or tasks associated with the project during the construction period.

#### The following advice applies to this permit:

- a) This permit does not imply that any other approval required under any other legislation has been granted.
- b) This planning approval shall lapse at the expiration of two (2) years from the date of the commencement of planning approval if the development for which the approval was given has not been substantially commenced. Where a planning approval for a development has lapsed, an application for renewal of a planning approval for that development shall be treated as a new application.

**CARRIED**



**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

**RECOMMENDATION 2****DA2020/13: SUBDIVISION (2 LOTS): 28 FRANKLIN PLACE, HAMILTON****Moved:** Cllr J Honner**Seconded:** Cllr R Cassidy**1. Approve in accordance with the Recommendation:-**

In accordance with section 57 of the Land Use Planning and Approvals Act 1993 the Planning Authority **Approve** the Development Application DA2020/22 for subdivision (2 lots) at 28 Franklin Place, Hamilton, subject to conditions in accordance with the Recommendation.

The proposal is assessed to substantially comply with the requirements of the Central Highlands Interim Planning Scheme 2015 and so in accordance with section 57 of the Land Use Planning and Approvals Act 1993, the Planning Authority is recommended to approve the application for Development Application DA 2020/13 for subdivision (2 Lots) at 28 Franklin Place, Hamilton subject to the conditions below.

**Recommended Conditions***General*

- 1) The subdivision layout or development must be carried out substantially in accordance with the application for planning approval, the endorsed drawings and with the conditions of this permit and must not be altered or extended without the further written approval of Council.
- 2) This permit shall not take effect and must not be acted on until 15 days after the date of receipt of this permit unless, as the applicant and the only person with a right of appeal, you notify Council in writing that you propose to commence the use or development before this date, in accordance with Section 53 of the Land Use Planning and Approvals Act 1993.

*Public Open Space Contribution*

- 3) Council requires that an amount equal to five percent (5%) of the unimproved value of Lot 1 must be provided as cash-in-lieu of public open space in accordance with the provisions of Section 117 of the Local Government (Building & Miscellaneous Provisions) Act 1993. The subdivider must obtain a valuation for the unimproved value of the subdivision from a registered Valuer.
- 4) The cash-in-lieu of public open space must be in the form of a direct payment made before the sealing of the final plan of survey.

*Services*

- 5) The Subdivider must pay the cost of any alterations and/or reinstatement to existing services, Council infrastructure or private property incurred as a result of the proposed subdivision works. Any work required is to be specified or undertaken by the authority concerned.
- 6) Electrical and telecommunications services must be provided to each lot in accordance with the requirements of the responsible authority and the satisfaction of Council's Senior Planner.

*Access to Lot 1*

- 7) A separate access for Lot 1 from the carriageway of the road onto the subject land must be provided prior to sealing the final plan. The access must have a minimum width of 3.6 metres at the property boundary and be located and constructed in accordance with the standards shown on standard drawings SD 1003 and SD 1012 prepared by the IPWE Aust. (Tasmania Division), to the satisfaction of Council's Works Manager.

*Easements*

- 8) Easements must be created over all drains, pipelines, wayleaves and services in accordance with the requirements of the Council's Municipal Engineer. The cost of locating and creating the easements shall be at the subdivider's full cost.

**TasWater**

- 9) Pursuant to the Water and Sewerage Industry Act 2008 (TAS) Section 56P (2) (b) TasWater impose conditions on the permit as per Form PL05P (attached).

**Final plan**

- 10) A final approved plan of survey and schedule of easements as necessary, together with one copy, must be submitted to Council for sealing. The final approved plan of survey must be substantially the same as the endorsed plan of subdivision and must be prepared in accordance with the requirements of the Recorder of Titles.
- 11) A fee of \$205.00, or as otherwise determined in accordance with Council's adopted fee schedule, must be paid to Council for the sealing of the final approved plan of survey.
- 12) All conditions of this permit, including either the completion of all works and maintenance or payment of security in accordance with this permit, must be satisfied before the Council seals the final plan of survey for each stage.
- 13) It is the subdivider's responsibility to notify Council in writing that the conditions of the permit have been satisfied and to arrange any required inspections.

**The following advice applies to this permit:**

- a) This permit does not imply that any other approval required under any other legislation has been granted.
- b) If you notify Council that you intend to commence the use or development before the date specified above you forfeit your right of appeal in relation to this permit.

**CARRIED****FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## **15.2 DRAFT CENTRAL HIGHLANDS LOCAL PROVISIONS SCHEDULE – RESPONSE TO POST LODGEMENT ISSUES RAISED BY THE TASMANIAN PLANNING COMMISSION, AND OTHER MATTERS.**

**Moved:** Cllr J Poore**Seconded:** Cllr R Cassidy**THAT** Council:

- A. Endorse the responses to the issues raised by the Tasmanian Planning Commission following the lodgement of the Draft Central Highlands Local Provision Schedule, as set out in TPC Attachments 2, 3 and 5, enclosed.
- B. Endorse the removal of the removal of the Attenuation Code overlay from the now-redundant sewerage treatment ponds at the Great Lake Hotel and the zoning of the relocated walkway at Wigrams Way, London Lakes, CT144620/1, to Low Density Residential.

**CARRIED****FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

*Jason Branch (Manager Works and Services) attended the meeting at 10.18 a.m.*

### 15.3 SECURITY CAMERAS AT BOTHWELL FOOTBALL CLUB AND COMMUNITY CENTRE

**Moved:** Clr R Cassidy

**Seconded:** Clr A W Bailey

**THAT** Council accept Quote 2 for \$4,470.00 (GST Inclusive) for supply and installation of two cameras, wireless access point at Recreation Ground so staff can access the camera system from their phone, ipads or laptops plus a wireless link to the Bothwell Council Office to allow for remote access and viewing of footage.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

### 15.4 REVIEW OF DOG MANAGEMENT POLICY

**Moved:** Clr R Cassidy

**Seconded:** Clr J Honner

**THAT** public submissions be invited on the draft Dog Management Policy 2020 with submissions closing on Friday 20<sup>th</sup> November 2020; and

**THAT** Council decide if they wish to progress the issue of Assistance Dogs being recognised under the Dog Control Act with LGAT.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

### 15.5 DRAFT DOG CONTROL REGULATIONS 2020

**Moved:** Clr J Poore

**Seconded:** Clr R Cassidy

**THAT** comments on the Draft Dog Control Regulations 2010 be provided to the Manager Development & Environmental Services by Wednesday 28<sup>th</sup> October 2020.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

### 15.6 AIR QUALITY BOTHWELL OFFICE

**Moved:** Clr J Poore

**Seconded:** Clr A W Bailey

**THAT** this item be deferred to the next Council meeting to be held in November 2020.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

### 15.7 WASTE RECYCLING CONTRACT

**Moved:** Clr S Bowden

**Seconded:** Clr J Honner

**THAT** Council continue with current contract.

**CARRIED 8/1**

**FOR the Motion:**

Mayor L Triffitt, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

**AGAINST the Motion:**

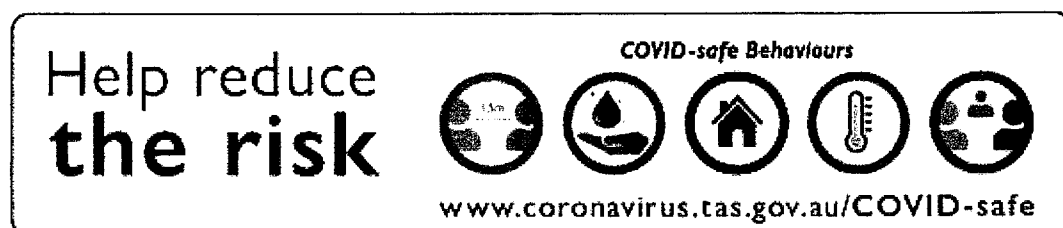
Deputy Mayor J Allwright

## 15.8 KEEP ON TOP OF COVID CAMPAIGN

**Moved:** Cllr J Honner

**Seconded:** Cllr J Poore

**THAT** Council adopt the information and the following be added to all emails and or letters to promote the campaign until 2021:



**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## 15.9 LAND ACQUISITION ACT 1993

**Noted**

## 15.10 DRAFT BUSHFIRE MITIGATION MEASURES BILL

**Moved:** Cllr J Honner

**Seconded:** Cllr J Poore

**THAT** any feedback on the Bushfire Mitigation Measures Bill should be provided to the Manager of Development and Environmental Services by the 22 October 2020 so the Manager of Development and Environmental Services can lodge the feedback with the Office of Security and Emergency Management by the COB on the 23 October 2020.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## 15.11 BOTHWELL TOWN HALL LIGHTING

**Moved:** Deputy Mayor J Allwright

**Seconded:** Cllr A W Bailey

**THAT** Council approve the supply and installation of LED lights and associated works throughout the Bothwell Town Hall.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

**15.12 DES BRIEFING REPORT****PLANNING PERMITS ISSUED UNDER DELEGATION**

The following planning permits have been issued under delegation during the past month.

**NO PERMIT REQUIRED**

DA NO.	APPLICANT	LOCATION	PROPOSAL
2020 / 00064	S J Stafford	11 Wilburville Road, Wilburville	Shed Extension
2020 / 00057	J Woodbury	54 Thiessen Crescent, Miena	Outbuilding
2020 / 00053	Quanex	7 Reynolds Neck Road, Reynolds Neck	Outbuilding
2020 / 00063	Bee Newman Next 50 Architects	1 Johnsons Road, Miena	Dwelling & Garage
2020 / 00071	D J Drysdale	Bannister Road, Tods Corner	Outbuilding
2020 / 00069	P Davenport	9 Shannon Road, SHANNON	Outbuilding
2020 / 00067	John Medbury Surveyor	Highland Lakes Road, Miena	Petition to Amend Sealed Plan
2020 / 00070	C W Hennessy	21 Drysdale Road, Miena	Dwelling

**PERMITTED**

DA NO.	APPLICANT	LOCATION	PROPOSAL
2020 / 00056	R T McCoy	7561B Highland Lakes Road, Miena	Dwelling Addition
2020 / 00065	Ciesiolka Nettleton Pty Ltd	7627 Highland Lakes Road, Miena	Change of Use to Visitor Accommodation

**DISCRETIONARY**

DA NO.	APPLICANT	LOCATION	PROPOSAL
2020 / 00050	S R Lovell	3655 Lyell Highway, Gretna	Outbuilding
2020 / 00030	Engineering Plus	CT 136720/3 Arthurs Lake	Dwelling and Outbuilding

		Road, Arthurs Lake	
2020 / 00044	K J D Kingston, D J Buckby	14 Tarleton Street, Hamilton	Outbuilding (Shipping Container) & Deck Addition
2020 / 00061	J Woodbury	(Part Of) 30 & 32 Thiessen Crescent, Miena	Dwelling Addition and Outbuilding
2020 / 00060	R J Garlick	490 Pelham Road, Pelham	Dwelling
2020 / 00066	Formation Design & Drafting	10 Meredith Springs Road, Miena	Dwelling & Outbuilding

## ANIMAL CONTROL

### IMPOUNDED DOGS

No dogs have been impounded over the past month.

### STATISTICS AS OF 9 SEPTEMBER 2020

#### Registrations

Number of Dogs Registered – 925

Number of Dogs Pending Re-Registration – 18

#### Kennel Licences

Number of Licences Issued – 29

Number of Licences Pending – 0

## WASTE

### Rubbish Reports

Several rubbish reports have been directed to Council, most of these have been redirected to DIER as they are along State Roads. Those on Councils property have been cleaned up and closed off in LDMS system. I would like to thank Barry Harback for his quick response to these matters.

*Graham Rogers (Manager Development and Environmental Services left the meeting at 10.58 a.m.)*

## 16.0 WORKS & SERVICES

**Moved:** Cllr J Honner

**Seconded:** Cllr R Cassidy

**THAT** the Works & Services Report be received.

**CARRIED**

### **FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## 16.1 SIGN ON BRONTE LAGOON ROAD

**Moved:** Deputy Mayor J Allwright

**Seconded:** Cllr A W Bailey

**THAT** the Manager of Works & Services be authorised to arrange for the sign to be removed.

**CARRIED**

### **FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

## 16.2 REQUEST FROM CWA TO USE BOTHWELL QUEENS PARK AND PART OF DENNISTOUN ROAD

**Moved:** Cllr J Poore

**Seconded:** Cllr R Cassidy

**THAT** the Works and Service Manager organise the park and road closure, provision of the chairs and tables for the CWA Event in Queens Park on 15<sup>th</sup> November 2020.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

*Jason Branch (Manager Works and Services) and Cllr A Archer left the meeting at 11.15 a.m.*

## 17.0 ADMINISTRATION

### 17.1 CENTRAL HIGHLANDS BUSINESS CONTINUITY PLAN

**Moved:** Cllr J Honner

**Seconded:** Cllr A Campbell

**THAT** Council approve draft Attachment 3 - Safe Work Method Statement COVID-19 and include this reviewed Safe Work Method Statement in the Central Highlands Business Continuity Plan.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

### 17.2 ELLENDALE HALL COMMITTEE – COMMUNITY GRANT APPLICATION

**Moved:** Cllr A Campbell

**Seconded:** Cllr A W Bailey

**THAT** Council approve the community grant application for the Ellendale Hall Committee and provide a donation of \$374.00 to fix the commercial refrigerator.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

### 17.3 ROTARY CLUB OF HOBART FUNDING SUPPORT 2020 ANNUAL MAGIC SHOW

**Moved:** Cllr R Cassidy

**Seconded:** Cllr A W Bailey

**THAT** Council make a donation for \$180.00

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

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#### 17.4 CENTRAL HIGHLANDS COUNCIL VISITOR CENTRE

**Moved:** Cllr J Poore

**Seconded:** Cllr A Campbell

**THAT** Council approve the daily phone in checking service for volunteers at the Central Highlands Council Visitor Centre in Bothwell as per the quote from Golden Electronics and take ownership of the telephone and internet account at the Central Highlands Council Visitor Centre.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

---

#### 17.5 CENTRAL HIGHLANDS COMMUNITY MENS SHED – COMMUNITY GRANT APPLICATION

**Moved:** Cllr R Cassidy

**Seconded:** Deputy Mayor J Allwright

**THAT** Council approve the community grant application for the Central Highlands Community Men's Shed and provide a donation of \$500.00 to purchase an all weather defibrillator case and installation the defibrillator on the side of the men's shed in Hamilton.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

---

*Cllr A Archer returned to the meeting at 11.25 a.m.*

#### 17.6 POLICY NO 2013- 03 FRAUD CONTROL POLICY

**Moved:** Cllr J Honner

**Seconded:** Cllr R Cassidy

**THAT** Council approve Policy 2013 – 03 Fraud Control Policy.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A W Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

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*Cllr R Cassidy declared an interest and left the meeting at 11.30 a.m.*

#### 17.7 THE MERCURY TASMANIAN TOURISM RELIEF OFFER

**Moved:** Cllr J Poore

**Seconded:** Cllr A W Bailey

**THAT** Council approve the advertising subject to amendments.

**CARRIED**

**FOR the Motion:**



Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr J Honner and Clr J Poore.

*Clr R Cassidy returned to the meeting at 11.41 a.m.*

## 17.8 FEASIBILITY STUDY FOR THE GREAT LAKE TRAIL

**Moved:** Clr A Archer

**Seconded:** Deputy Mayor J Allwright

**THAT** Council invite the Johns Group Tasmanian to the next Council Meeting to be held on 17<sup>th</sup> November 2020 to discuss the feasibility study that was undertaken for the Great Lake Trail.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

## 17.9 GREAT LAKE COMMUNITY CENTRE LEASE

**Moved:** Clr A Archer

**Seconded:** Clr R Cassidy

**THAT** Council's solicitors be engaged to prepare the new lease (excluding Clause 6); and the General Manager be authorised to sign and seal the lease with the Great Lake Community Centre Inc.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

## 17.10 REMISSIONS UNDER DELEGATION

**Moved:** Clr A Campbell

**Seconded:** Clr R Cassidy

**THAT** the remissions under delegation for the following be noted.

03-0252-03999	13.79	Penalty
01-0821-03811	25.30	Penalty
03-0243-01248	20.50	Penalty
01-0893-04030	15.33	Penalty
03-0241-01937	18.65	Penalty
03-0226-01309	19.64	Penalty
03-1246-00405	19.53	Penalty

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

## 17.11 AIRTRAX TV PROPOSAL

**Noted**

Minutes 20<sup>th</sup> October 2020

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Clr J Poore left the meeting at 11.54 a.m.

## 18.0 SUPPLEMENTARY AGENDA ITEMS

**Moved:** Clr A Campbell

**Seconded:** Clr R Cassidy

**THAT** Council consider the matters on the Supplementary Agenda.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, and Clr J Honner.

---

## 18.1 COMMUNITY DONATION RURAL ALIVE & WELL INC.

**Moved:** Clr A Campbell

**Seconded:** Clr A W Bailey

**THAT** Council provide the \$2000 budget allocation for Suicide Prevention to Rural Alive & Well (RAW).

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, and Clr J Honner.

---

## 18.2 INTERNET SERVICE(S) – DERWENT BRIDGE

**Moved:** Clr A Campbell

**Seconded:** Clr R Cassidy

**THAT** the Mayor writes to the relevant State and Federal Ministers including the Education Minister and Telstra supporting concerns raised from the ratepayers.

**CARRIED**

**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A W Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, and Clr J Honner.

---

## 19.0 CLOSURE

The meeting was closed at 12.05 p.m.

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## **BOTHWELL SWIMMING POOL** **MINUTES**

Minutes of the Bothwell Swimming Pool Committee held at the Council Chambers, Bothwell on Monday 11<sup>th</sup> November 2020 commencing at 9.30am.

### **1.0 PRESENT:**

Mayor L Triffitt (Chairperson), Cllr J Poore, Cllr A Campbell, Mrs L Eyles (General Manager), Ms J Reeves (Acting Principal BDHS), Mr G Rogers (Managed DES), Mr J Branch (Works Supervisor),

(In attendance: Jodi Hill (minute secretary))

The chairperson took the chair and welcomed everybody to the meeting at 9.35am.

### **2.0 APOLOGIES:**

Mrs B White

### **3.0. PECUNIARY INTEREST DECLARATIONS**

In accordance with Regulation 8 (7) of the Local Government (Meeting Procedures) Regulations 2015, the Chairperson requests Councillors to indicate whether they or a close associate have, or are likely to have pecuniary interest (any pecuniary or pecuniary detriment) in any item of the Agenda.

**NIL**

### **4.0. CONFIRMATION OF MINUTES 27.11.20**

**Moved:** Cllr J Poore

**Seconded:** Cllr A Campbell

**THAT** the minutes from the meeting of Wednesday 27<sup>th</sup> November 2019 be passed as a true record of that meeting.

**Carried**

### **5.0. BUSINESS ARISING**

Jodi advised that Bridgette White had resigned from her position as community representative, the terms of reference read that we require a community representative and a Bothwell District High School Association Representative. Jodi to advertise in School newsletter for the representatives.

Covid19 plan prepared by Bev Armstrong (EHO) was discussed and will be displayed at pool when open.

---

Pool lifeguard resumes were received from Georgia Pennicott (Pool Lifeguard) and Joanne Brittain, who would like to do backup Lifeguard. Graham advised that Georgia has been Lifeguard previously and has always done a fabulous job and that we offer the position to Georgia and backup Lifeguard to Joanne.

Graham Rogers reported that the canteen/kitchen upgrade at the Bothwell swimming pool has been completed, painting around the pool has been completed, new pie oven has been ordered and pool quip will be bringing up a new pump and carrying out shock treatment to the pool on Friday 13<sup>th</sup> November 2020, to bring it up to standard. The heat pumps and solar system are working well and current temperature is at 27°C.

Graham has had shade cloth repaired, but would like to budget next year for a new shade sail and also for a shade sail to cover pool.

Season opening will open Saturday 05<sup>th</sup> December 2020 and pool closure is anticipated Sunday 03<sup>rd</sup> April 2021. Shower facilities will not be available to pool patrons during pool times and to leave with John Webb( BDHS School) to have area barricaded off.

Fee structure 2020/2021 to remain same as 2019/2020 season.

#### **Opening Hours & Fee Structure**

The opening hours for the 2019/2020 Season were as follows:

##### **School Holiday Period**

Monday to Sunday – 11.00am to 6.00pm / 6.30pm-8.00pm (Weather and attendance permitting) ½ hour Tea Break if working to 8.00pm.

##### **Non-School Holiday Period**

Monday to Friday – 3.00pm to 6.00pm / 6.30pm/8.00pm (Weather and attendance permitting) ½ hour Tea Break if working to 8.00pm.

Saturday & Sunday – 11.00am to 6.00pm / 6.30pm-8.00pm (Weather and attendance permitting) ½ hour Tea Break if working to 8.00pm.

The fee structure for the 2018/2019 was as follows:

##### **Entry**

Junior Day Pass (any or all sessions) - \$4.00  
Adult Day Pass (any or all sessions) - \$5.00  
Afternoon/Evening Adult Ticket- \$3.00  
Afternoon/Evening Junior/Pensioner Ticket- \$2.00

##### **Season Voucher**

Family - \$143.00  
Family Concession - \$ 105.00  
Adult - \$79.00  
Adult Concession - \$50.00  
Junior /Pensioner Season Ticket- \$44.00  
Sporting Groups/Clubs-Hourly Hire \$50.00- (Lifeguard will need to be present and paid by Hirer)

---

Janelle Reeves (Acting Principal BDHS) provided an update on works commencing at BDHS Grade 11-12 and that learn to swim programs have been organised at St Michael's Collegiate School for 2020 and May 2021 at Hobart Aquatic Centre and that they may be able to use the pool during the day with a teacher at school who is a current swim instructor or that they may use Georgia Pennicott for swim activities towards the end of School term.

Jodi to advertise in Highland Digest, School Newsletter and place posters around Businesses of season opening.

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**6.0. NEXT MEETING** The next meeting of the Bothwell Swimming Pool is to be held at the Bothwell Council Chambers at a date to be advised.

---

**7.0 . CLOSURE** There being no further business the chairperson thanked members for their attendance and closed the meeting at 10.00 am.

**MEMORANDUM OF UNDERSTANDING**  
**Between**

**CENTRAL HIGHLANDS COUNCIL**

**and**

**The Salvation Army (Tasmania) Property Trust**



## Document Control

### Versions

Version	Sign-off Date	Author	Section Changes
Version 1.0 8 July 2019		Municipal Recovery Coordinator	New Document sent on 8 July 2020
Version 1.1 8 September 2020		State Coordinator Emergency Services	13.1 Support Service Contacts  13.3 Cost of Services and Order Form
Version 1.2 21 September 2020		State Coordinator Emergency Services	Inclusion of section 9. Insurance  10. Privacy & Client files

### Amended Authorisations

Name	Position	Organisation	Signature	Date
Gary Armstrong	State Coordinator Emergency Services	The Salvation Army		

# CONTENTS

1. Overview .....	4
Glossary.....	4
Acronyms .....	5
2. Parties .....	6
3. Purpose .....	6
4. Background .....	6
5. Definition Emergency Food and Beverage in an Emergency Evacuation Centre (EEC) .....	7
6. Stand-by, Activation, Escalation and Stand-down .....	7
Standby .....	7
Activation and Response.....	7
Escalation of services .....	8
Stand down .....	8
7. Management and Reporting.....	9
8. Personnel and Resources.....	9
9. Insurance.....	9
10. Privacy and Client Files.....	10
11. Resolution of Difficulties.....	10
12. Financial Considerations .....	10
13. Process for update .....	10
14. Signatories of Parties .....	11
15. Appendices.....	12
Emergency Salvation Army Support Service Contacts .....	12
Activation prompt - template .....	13
Cost of Service & Order Form .....	14



# 1. Overview

## Glossary

Acronym, Key Words	Definition
Activate	Deploy resources to commence an allocated role and proceed with required duties
Council	A Tasmanian Local Government Authority
DHHS/THS	Department of Health and Human Services / Tasmanian Health Service
Emergency Relief	The provision of life support and essential needs to persons affected by an emergency
EEC	Emergency Evacuation Centre – a building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees)
ERC	Evacuation or Recovery Centre. A building or place established to provide essential needs and information on external assistance available to persons affected by an emergency (no temporary accommodation on site)
Escalation	Relates to a request for assistance or additional resources at the EEC due to an increase in service demands or complexity of an emergency event
Incident	An unplanned event requiring emergency intervention
Personnel	A generic term used to describe people who perform defined functions for an organisation or system (synonym: staff)
RSRC	Regional Social Recovery Coordinator
Recovery	The process of dealing with the impacts of an emergency, with the aim of returning social, economic, infrastructure and natural environments to an effective level of functioning.
Stand-by	Involves the identification of personnel to enable a prompt response in the event an EEC is activated. Council staff or agency personnel may be placed 'on stand-by'.
Stand-down	De-activation of deployed resources

## Acronyms

CHC	Central Highlands Council
EEC	Emergency Evacuation Centre
ERC	Emergency or Recovery Centre
DHHS	Department of Health and Human Services
MECC	Municipal Emergency Coordination Centre
MOU	Memorandum of Understanding
MRC	Municipal Recovery Coordinator
MRP	Municipal Recovery Plan
SRSRC	Southern Regional Social Recovery Committee
PSA	Personal Support Agency
RECC	Regional Emergency Coordination Centre
RSRC	Regional Social Recovery Coordinator
TSA	The Salvation Army

## 2. Parties

This Memorandum of Understanding is made on .....between:

**Central Highlands Council**

*6 Tarleton Street, Hamilton, Tasmania 7140*

AND

**The Salvation Army (Tasmania) Property Trust (The Salvation Army)**

*95-99 Railway Road, Blackburn, Victoria 3130*

## 3. Purpose

The purpose of this Memorandum of Understanding is to establish a formalised working relationship and outline operational arrangements to respond to situations of emergency within the Central Highlands municipality. This agreement:

- outlines the role parameters of each partner in an emergency and
- identifies their key capacities as an emergency transitions from response to relief to recovery.

## 4. Background

Local Government has a defined role within the *Emergency Management Act 1986* outlined in the Tasmanian State Recovery Plan. This includes the provision and operation of Emergency Evacuation Centres (EECs) and Recovery Centres (ERCs), and the co-ordination of support agencies that deliver services such as food and water, material needs, emergency shelter, grants, emergency accommodation and personal support.

Emergency events over recent years have exacted a significant toll on communities around the state. A critical activity for local government during these events has been the establishment of Emergency Evacuation Centres (EECs) which are safe places especially set up to welcome affected people. Lessons have included the need to respond quickly and the need for consistent messaging, management, staffing and delivery of EECs' associated services.

The MOU will formalise arrangements to ensure the availability of the services The Salvation Army can provide in Evacuation Centres.

- Co-ordination of food & beverage for affected individuals and agencies/organisations attending the EEC

## 5. Definition Emergency Food and Beverage in an Emergency Evacuation Centre (EEC)

EECs in Southern Tasmania provide basic level needs for community members evacuating or relocating as a result of a direct threat to life and property prior to or during an emergency. Managing the provision of food and beverage on site is an important service provided in these instances.

For the purposes of the Central Highlands Council arrangements, attendees presenting at an EEC facility are to have available food and drinks on 24 hours, 7 days a week basis.

Food/beverage suits the immediate needs of the people affected:

- It provides for any time of day meals i.e. breakfast, lunch and/or dinner, as well as all-day snacks/sandwiches
- It provides for hot food and/or cool food to suit the weather conditions and practicality
- It provides options for personal dietary needs such as allergy to nuts, gluten, vegetarian diets, low-in-salt/sugar, etc
- Beverages include water, tea, coffee with milk/ soy/ lactose free/sugar and sweetener (or the provision of other beverages as requested by Council)

The Salvation Army agrees to, when activated, not only provide food and beverage, but a suitable number of volunteers and staff able to oversee the safe provision of food and beverage in the EEC. *(Note: TSA volunteers may not be at the ECC all night)*

## 6. Stand-by, Activation, Escalation and Stand-down

### Standby

In the event of an emergency which requires activation of the Food and Beverage or other secondary function, the Municipal Recovery Coordinator (MRC) or Emergency Evacuation Centre (EEC) Manager will advise The Salvation Army Management as soon as practical of the projected immediate need so that The Salvation Army personnel may be contacted in readiness.

Advice will be directed to The Salvation Army Operations Manager (or nominee) as listed in the contact directory of the Regional Recovery Plan and Municipal Recovery Plans, who will then advise other personnel as required.

### Activation and Response

The request for food and beverage will come from the MRC or EEC Manager directly to The Salvation Army Operations Manager (or other Salvation Army Contacts as outlined in Appendix 15).

When requesting food and beverage, the request should attempt to provide as much detail as practicable, including the following:

- Details of the event
- Location of the ERC (or relevant site)

- Details of the facility relevant to provision of food and beverage
- Numbers of evacuees and agencies/organisations predicted to attend and amount of food initially required
- Time at which it is anticipated that evacuees may start arriving at the EEC
- Anticipated/possible length of time that the EEC will be operating
- Method of delivery (with consideration given to the type of emergency and access to EEC)
- Contact details of the staff member that The Salvation Army personnel are to report to on arrival at the EEC (or site), and
- Contact details for person making request (e.g. MRC or EEC Manager and contact number)

Requests will be made by the MRC (or EEC Manager) as soon as practical recognising that it will take time for The Salvation Army to identify available personnel. The Salvation Army will endeavour to respond to the request within two hours of it being made, confirming delivery personnel details (number, names, role and contact details) and estimated time of arrival at the EEC or nominated delivery point.

The EEC Manager, in consultation with The Salvation Army Operations Manager, will determine food and beverage delivery and pick-up times that will be structured to cover the period of operation and functions required.

### **Escalation of services**

Escalation may involve the need to request additional food and beverages to be delivered to the site or the activation of one of its secondary functions, this task will be undertaken in consultation with the TSA Operations Manager.

- The MRC reserves the right to activate complementary or alternative food and beverage providers to support the EEC needs.
- Where the nature of the emergency event requires additional food and beverage to be deployed to the site (in quantity or type); and that need can be met by The Salvation Army, The Salvation Army Operations Manager will liaise with the EEC Manager and/or the SRSRC around priorities and other support options.
- Where the need is not able to be met by The Salvation Army the EEC Manager will activate other providers or advise the RSRC who will seek additional support.

### **Stand down**

Decisions about standing down the EEC will be undertaken at the MECC or RECC in consultation with all relevant parties. Consultation regarding the standing down of their services will be undertaken with The Salvation Army Operations Manager, who retains responsibility for notifying their volunteers and personnel.

## 7. Management and Reporting

Effective management, communication and timely reporting within and between the EEC Team and the MRC at the MECC or RECC is critical to the provision of appropriate services to affected people. It is important that an appropriate organisation structure is established, and all parties understand and adhere to these arrangements.

The relationships within the facility will be as follows:

- The Salvation Army staff and volunteers on site at an EEC report to the EEC Manager
- The Salvation Army Operations' Manager liaises first directly with the EEC Manager. If unavailable, with the Municipal Recovery Coordinator (MRC).
- The Salvation Army Operations' Manager relates to the Southern Regional Social Recovery Coordinator directly if the emergency event has been elevated from municipal to regional level.

## 8. Personnel and Resources

The Salvation Army is responsible for the deployment of suitably qualified and experienced personnel (TSA trained volunteers) to manage and co-ordinate the food and beverage area at the EEC. The size of the team will largely be determined by the nature of the event and informed by the EEC Manager or MRC.

Food and beverage personnel are required to ensure safe food handling practices are conducted in accordance with the *Food Act 2003* and *Food Standards Code Australia*.

Staff and volunteers provided to support other EEC functions are trained to operate in an Evacuation Centre and their skills are matched to their functions.

All personnel engaged are required to be approved and authorised with an organisation that is party to this MOU. Unapproved staff or volunteers will not be permitted into the EEC facility, to ensure a duty of care to community members in a vulnerable situation is maintained to the highest level.

The Salvation Army personnel and volunteers will at all times will conduct themselves in a manner which is professional and appropriate to the service, which is to be delivered with dignity. The Salvation Army code of conduct will act as the guiding standard.

## 9. Insurance

The Salvation Army will be responsible to maintain in respect of its own volunteers & employees, and services all necessary and proper insurances including but not limited to fire insurance on a replacement cover basis workcover, public liability, professional indemnity /product insurance (for a minimum \$10 million cover for a single claim) and will on request produce a certificate of currency or other proof of insurance.

In so far as they are legally responsible both parties will comply with all Occupational Health and Safety Legislation and other statutory requirements.

## **10. Privacy and Client Files**

The Salvation Army and the Central Highlands Council specifically acknowledge that they are bound by the National Privacy Principles, Information Privacy Principles, Health Privacy Principles and all other relevant privacy legislation.

Subject to the terms of this MOU the parties will treat all client files created by the parties as confidential.

## **11. Resolution of Difficulties**

In the first instance, any difficulties encountered in the EEC should be addressed at the EEC by the EEC Manager.

The MRC must be notified of issues through the EEC Manager as part of regular reporting to the MECC, and may be called upon to provide support in the resolution of difficulties when required.

In the event that safety concerns are raised regarding the site and/or its operation, the MRC, and if necessary, The Salvation Army will visit the site together to jointly address any concerns.

## **12. Financial Considerations**

Costs associated with the use of The Salvation Army will be discussed between the requesting MRC and/or SRSRC (if regional scale event) prior to deployment.

Agreed costs incurred by The Salvation Army in the provision of requested services at the EEC will be claimed from the Council that operated/hosted the EEC (COL). Claims for these expenses should be received no later than thirty (30) days after the closure of the EEC.

To assist the EEC in understanding and selection of services to be provided by TSA, an indicative cost for services table is attached at 15 Appendices.

## **13. Process for update**

This Memorandum of Understanding shall be effective on the date of execution and shall continue for a period of 3 years at which time it will be reviewed. In addition, the MOU will be reviewed after any significant activation.

The Salvation Army may update their details in Municipal Recovery Plan contact directories at any time by contacting their local MRC.

The MOU may be terminated by any party at any time by giving two (2) months written notice to the other parties of its intention to do so.

## 14. Signatories of Parties

This Memorandum of Understanding is entered into in good faith by all parties who agree to mutual cooperation to achieve its intent.

SIGNED for an on behalf of **Central Highlands Council**

Name (signed):

Name (print):

Title:

Date: .....

SIGNED for an on behalf of **The Salvation Army (Tasmania) Property Trust**

Name (signed):

Name (print): Major Topher Holland

Title: General Manager, Strategic Emergency and Disaster Management

Date: .....



## 15. Appendices

### Emergency Salvation Army Support Service Contacts

Organisation /title	First name	Surname	Phone 1	Phone 2	Email
The Salvation Army Southern Coordinator	Mike	West	0437 986102	6228 8404	<a href="mailto:michael.west@salvationarmy.org.au">michael.west@salvationarmy.org.au</a>
The Salvation Army - State Emergency Coordinator	Gary	Armstrong	0419 519 682	62288429	<a href="mailto:gary.armstrong@salvationarmy.org.au">gary.armstrong@salvationarmy.org.au</a>
Central Highlands Council Municipal Coordinator	Graham	Rogers	0429 018 308	6259 5503	<a href="mailto:grogers@centralhighlands.tas.gov.au">grogers@centralhighlands.tas.gov.au</a>
Central Highlands Council Deputy Municipal Coordinator	Jason	Branch	0428 725 198		<a href="mailto:jbranch@centralhighlands.tas.gov.au">jbranch@centralhighlands.tas.gov.au</a>

## Activation prompt - template

### EMERGENCY Food & Beverage REQUIREMENTS - Information provision checklist

- ☐ Fill in the form below.
- ☐ At time of activation, provide the information to The Salvation Army (as listed on municipal Social Recovery Contact list)
- ☐ Archive document at Evacuation Centre

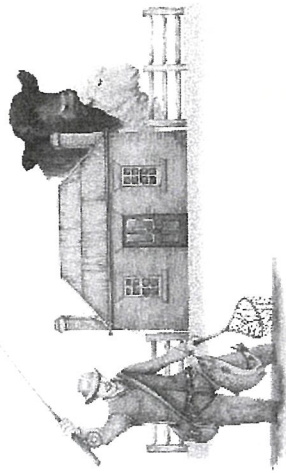
EVENT DETAILS - information to provide The Salvation Army with	
Location of the Evacuation centre (or relevant site): <i>i.e. Street address/direction/access</i>	
Details of the facility relevant to provision of food <i>Food to be prepared at Elizabeth St or on site? Urn? Microwaves? BBQ Trailer required?</i>	
Numbers of evacuees predicted to attend	
Number of organisation staff predicted to attend	
Description of food required	
Description of secondary support required from the Salvation Army <i>(chaplaincy service/ emergency relief)</i>	
Time at which it is anticipated that evacuees may start arriving at the evacuation centre	
Anticipated /possible length of time that the Evacuation Centre will be operating	
Method of delivery suggested (give consideration of the type of emergency and access available to EEC) <i>(Check access and parking of potential BBQ trailer)</i>	
Contact details of the person at the EEC The Salvation Army personnel (volunteers) is to report to on arrival at the Evacuation centre	
Date and time this information was provided to The Salvation Army:	
Information provided by: (name/role)	
Information provided at: (time) By: (email/phone, etc)	

## **Cost of Service & Order Form**

- **Current TSA meal & price list document (attached)**

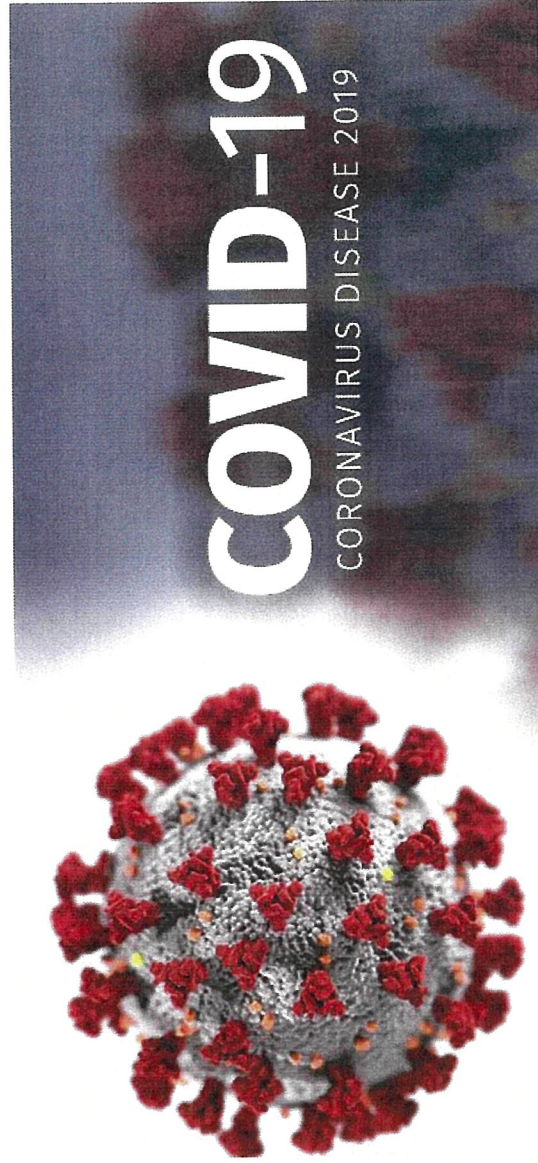
*Note, food prices are valid until the 30<sup>th</sup> June each year.*

- **Emergency Services Tasmania Catering Order Form (attached)**



## SAFETY PLANS CLEANING SCHEDULES

Version 1.6 – updated 28<sup>th</sup> October 2020



<h1>1.0 COVID-19 Safety Plan</h1> <h2>Council and Public Access Areas.</h2>	
Unit / Manager	
Relevant Scope / Activities	<p><b>Responding to an Incident in the Workplace</b>      Page 5</p> <p>Access to Playgrounds Reserves and Parks Public Buildings</p> <p>Council owned public buildings, parks etc.</p> <ul style="list-style-type: none"> <li>• Hamilton Council Office;</li> <li>• Bothwell Council Office;</li> <li>• Hamilton Camping Ground;</li> <li>• Hamilton Hall;</li> <li>• Hamilton Street Library;</li> <li>• Bothwell Caravan /camping Ground;</li> <li>• Bothwell Hall;</li> <li>• Bothwell Recreation Ground;</li> <li>• Bothwell Football Club and Community Centre;</li> <li>• Ellendale Hall;</li> <li>• Ellendale Recreation Ground;</li> <li>• Great Lake Community Centre;</li> <li>• Ouse Hall;</li> <li>• Central Highlands Visitor Centre;</li> <li>• Bothwell Swimming Pool and</li> <li>• Other Camping Facility and Playgrounds across the municipality</li> <li>• Hamilton Landfill</li> <li>• Waste Transfer Stations</li> </ul>

Location	Central Highlands Council playgrounds, reserves and parks and Public Buildings	
Background	Covid-19 restrictions banned entry into playgrounds, reserves and parks	
Triggers for: - Re-opening or modifying services  - Returning workers to site; or modifying on-site presence	<ul style="list-style-type: none"><li>- Risk of virus transmission changed (low number of active cases = reduced risk, increase in active cases or outbreak = increased risk)</li><li>- Testing criteria expanded and capacity for testing increased</li><li>- Government has relaxed restrictions (where the function has been subject to a mandated restriction)</li><li>- Government restrictions able to be adhered to</li><li>- Additional control measures able to be implemented (as required) to minimise the risk of transmission to a tolerable level</li><li>- Service/function either requires an on-site presence or would benefit from on-site presence</li></ul>	
COVID-19 Risks	<p>Gatherings in numbers greater than that prescribed by the Tasmania Government under the provisions of a declaration under the Health Act.</p> <p>Recreational users not observing prescribed social distancing protocols.</p> <p>Group activities in facilities provided by the Central Highlands Council exceeding the groups sizes prescribed and not observing social distancing and hygiene requirements.</p> <p>Contamination of surfaces between bookings or visits by groups</p>	
Proposed Controls Required to Address COVID-19 Risks		
Controls to address risks to the public		
<ul style="list-style-type: none"><li>• Limits on the size of groups for bookable spaces in accordance with the prescriptions declared under the order of the Tasmanian Government</li><li>• Incorporation of social distancing and hygiene requirements for any bookings through an additional set of conditions and requiring safety and hygiene plans for any group bookings.</li><li>• Awareness posters for social distancing and hygiene protocols in bookable spaces to be maintained</li><li>• Social distancing and hygiene awareness posters to be maintained at sites where gathering is likely to occur. This includes playgrounds, Reserves, parks shelters and BBQ facilities.</li><li>• Cleaning regime as per cleaning schedules</li><li>• Monitoring of compliance with breaches reports to Tasmania Police</li><li>• Users of Hall to supply safety plan for maintaining social distancing and hygiene requirements, to agree to Hirer agreement.</li></ul>		

- Running water in taps for a period of two minutes prior to use in areas to be used
- A safety checklist may be required to be filled out, copy attached for reference.

### **Bothwell Recreation Ground**

The use of the club rooms will require a Covid 19 Safety Plan for each group who utilises the venue, , and numbers must be limited to the Governments social distancing requirements.

Sharing of exercise equipment or communal facilities is now allowed under the Tasmanian Governments Restrictions for Sport and Recreation

- Apply personal hygiene measures – hand sanitiser before and after
- Do not share water bottles or towels
- Do not attend training if unwell
- Only one spectator (i.e. One parent/carer per child)

Get in train and get out, no mingling

- Not more than 1-person p/2sqm
- Non-contact skills training
- Kicking, handballing, running, fitness, hand/ball skills and game education
- Can use skipping ropes, mats, other equipment as required
- Stagger training groups
- Arrive dressed to train
- Log attendance
- Briefings in advance
- Maintain social distance between activities
- No unnecessary social gatherings.

Gathering limits and the requirement to maintain physical distancing where practical applies to all sports, exercise and recreation.



### Controls to address risks to the staff

- Reading, signing and following the Safe Work Method Statements for offices and works depots
- Adhere to Safe Work Method Statements.
- Observing social distancing and hygiene protocols
- Suitable PPE and training to be provided for staff cleaning facilities including Hamilton Landfill and Waste Transfer Stations
- Continuation of existing controls, such as vehicle cleansing per cleaning schedule
- Facilities cleaning schedule in place.
- Advice on what to do if unwell and not to attend work.
- Keeping records of visitors attending sites worksites and offices
- Workers must take reasonable care of their own safety and make sure they don't affect the health and safety of anyone else (such as a co-worker). Workers must also comply with any reasonable work health and safety requirements.

### Council meeting to be held in accordance with the LGAT Guidelines



HEAV  
Hamilton Environmental and Waste Agency  
Safety Plan Guide

- Advise to download Covid 19 app for phones.

### Responding to an Incident of Covid 19 in the Workplace

- Any person showing symptoms or has an elevated temperature must go home and self isolate and get tested.
- If the person tests positive to Covid contact the Environmental Health Officer , Beverley Armstrong, 0400969823 to Liaise with the Public Health Department
- Provide a list of names and contact numbers of anyone who may have had contact with the person during work hours.
- Liaise with Public Health Services to coordinate appropriate communication about the case or outbreak to other people associated with the setting.
- Public Health will coordinate the contact tracing.



<ul style="list-style-type: none"> <li>Restrict access to areas that may have been contaminated, including spaces where the person spent time within the previous 48 hours, until cleaning and disinfection are completed. The Office and works depot at the location of the positive test should be closed and a deep cleaning organised for the areas of concern.</li> <li>Limit entry to the premises and movement within the premises</li> <li>Advise staff, visitors, contractors and customers of the general situation, in liaison with Public Health Services</li> <li>Protect others by displaying outbreak signage and enhancing physical distancing in the setting.</li> <li>Workers should self isolate and get tested</li> </ul> <p>The Public Health Department will advise if those who tested negative can return to work and when.</p> <p><b>Other Controls</b></p> <ul style="list-style-type: none"> <li>Self-regulation</li> <li>Forward complaints of non-compliance to the Tasmanian Police</li> </ul>
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#### Consultation

In preparing this document I have consulted with staff and the Works and Services
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Prepared	Bev Armstrong	Date: 13-5-20
Reviewed	<i>Bev Armstrong</i>	<i>Date 28<sup>th</sup> October 2020</i>

## **2.0 CLEANING and SAFETY REQUIREMENTS**

### **PARKS AND PUBLIC BUILDINGS**

**Waste Transfer Stations (manned) Hamilton Landfill**

**Camping Areas and Caravan Parks**

**Covid 19 2020**

### **Cleaning and disinfection**

Cleaning and disinfecting are two different processes:

**Cleaning** means physically removing germs, dirt and organic matter from surfaces.

**Disinfecting** means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus. Cleaning reduces the soil load on the surface, allowing the disinfectant to work and kill the COVID-19 virus. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

## **Routine cleaning and Safety**

### **Parks Play equipment and Public Toilets**

Signage installed on social distancing requirements and notice that the play equipment in the parks is not sanitised.

Public toilets should be washed down to removes any dirt and sprayed with disinfectant thoroughly, this should be done on a daily basis.

Public toilets should have antiseptic hand washing detergent or sanitising stations at each location.

Social distancing signage and hand washing information should be erected at each .

Please note that a combined cleaner can be used such as a disinfectant detergent, this would mean only one cleaning would be required by a pressure back park

### **Bothwell Recreations Ground**

The recreations ground is now open for training and sport, social distancing must be observed, as per Government requirements and posters should be displayed for this purpose.

**Gathering limits and the requirement to maintain physical distancing where practical applies to all sports, exercise and recreation.**

## Training

Get in train and get out, no mingling

- Not more than 1-person p/2sqm
- Non-contact skills training
- Kicking, handballing, running, fitness, hand/ball skills and game education
- Can use skipping ropes, mats, other equipment as required
- Stagger training groups
- Arrive dressed to train
- Log attendance
- Briefings in advance
- Maintain social distance between activities
- No unnecessary social gatherings.

The change rooms can now be used but a Covid 19 Safety Plan for use will be required and social distancing must be observed..

Toilets can be opened and should be cleaned daily, using disinfectant.

**Gathering limits and the requirement to maintain physical distancing where practical applies to all sports, exercise and recreation.**

## Public Buildings Halls

All public Buildings Halls open for bookings and community usage.

Bookings can be taken for special events providing that the number do not exceed the Government set gathering numbers.

If the building is required than thorough cleaning should occur to ensure safety prior to use. This would entail cleaning and wiping down of all surfaces. Floors mopped with disinfectant, all kitchen utensils plates cups etc washed in disinfectant detergent, toilets disinfected.

Posters for social distancing must be displayed.

Hand sanitiser to be used for each person entering the public building and temperature taken for each person entering the building, with signage erected relating to social distancing requirements. Signage available at Council.

A Covid 19 Safety Plan should be obtained from the organiser as to how they will manage the event or ongoing usage



**Checklist 19-8-20**  
**Health and Centres Co**

A safety checklist may be required to be filled out prior to use. This is available at Council.

Water in taps should be run for two minutes prior to use.

A charge may be required to cover these costs.

## **PUBLIC Buildings**

Covid 19 Safety Plans have been received for the Mens Shed Hamilton, Ouse and Ellendale Libraries. Ouse Online Access Centres. Maximum number of people for these buildings has been determined and is part of the Plans. Campdrafting Plan received for Hamilton Rec Ground. The Miena Community Centre, Freedom Health and Wellness and the Collegiate School Excursion.

## **Waste Transfer Stations (manned) and Hamilton Landfill**

Operators of Waste Transfer Stations should have hand sanitiser and masks available for use. No helping the public with unloading and no access for those outside Council area. Social distancing must be observed. Breach of requirement should be reported to the Police.

Manned offices should be wiped down with disinfectant wipes first thing every day.

No public access to office area.

If handling waste for any reason gloves and face mask should be worn and hands sanitised after work.

## Camping Areas and Caravan Parks

Camping areas at Hamilton and Dunrobbin are to open Friday 3<sup>rd</sup> June 3pm. Social distancing must be observed, public toilets at these locations have hand sanitiser installed and will be cleaned as per the cleaning schedule and signage has been erected for social distancing.

Caravan Parks at Hamilton and Bothwell are now open cleaning regime for public amenities has already been implemented, no limit of numbers but social distancing must be adhered to.

## How do I clean?

Use the following steps to clean an environment:

1. Wear gloves when cleaning. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and should not be used for other purposes or shared between workers.
2. Thoroughly clean surfaces using detergent and water. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs.
3. If you need to use a disinfectant, clean the surface first using detergent then apply a disinfectant or use a combined detergent and disinfectant (see next section). A disinfectant will not kill germs if the surface has not been cleaned first. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
4. Allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
5. All **Waste must be double bagged for disposal.**

## How should I clean if someone at my workplace is suspected or confirmed to have COVID-19?

If a person who has been at your workplace is suspected or confirmed to have COVID-19, you must thoroughly clean and disinfect all areas of suspected contamination.

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of COVID-19. Close off the affected area before cleaning and disinfection. Open outside doors and windows if possible to increase air circulation and then commence cleaning and disinfection.

- clean and disinfect hard surfaces using either: a physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores. Bleach solutions should be made fresh daily.
- a physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution (refer to the [Department of Health website](#) for more information on achieving the correct bleach solution).

Once cleaning and disinfection is complete, place disposable cloths, PPE and covers in a plastic rubbish bag, place it inside another rubbish bag (double-bagging) and dispose of the bag in the general waste.

There is no need to close down an entire workplace, while cleaning and disinfection takes place, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. However the cleaning and disinfection must occur before any workers return to affected areas.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people, and suspected areas of contamination in your workplace.

Those cleaning an area of suspected contamination need to be equipped with appropriate Personal protective equipment (PPE). This includes disposable gloves and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaning staff should also wear a disposable apron. If the person with suspected or confirmed COVID-19 is in the area to be cleaned (e.g. a hotel room), put on a surgical mask and ask the person to step outside if possible.

Clean your hands using soap and water for at least 20 seconds, or where this is not possible, hand sanitiser of with at least 60% ethanol or 70% isopropanol as the active ingredient] before putting on and after removing PPE.

Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment such as buckets should be emptied and cleaned with a new batch of disinfectant and allowed to dry completely before re-use.

## What should I use for routine cleaning?

### Hard surfaces

In most circumstances, cleaning with detergent and water is sufficient.

### Soft or porous surfaces

For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.

Detergent can generally be used to clean fabric surfaces. If more thorough cleaning is needed, fabric surfaces may be steam cleaned. Leather will have special cleaning requirements.

If soft or porous surfaces require regular cleaning, such as seats in offices, or in vehicles, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces.

## What should I use to disinfect?

### Hard surfaces



Disinfectants containing  $\geq 70\%$  alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in). These will be labelled as 'disinfectant' on the packaging.

## Soft or porous surfaces

Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.

## Using disinfectants safely

Follow all manufacturer's instructions and read the label and the Safety Data Sheet (SDS). For information on how to read labels and SDS, see the [Safe Work Australia SDS page](#).

Do not use different types of disinfectants together.

Store your disinfectants safely and securely, out of direct sunlight and away from heat sources.

Mix your disinfectants in a well-ventilated area. Some concentrated products recommend the use of a local exhaust ventilation system.

For spraying or misting products, spray directly into the cleaning cloth to dampen the cloth for use. Take care not to generate a mist.

PPE to use when diluting and using disinfectants includes:

- gloves, elbow-length if available, and
- eye protection (safety glasses, not prescription glasses).

## Disposal or cleaning of materials and PPE

Reusable, washable cloths, PPE and covers should be washed in a regular cycle wash using the warmest possible setting with normal washing detergent. Avoid shaking out the items before placing in the washing machine.

Wear disposable gloves to handle used cloths, PPE and covers. Wash your hands thoroughly with soap and water for at least 20 seconds after removing the gloves.

Regularly wash the hamper in which used PPE is stored while it is waiting to be laundered. If the hamper is not washable, use a disposable lining, and replace regularly.

Reusable, non-washable PPE such as eye protection, should be wiped clean with a detergent solution first, then wiped over with a disinfectant, and left to air dry. Smearing or residues might result, and this can be cleaned off by using more detergent solution and rinsing clean only after the disinfectant has dried.

### 3.0 CLEANING REGIME OFFICES AND WORKDEPOT

#### Covid 19

#### Cleaning and disinfection

Cleaning and disinfecting are two different processes:

**Cleaning** means physically removing germs, dirt and organic matter from surfaces.

**Disinfecting** means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus. Cleaning reduces the soil load on the surface, allowing the disinfectant to work and kill the COVID-19 virus. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

## Routine cleaning Offices – Hamilton and Bothwell

Offices should have their surfaces cleaned at least daily. Special attention should be given to frequently touched surfaces (e.g. tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles). Ideally, once clean, surfaces should also be disinfected regularly. Alternatively, you may be able to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant.

Surfaces and fittings should be cleaned more frequently when:

- visibly soiled
- used repeatedly by a number of people, and
- after any spillage.

Dishes and Cutlery should be washed in hot water with preferably a disinfectant dishwashing liquid and dried thoroughly.

Areas where the public have access example front entry area should be disinfected daily with spray or wipes. There should be hand sanitiser for each person entering the office area anyone entering the building should have their temperature taken as a precaution.

Social distancing area should be marked on the floor with a visible X

Office workers should wear disposable gloves if accepting cash money.

Eftpos machines wiped with disinfectant wipe after each use.

For routine cleaning, disinfectants are usually only necessary if a surface has been contaminated with potentially infectious material. For this reason, when and how often a workplace should undertake disinfection as part of routine cleaning will depend on the likelihood of contaminated material being present at the workplace.

## Routine cleaning Works Depot

**Office areas** should be cleaned the same as the Hamilton and Bothwell Office. Frequently used areas such as toilets, washrooms, should be disinfected daily. No public access should be allowed to the works depot area.

**Hand tools** should be wiped down with disinfectant wipes before each use.

**Vehicles** should be wiped down inside before each use and before change of drivers or occupants. This includes steering wheels, gear/automatic shift, any controls for equipment in the cabin, seats, door handles, radios controls, air conditioning controls, seat adjustments and centre console. Any area that is touched. **Antibacterial Hand Wipes (this includes gear shifts, two-way radios, steering wheel, seat belts, any item that could potentially harbor the virus.**

## How do I clean?

Use the following steps to clean an environment:

6. Wear gloves when cleaning. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and should not be used for other purposes or shared between workers. Wash reusable gloves with detergent and water after use and leave to dry. Clean hands immediately after removing gloves using soap and water or hand sanitiser.
7. Thoroughly clean surfaces using detergent and water. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs.
8. If you need to use a disinfectant, clean the surface first using detergent then apply a disinfectant or use a combined detergent and disinfectant (see next section). A disinfectant will not kill germs if the surface has not been cleaned first. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
9. Allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
10. All waste must be double bagged for disposal

## How should I clean if someone at my workplace is suspected or confirmed to have COVID-19?

If a person who has been at your workplace is suspected or confirmed to have COVID-19, you must thoroughly clean and disinfect all areas of suspected contamination.

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of COVID-19. Close off the affected area before cleaning and disinfection. Open outside doors and windows if possible to increase air circulation and then commence cleaning and disinfection.

- clean and disinfect hard surfaces using either: a physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores. Bleach solutions should be made fresh daily.
- a physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution (refer to the [Department of Health website](#) for more information on achieving the correct bleach solution).

Once cleaning and disinfection is complete, place disposable cloths, PPE and covers in a plastic rubbish bag, place it inside another rubbish bag (double-bagging) and dispose of the bag in the general waste.

There is no need to close down an entire workplace, while cleaning and disinfection takes place, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. However the cleaning and disinfection must occur before any workers return to affected areas.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people, and suspected areas of contamination in your workplace.

Those cleaning an area of suspected contamination need to be equipped with appropriate Personal protective equipment (PPE). This includes disposable gloves and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaning staff should also wear a disposable apron. If the person with suspected or confirmed COVID-19 is in the area to be cleaned (e.g. a hotel room), put on a surgical mask and ask the person to step outside if possible.

Clean your hands using soap and water for at least 20 seconds, or where this is not possible, hand sanitiser of with at least 60% ethanol or 70% isopropanol as the active ingredient] before putting on and after removing PPE.

Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment such as buckets should be emptied and cleaned with a new batch of disinfectant and allowed to dry completely before re-use.

## What should I use for routine cleaning?

### Hard surfaces

In most circumstances, cleaning with detergent and water is sufficient.

### Soft or porous surfaces

For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.

Detergent can generally be used to clean fabric surfaces. If more thorough cleaning is needed, fabric surfaces may be steam cleaned. Leather will have special cleaning requirements.

If soft or porous surfaces require regular cleaning, such as seats in offices, or in vehicles, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces.

## What should I use to disinfect?

## Hard surfaces

Disinfectants containing  $\geq 70\%$  alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in). These will be labelled as ‘disinfectant’ on the packaging.

## Soft or porous surfaces

Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.

## Using disinfectants safely

Follow all manufacturer’s instructions and read the label and the Safety Data Sheet (SDS). For information on how to read labels and SDS, see the [Safe Work Australia SDS page](#).

Do not use different types of disinfectants together.

Store your disinfectants safely and securely, out of direct sunlight and away from heat sources.

Mix your disinfectants in a well-ventilated area. Some concentrated products recommend the use of a local exhaust ventilation system.

For spraying or misting products, spray directly into the cleaning cloth to dampen the cloth for use. Take care not to generate a mist.

PPE to use when diluting and using disinfectants includes:

- gloves, elbow-length if available, and
- eye protection (safety glasses, not prescription glasses).

## Disposal or cleaning of materials and PPE

Reusable, washable cloths, PPE and covers should be washed in a regular cycle wash using the warmest possible setting with normal washing detergent. Avoid shaking out the items before placing in the washing machine.

Wear disposable gloves to handle used cloths, PPE and covers. Wash your hands thoroughly with soap and water for at least 20 seconds after removing the gloves.

Regularly wash the hamper in which used PPE is stored while it is waiting to be laundered. If the hamper is not washable, use a disposable lining, and replace regularly.

Reusable, non-washable PPE such as eye protection, should be wiped clean with a detergent solution first, then wiped over with a disinfectant, and left to air dry. Smearing or residues might result, and this can be cleaned off by using more detergent solution and rinsing clean only after the disinfectant has dried.



Protecting yourself and others from COVID-19

# Getting ready for COVID-19 cases and outbreaks – information for COVID-19 general settings

This information is for general businesses and organisations, not COVID-19 priority settings. COVID-19 priority settings are where people live in groups (eg residential facilities), where we know COVID-19 can spread rapidly and where the management of cases and outbreaks may be complex.

To check if your setting is a COVID-19 priority setting, visit the [Department of Health website](#).

## COVID-19 general settings

If a case of COVID-19 is linked to your business or organisation, it is vital to act fast to limit the spread of illness within your organisation and into the community. This is important to protect lives and livelihoods.

This information outlines what you will be expected to do when a case of COVID-19 is linked to your business or organisation and what you can do to prepare.

## What happens when there is a confirmed case of COVID-19?

When someone is diagnosed with COVID-19, they become a 'confirmed case'. Public Health Services rapidly launches an investigation to work out where they might have caught the virus and who they may have passed it on to. The main purpose of this investigation is to stop the spread of illness.

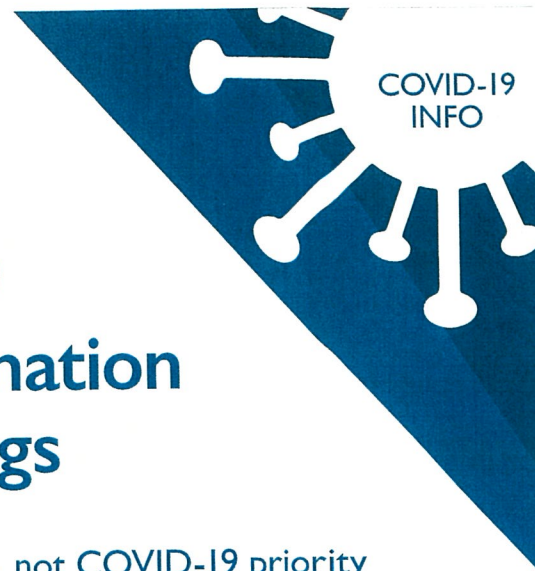
If the confirmed case spent time in your setting while they may have been infectious, Public Health Services will contact you.

## How are cases and outbreaks of COVID-19 controlled?

COVID-19 case and outbreak control can be difficult and resource intensive.

Key components are:

- rapid identification, isolation and appropriate, safe care of the person/people who have the virus
- rapid identification and quarantining of people who have had close contact with cases while they were infectious (able to spread the virus)
- timely and effective communication with people associated with the setting
- widespread testing within the community to identify further cases
- enhanced physical distancing, hand and respiratory hygiene and cleaning and disinfection.



For more information visit [www.health.tas.gov.au](http://www.health.tas.gov.au)

## Your role

Your organisation will have an important role in preventing the spread of illness. Public Health Services will advise you what to do if there is a case associated with your setting and will work with you to identify what you need to do to protect other people and resume normal activities safely.

The initial steps Public Health Services may ask you to take (within the first 24 hours) are:

1. Activate your planned response activities (under the 'Responding to an incident of COVID-19 in the workplace' section of your COVID-19 Safety Plan) and provide the name and contact details of your preferred contact person/s.
2. Support contact tracing by providing a list of people who may have had contact with the case within your setting (eg through visitor/customer logs, staff rosters) and their contact details.
3. Support risk assessment by providing information about your facility or service (eg site plan, emergency response plan).
4. Liaise with Public Health Services to coordinate appropriate communication about the case or outbreak to other people associated with the setting.
5. Restrict access to areas that may have been contaminated, including spaces where the person spent time within the previous 48 hours, until cleaning and disinfection are completed.
6. Limit entry to the premises and movement within the premises.
7. Advise staff, visitors, contractors and customers of the general situation, in liaison with Public Health Services.
8. Protect others by displaying outbreak signage and enhancing physical distancing in the setting.



If the confirmed case is an employee, depending on the circumstances, the employer may also be required by law to notify [WorkSafe Tasmania](http://www.worksafe.tas.gov.au) of the case as soon as possible.

## What you can do to prepare

Being prepared for cases will help your business or organisation respond well and quickly and minimise disruption to normal services and activities.

The actions your business/organisation will take if there is a case linked to your premises should be outlined in your COVID-19 Safety Plan (under 'Responding to an incident of COVID-19 in the workplace').

Preparedness activities for your business or organisation may include:

- checking that the response actions outlined in your WorkSafe COVID-19 Emergency Response Plan (under the 'Responding to an incident of COVID-19 in the workplace' section of your COVID-19 Safety Plan) align with the information provided in this information sheet
- identifying the person who will lead your response and be the main contact person for Public Health Services
- collecting and storing information about who spends time in your premises when (eg visitor logs, staff rosters) and keeping staff and frequent visitor contact information up to date, to support contact tracing if required
- maintaining adequate cleaning supplies on hand or identifying a way to access these when needed
- planning how you will communicate about a case or outbreak associated with your setting
- considering how you will safely continue business during the response, suspend activities if necessary and resume activities after the response.

## How can I stay updated?

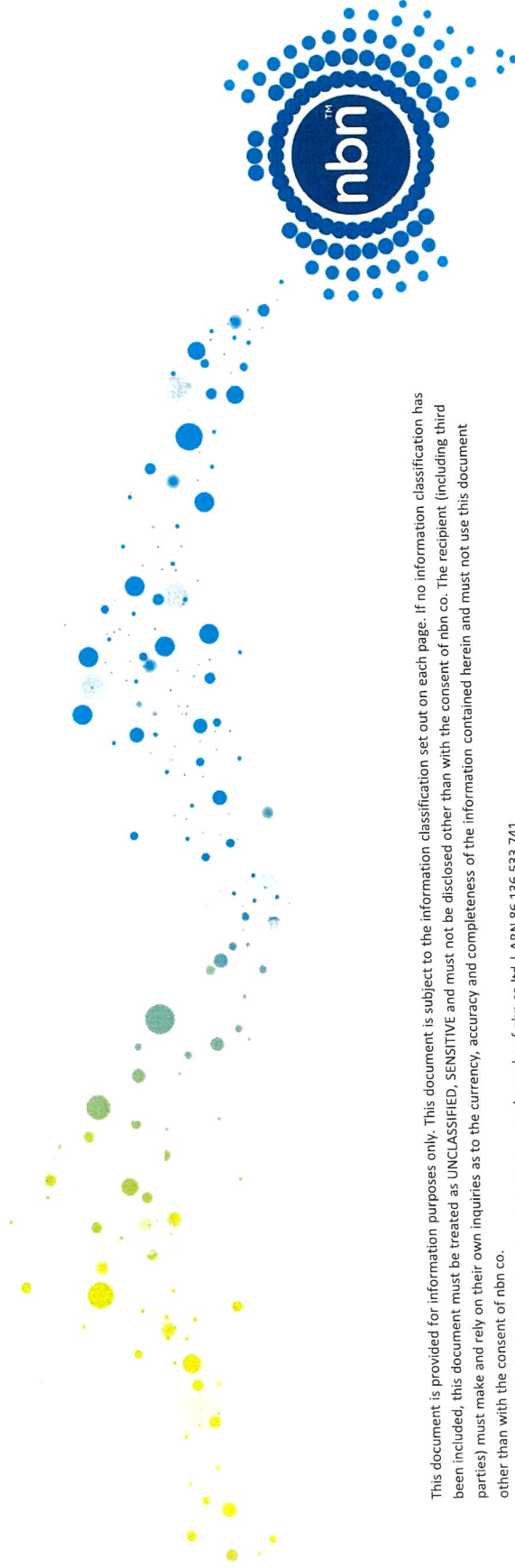
Advice is updated frequently as the COVID-19 situation evolves in Tasmania. Please refer to the following for the latest information:

- Tasmanian Government Coronavirus website  
[www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)
- Australian Government Department of Health  
[www.health.gov.au](http://www.health.gov.au)
- Tasmanian Public Health Hotline  
**1800 671 738**



nbn-Confidential: Commercial

# Strengthen Telecommunications Against Natural Disasters (STAND) Site Contact Briefing



This document is provided for information purposes only. This document is subject to the information classification set out on each page. If no information classification has been included, this document must be treated as UNCLASSIFIED, SENSITIVE and must not be disclosed other than with the consent of nbn co. The recipient (including third parties) must make and rely on their own inquiries as to the currency, accuracy and completeness of the information contained herein and must not use this document other than with the consent of nbn co.

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## Background

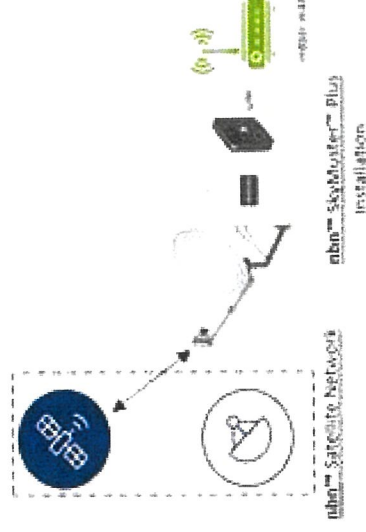
- Following the events of the 2019 bushfire season, **nbn** worked with the Federal Government to [enhance telecommunications resiliency](#) as a key component in a wider \$37.1m federally funded program to **Strengthen Telecommunications Against Natural Disasters (STAND)**.
- A key part of the STAND program is the allocation of \$7 million to deliver up to 2,000 **nbn** satellite services to rural fire service depots and evacuation centres across Australia to provide redundant communications.
- In early August 2020, the Federal Government invited States and Territories to nominate trial sites, up to the maximum proposed allocation, for fixed installations of **nbn™ disaster satellite service** with community Wi-Fi to be undertaken as part of Stage One trial installation.

***The central purpose of the nbn disaster satellite service is to help keep communities connected.***



# What is the solution?

- **Wi-Fi service available in 2 modes:**
  - **(Default) Standby mode:** year round access with severely rate limited internet capability - no streaming video (i.e. Netflix/YouTube), however browsing, social media and communications (i.e. Wi-Fi calling) will work
  - **Active Disaster mode:** full internet access including default mode capabilities
- 150GB data allowance for video streaming and VPN traffic
- The small solution supports up to 40 concurrent users



# What does the equipment look like?

Small solution – black Network Termination Device and round white Wireless Access Point



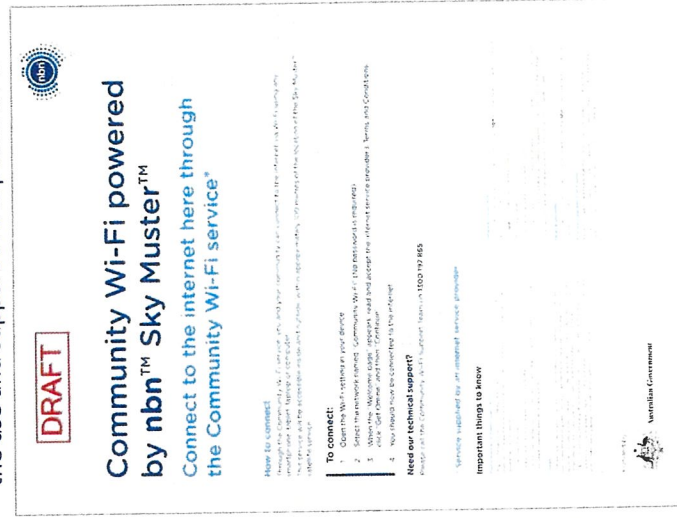
Roof mounted satellite dish – likely to be either 80cm or 120 cm



Acrylic plaque of size 15cms x 15cms to be installed outside of the building\*



Acrylic snap frame with a laminated A4 sheet poster to provide some basic information on the use and support of the public wi-fi\*



\*Both pieces of collateral will be installed using industrial tape, so no drilling is required  
© 2020 nbn co ltd. 'nbn' is a trade mark of nbn co ltd

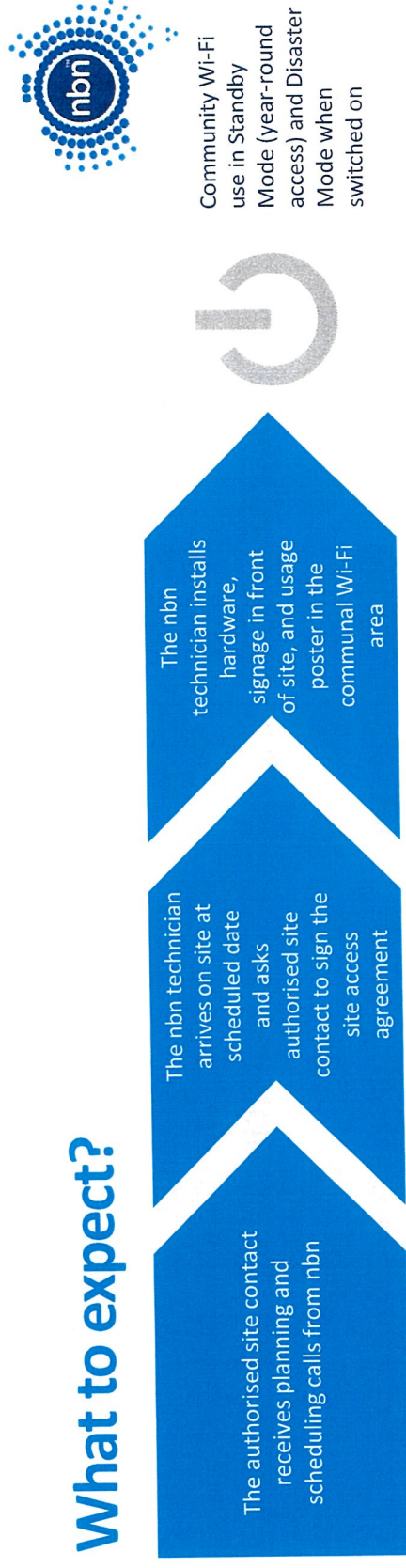


## When is this happening?



- Installations are scheduled to commence from early October 2020
- We will arrange for a **nbn** approved technician to contact you in the coming weeks and organise a date to visit to your premises, so that you can get prepared
- Installations are planned to continue nationally through to December 2020
- We expect the installation to take around 2 hours to complete, but may take longer depending on complexity

## What to expect?



Consider before the day:

- Power isolation will be required during the installation
- The Wi-Fi service should be installed in a communal area for community access
- An authorised representative above the age of 18 is expected to be onsite throughout the time of the install
- An authorised representative will be required to sign off on completion form



## Other considerations



- The cable between the Network Termination Device (NTD) and the Wireless Access Point (WAP) can be up to 90 meters long if required, however it's best to focus on getting it in the right place for best wi-fi coverage should community members be sheltering
- Please leave the service switched on at all times for remote monitoring and support
- The services will be disabled for the time being post installation until the complete sites rollout has been completed. nbn will advise once these services are made available.

## What other resources are available?

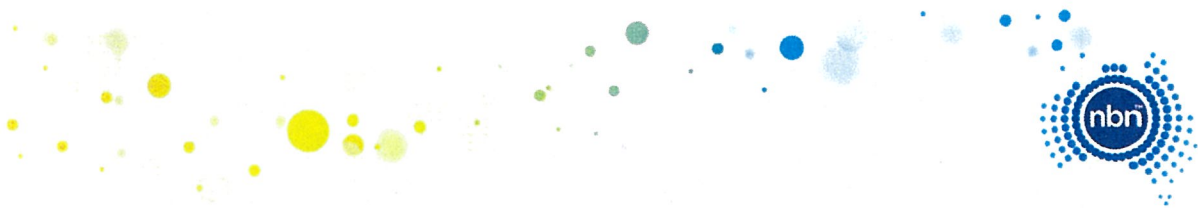


- A list of Frequently Asked Questions (FAQs) will be distributed after this session
- You can find a **User Guide** and **Preparation Kit** for the nbn sky Muster service here: <https://www.nbnco.com.au/learn/network-technology/sky-muster-explained>
- Technical specifications on the Wireless Access Point can be found here: [https://mikrotik.com/product/cap\\_ac](https://mikrotik.com/product/cap_ac)
- If you have any questions or need to report a fault following your connection, please call the 1300 support phone number provided on the poster at your premises

# Questions?







# nbn STAND Community Wi-Fi Service FAQs

| Rev 1.0 |

This document contains answers to the **most frequently asked questions** related to the installation of a **nbn STAND Community Wi-Fi Services at nominated evacuation centres and emergency services locations** under the federal Strengthening Telecommunications Against Natural Disasters (STAND) programme.

This document is intended for guidance only and should not be relied on as representing nbn's final position on the subject matter of this document, except where stated otherwise.

The document may not address the recipient's particular circumstances or requirements.

**nbn** disclaims any duty of care to the recipient in respect of this guideline or to ensure the accuracy of its contents. This document was prepared on the basis of information available and requirements in force at the time and **nbn** assumes no responsibility to the recipient to update this report.

**Audience: Authorised site contacts**

## When is the installation of the nbn STAND Community Wi-Fi Service likely to happen?

Installations are scheduled to commence from early October. We will arrange for a **nbn** approved technician to contact you in the coming weeks and organise a date to visit to your premises, so that you can get prepared.

## What is involved in the installation, and how long will it take?

First, your **nbn** approved technician will perform a signal survey to check you can receive satellite signal at your premises that the **nbn** approved technician determine is of good quality. Once confirmed, the **nbn** approved technician will mount an outdoor satellite dish in a location that the **nbn** approved technician determine suitable and drill a small (approximately 20cent piece sized) hole through your roof, gutter or wall to feed the cable from the satellite dish into the **nbn** connection box installed on an inside wall of your premises. Then for both the standard and large premises, they will install the Wi-Fi equipment in a position they determine suitable on the inside of the building. For large premises, a secured head-end cabinet will be supplied and wall-mounted and an Uninterrupted Power Supply (UPS) unit will also be included. They'll then test your satellite service is working.

A standard installation typically requires around two hours to complete with a single **nbn** approved technician but could take up to four hours depending on the configuration.

## How is the installation for a site scheduled?

A **nbn** approved technician will call you as soon as possible to arrange an installation date. They will then call again two days prior to the scheduled installation date to re-confirm your availability, and again on the day to let you know when they are on their way.

## What are the requirements from the site owner/representative?

When your **nbn** approved technician arrives, check their ID before giving them access to your premises. They'll then discuss with you what equipment will be installed and where it will go. As an authorised representative, you must be over 18 and be present for the entire duration of the installation. If you'd like your installation done in a particular way, please speak to your **nbn** approved technician before they start work. Your **nbn** approved technician will ask you to sign a form giving your approval of how the installation will be done, and again once the work is complete to confirm the satellite service is working.



### What information will we leave on site?

A **nbn** approved installer will fix an acrylic plaque on an exterior wall displaying Wi-Fi being available at the location. An A4/A5 laminated poster displaying the Wi-Fi name and a 1300 support number will also be fixed to an appropriate interior wall with the site owners guidance.

### Who pays for the power to support the nbn supplied equipment?

Both the satellite dish and **nbn** connection box are the property of **nbn**, but the site owner is responsible for power costs while it's on your premises – just as you're responsible for equipment used for your power, phone and gas services.

### How much space will the satellite components take up?

The standard satellite equipment installed is made up of four components:

- A satellite dish (generally 80cm diameter) and cable that connects the satellite dish to your property
- A cable that runs between the **nbn** satellite dish and **nbn** connection box inside your premises
- A wall outlet at the point where the cable enters your premises
- A **nbn** connection box

In addition to these items, there will be a wireless access point which will be mounted to the roof or wall and connected to the **nbn** connection box via a Local Area Network (LAN) cable. For larger premises, there may also be a wall-mounted cabinet which will contain all Wi-Fi equipment, and an Uninterrupted Power Supply (UPS) unit.

### Are there any specific requirements for installation of the satellites (minimum height from ground, clearance from trees/other buildings, etc.)?

The **nbn** connection box will be installed on a wall inside your premises. A suitable place will be:

- Near an accessible power point
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged.

Note: The place your **nbn** approved technician determines is most appropriate to install the **nbn** connection box and satellite dish may differ from your preferred location. Some reasons for this could include screening by trees, cliffs or other buildings. In this instance, we may need work with your site representative to arrange suitable installation location and solution.

### Will the satellite equipment interfere with radio equipment already installed at my premises?

No. Under standard operation the satellite service will not interfere with other radio equipment.

### What happens in case of a power outage, equipment damage or other faults with the equipment or service?

If you have any questions or need to report a fault following your connection, please call the 1300 support phone number provided on the poster at your premises.

### If the mains power has been interrupted, can the nbn supplied equipment operate on a portable generator?

Yes.

### How many people can access the nbn STAND Community Wi-Fi Service concurrently?

Standard sites may support up to forty concurrent users, and for larger sites, up to one hundred concurrent users. The **nbn** Fair Use Policy available on demand applies at all times, and some high-demand services such as movie/video streaming will be disabled during standby (non-active emergency) periods.





## What upload and download speeds can I expect on the nbn STAND Community Wi-Fi Service?

The connection speed per user is capped at 2Mbps per the **nbn** Fair Use Policy.

## How secure is my data?

The **nbn** STAND Community Wi-Fi service operates on a safe network and offers secure internet browsing. Details on data security will also be displayed on the landing page of your Wi-Fi service.

## Can I request to have the nbn STAND Community Wi-Fi Service automatically disabled overnight, or at certain times of the day?

Please speak to your local **nbn** representative about your requirements as they should be able to arrange this for you.

## What defines a 'Disaster' for activation of the system?

The **nbn** STAND Community Wi-Fi service offers internet connectivity at all times. However, during standby mode (non-disaster) periods, the bandwidth will be limited. During a disaster event when a site is expected to provide community relief, the service will be switched from standby to active mode, and the full service will be available.

## What defines the closure of the use of the system?

Once a disaster event has passed, the **nbn** STAND Community Wi-Fi service will be switched back to standby mode.

## Is the system available for BAU activities?

The **nbn** STAND Community Wi-Fi service will be available for day-to-day use while in stand-by mode, however this will be limited to certain extent controlled by the type of services.

## Who will activate the system?

During a disaster event, your local **nbn** representative will work with you to arrange to have the system switched to active mode, and vice versa.

## Who do I call for questions regarding the nbn STAND Community Wi-Fi Service?

For any questions regarding your **nbn** STAND Community Wi-Fi service, please call the 1300 support number.

## Do I need to physically activate the system?

Your **nbn** STAND Community Wi-Fi service can be switched to full-service mode remotely, with no physical action required at the premises. This could take up to a few hours once the request has been submitted, accepted and processed.

## How long will it take to repair?

If the repair of the **nbn** STAND Community Wi-Fi service requires a **nbn** approved technician to visit the site, it may take up to ten business days depending on the location of the equipment once appointment date is confirmed.

## If the system is damaged during a disaster how long will it take to repair?

During a disaster, **nbn** will prioritise repair of our **nbn** STAND Community Wi-Fi services, however safety and accessibility are always our first priority which may cause delays to our standard turn-around times.

## Will nbn pre-deploy staff to support their infrastructure?

There will not be any pre-deployed **nbn** staff on-site to support the infrastructure as that will be done remotely. For any questions, please contact your local **nbn** representative.

## Does the system need to be left turned on at all times?

Yes, to enable **nbn** to support your service, the systems is required to be switched on at all times. By default the installations are remotely monitored to ensure availability. Some exceptions may apply with coordination.



### **What should I do if the supplied system causes damage to the building?**

Our **nbn** approved technicians are accredited and will take all necessary care and precaution carrying out the installation of this equipment. However, in the event any damage is caused to the building or site as a result of the **nbn** STAND Community Wi-Fi service, please contact your local **nbn** representative.

### **Is there annual maintenance of the system?**

There is no annual maintenance required. In the event that annual maintenance is required, we will arrange for a **nbn** approved technician to contact you and organise a suitable date to visit to your premises. The system is remotely monitored and periodic maintenance may be required. This will be coordinated with site owners as appropriate.

### **Who is responsible for the costs associated with the nbn supplied equipment, the installation work and the annual maintenance?**

There is no cost incurred to the States and Territories on the nbn supplied equipment, the installation work and the annual maintenance for up to 3 years.



## CENTRAL HIGHLANDS COUNCIL COMMUNITY GRANTS PROGRAM APPLICATION FORM

Please ensure you have read and understand the Program Guidelines prior to completing this form. Please enclose your group/club's current financial statement.

### 1. APPLICATION & ORGANISATION DETAILS

Name of Project: CWA PARTY IN THE PARK

Amount of Grant Requested: \$250

Estimated Total Project Cost: \$500

Applicant Organisation: CWA BOTHWELL BRANCH

Contact Person's Name: JUNE PILCHER.

#### Contact Details

Address: 16 SCHAW STREET  
BOTHWELL TAS 7030

Phone: (Business hours) 62595543

Mobile: 0428 349 886

Fax:

Email: ncelai1042@yahoo.com.au

Signature

Name

Position in Organisation

Date

PRESIDENT

26 OCTOBER, 2020

What is the overall aim/purpose of the applying organisation?

TO RAISE FUNDS FOR CANCER COUNCIL OF TASMANIA  
(REPLACEMENT EVENT FOR COPPA FOR CANCER)

What is the membership of the organisation?

President JUNE PILCHER

Secretary KAREN JOHNSON

Treasurer SYLVIA DELAGARDE

Public Officer/s N/A



## 2. ELIGIBILITY (see Community Grant Program Guidelines)

Is the organisation:

- ☒ Representative of the interests of the Central Highlands Community
- ☐ Incorporated
- ☒ Not for Profit
- ☒ Unincorporated
- ☐ A Hall Committee

OR

- ☐ An individual community member

Have you previously received funding from the Central Highlands Council? (Please attach additional pages if required)

If yes; YES

Name of Project: REPAIRS TO BUILDING

Date Grant received: 2016

Amount of Grant: \$935

## 3. PROJECT DETAILS

Project Start Date: 15 NOVEMBER, 2020

Project Completion Date: 15 NOVEMBER, 2020

Project Objectives: TO RAISE FUNDS FOR CANCER COUNCIL OF TASMANIA.

## 4. COMMUNITY SUPPORT

What level of community support is there for this project?

BOTHWELL AND DISTRICT LIONS CLUB, HOBART BRASS BANDS, VINTAGE CAR DISPLAY, CWA CAKE STALL, IRISH DANCING DISPLAY, FACE PAINTING, MUSICAL PERFORMANCE

**Does the project involve the community in the delivery of the project?**

YES

**How will the project benefit the community or provide a community resource?**

A FUN DAY OUT IN QUEENS PARK TO RAISE FUNDS FOR THE CANCER COUNCIL OF TASMANIA

#### **5. COUNCIL SUPPORT**

**Are you requesting other Council support? E.g. parks, halls, telephones, fax, photocopying, computers, office accommodation, cleaning facilities, street closure.**

**If yes, please give details.** YES.

TABLES AND CHAIRS, PARTIAL ROAD CLOSURE FOR VINTAGE CAR DISPLAY, BOLLARDS FOR ENTRY AND EXIT GATE, SIGNAGE FOR COVID 19 RESTRICTIONS.

**Are you requesting participation by Councillors or Council Staff?**

**If yes, please give details.**

YES, TO SET UP QUEENS PARK FOR THE EVENT  
ASK MAYOR TO OPEN EVENT.

**If your application is successful, how do you plan to acknowledge Council's contribution?**

FACEBOOK, HIGHLAND DIGEST, WORD-OF-MOUTH.

#### **6. FUTURE APPLICATIONS AND THE SUCCESS THIS PROJECT**

**Do you anticipate the organisation will apply for funding in future years?**

YES

How will you monitor/evaluate the success of this project?

AMOUNT OF FUNDS RAISED FOR CANCER COUNCIL OF TASMANIA.

## 7. PROJECT BUDGET

Note: Amount from Council must not exceed half the project cost

Please provide a breakdown of the project expenditure and income:			
Expenditure	Amount \$	Income	Amount \$
<b>Capital</b>		<b>Guarantee</b>	
Refurbishment		Government Grants	
Equipment		Trust/Foundations	
Premises		Donations from Business	
Vehicles		Special Funding	
Other: Purchase Food	\$500	Gifts in Kind	
Other:		Other:	
<b>Subtotal</b>		Other	
		<b>Subtotal</b>	
<b>Revenue</b>		<b>Anticipated</b>	
Salaries (including super)		Government Grants	
Short-term contract fees		Central Highlands Grant	
Running costs		Trust/Foundations	
Production of information PR materials		Donations from Businesses	
Training staff/volunteers		Special Fundraising	
Travel		Gifts in kind (details)	
Rent		Cash Reserves	
Reference materials		Other:	
Other:			
<b>Subtotal</b>		<b>Subtotal</b>	
<b>TOTAL</b>	\$500 -	<b>TOTAL</b>	



## **Policy No. 2013 - 17**

### **Use of Council Sporting Facilities Policy**

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>1</b> of <b>28</b>

<b>CONTENTS:</b>	<b>Page No.</b>
<b>Cover Page</b>	<b>1</b>
<b>Contents (Index)</b>	<b>2-4</b>
<b>1. Purpose</b>	<b>5</b>
<b>2 Legislative Requirements, Regulations &amp; Associated Council Policies, Procedures &amp; Guidelines</b>	<b>6</b>
<b>3. Glossary of Terms</b>	<b>6-8</b>
3.1 This Policy	6
3.2 Council	6
3.3 Club	6
3.4 Facilities	7
3.5 Sportsgrounds	7
3.6 Season	7
3.7 Casual Hirer	7
3.8 Council Officer	7
3.9 Senior Council Officer	7
3.10 Recreation/Sports	7
3.11 Promoter	7
3.12 Event Manager	8
3.13 Event Management Group	8
3.14 Commercial Event	8
<b>4. Applications for Hire</b>	<b>8-9</b>
4.1 General Provisions	8
4.2 Sportsgrounds and Facilities Use and Allocation	8
4.3 Facilities and Buildings	9

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 2 of 28

<b>5.</b>	<b>General Terms and Conditions</b>	<b>9-19</b>
5.1	Permission to Occupy	9
5.2	Incorporations	9
5.3	Insurances	9
5.4	Sportsgrounds and Facilities Inspections	10
5.5	Assignment	11
5.6	Keys	11
5.7	Council Access	11
5.8	Vehicles on Playing Field	11
5.9	Signage and Advertising	12
5.10	Irrigation	12
5.11	Fencing	12
5.12	Line-Marking of Sportsgrounds	12
5.13	Scoreboards	12
5.14	Temporary Closure of Ground and/or Facilities	13
5.15	Social Functions	13
5.16	Liquor Licences	13
5.17	Power	14
5.18	General Maintenance	14
5.19	Capital Development and Improvements	14
5.20	Public Toilets	15
5.21	Cleaning	15
5.22	Smoking	15
5.23	Food Registration	16
5.24	Open Fires	16
5.25	Liability	16

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>3</b> of <b>28</b>

5.26	Indemnity	16
5.27	Fees and Payments	17
5.28	Disputes and Grievances	17
5.29	Breaches and Defaults	17
5.30	Pre-Season Training and Finals	17
5.31	Casual Use	18
5.32	School Use of Sportsgrounds and Facilities	18
5.33	Annual Events that use Sportsgrounds and Facilities	18
5.34	Hiring of Council Furniture and Equipment	19
<b>6.</b>	<b>Attachments</b>	<b>20-28</b>
6.1	Application to Hire Council Sportsgrounds and Facilities	20
6.2	Schedule of Fees	26
6.3	Inspection and Damages Report – Council Use Only	27
6.4	Hire Agreement	28

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 4 of 28

## 1. Purpose

The following sportsgrounds are administered by the Central Highlands Council. This Policy refers to the sportsgrounds and facilities singularly and collectively.

- Bothwell
- Hamilton
- Ouse
- Gretna
- Ellendale

Council recognises that it has a responsibility towards neighbouring property owners and for this reason desires the hirers of rate funded facilities to preserve the amenity and sense of well-being that all neighbourhoods are entitled to in this municipality.

Council also recognises the value of providing sportsgrounds and associated amenities for use by the community to facilitate the playing of organised sport.

This Policy is applicable to both seasonal and casual hire.

The right to use the sportsgrounds and facilities is subject to Council receiving an application in the required format signed by the proposed hirer undertaking to comply with these conditions. If the proposed hirer is a club, organisation or association, the application must include the personal undertaking by the President and Secretary of the Club.

The club, organisation, association, or casual hirer must complete all sections and sign the Application to Hire Council Sporting Facilities and associated forms as contained in Section 6 of this Policy. These must be presented to the Council by the due date prior to the commencement of hire. Applications cannot be considered unless accompanied by a current copy of the hirer's Certificate of Currency for Public Liability Insurance.

This Policy contains the terms and conditions on which Council sportsgrounds and facilities are utilised. By providing this Policy Council wishes to continue the relationship that it has formed with all sports clubs within the Central Highlands Municipality.

Sports clubs, organisations and individuals and the community as a whole will benefit from the equality and fairness of this document and the standard approach that it presents. Council will continue to recognise good behaviour and cooperation both past and present in relation to the use of sportsgrounds and facilities.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 5 of 28



The purpose of this Policy is to allow the users of Council's sportsgrounds and facilities to better understand the process guiding the allocation of facilities by clearly identifying:

- Council's requirements from clubs, organisations and individuals.
- Responsibilities of the user groups;
- Responsibilities of Council;
- Process for facility development;
- Provide a framework that is equitable and easily administered.

## **2. Legislative Requirements, Regulations and Associated Council Policies, Procedures and Guidelines.**

This Policy should be read in conjunction with applicable, appropriate and associated Legislative Requirements, Regulations, Council Policies, Procedures and Guidelines and applicable Australian Standards. These include but are not limited to:

- The Local Government Act 1993;
- Anti-Discrimination Act 1998;
- Local Government (General) Regulations 2015;
- Applicable Australian Standards;
- Internal Control Policy;
- Code of Conduct Policies;
- Risk Management Policy and Procedures;
- Delegations of Authority.

## **3. Glossary of Terms**

### **3.1 This Policy**

2013-17 Use of Council Sporting Facilities Policy

### **3.2 Council**

Central Highlands Council

### **3.3 Club**

Club shall mean the club allocated use of a ground and its facilities owned or managed by Council.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 6 of 28

### **3.4 Facilities**

Facilities shall mean all buildings associated with the sportsground.

### **3.5 Sportsground**

Sportsground shall mean the sportsground allocated to the club for a specified period or season.

### **3.6 Season**

Season shall mean the period of time the club has been allocated use of the ground and facilities for "home and away" matches including finals. Unless otherwise stated, the winter season shall normally commence on 1<sup>st</sup> April and conclude on 31<sup>st</sup> August of the same year, while the summer season shall normally commence on 1<sup>st</sup> October and conclude on 28<sup>th</sup> February of the following year.

### **3.7 Casual Hirer**

Casual hirer shall mean a group or individual granted use of the sportsgrounds and/or facilities by Council.

### **3.8 Council Officer**

Council Officer shall mean any Council employee requested to carry out the particular function discussed regardless as to whether they have been formally delegated to do so or not.

### **3.9 Senior Council Officer**

Senior Council Officer shall mean the General Manager, Deputy General Manager, Works and Services Manager, Manager Development and Environmental Services and their delegates.

### **3.10 Recreation/Sports**

Organising events utilising all or part of the developed area.

### **3.11 Promoter**

Group or individual financially responsible for the event.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 7 of 28

### **3.12 Event Manager**

Group or individual responsible for event co-ordination.

### **3.13 Event Management Group**

Council staff committee overseeing events to ensure Councils and Promoters procedural actions comply with statutory and regulatory requirements.

### **3.14 Commercial Event**

An event providing a financial return on the services that are provided.

## **4. Applications for Hire**

### **4.1 General Provisions**

The right to use Council sportsgrounds and facilities is subject to Council receiving an application on the required form signed by the applicant, stating the purpose, hours and portion or portions of the sportsground and facilities required and containing the applicant's undertaking to comply with the conditions of hire.

Where application is made on behalf of an organisation or body of persons, the applicant shall state the name of such organisation and the authority of the applicant for making such application.

The Policy provides the terms and conditions of the agreement governing the use and hire of Council sportsgrounds and facilities. It is a requirement that users read and understand the conditions and obligations within the agreement.

### **4.2 Sportsgrounds and Facilities Use and Allocation**

Allocations are issued to clubs that apply for the use of sportsgrounds and facilities by completing the application process outlined in this document by the required date. In being allocated the facility, the successful club then enters into a hire agreement with Council. The hire agreement forms a contract between the club (who becomes the seasonal tenant) and Council.

As participation trends change, Council may review the practice of allocating facilities to provide for the efficient use of facilities. Council may require a sharing of facilities but the desire is not to impact on existing users unless clear benefit can be provided through potential relocation or reallocation. Where possible, all efforts would be made for clubs to retain the same primary "home game". While all efforts

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>8</b> of <b>28</b>

are made to accommodate requests, where demand exceeds resources, Council may be unable to accommodate all requests.

#### **4.3 Facilities and Buildings**

Pavilions, grandstands and other buildings are provided to support sportsgrounds activities. Allocations will also be made through a seasonal allocation. By signing the application form, applicants are agreeing to the conditions of use as outlined in this document.

Allocation of pavilions will be based on allocated days and times as applied. Council may consider placing other user groups into the pavilions during any non-allocated times although this would only be considered following consultation with the existing hirers.

### **5. General Terms and Conditions**

#### **5.1 Permission to Occupy**

The right conferred on a club, association or casual hirer shall be a permission to occupy and shall not be construed as a tenancy. Nothing contained in these conditions shall confer on the club the right to exclusive possession and the Council may at its discretion allow other individuals and groups to have casual use of the premises.

#### **5.2 Incorporations**

It is in the club's interest to be incorporated and Council supports incorporation. For further information regarding incorporation contact Consumer Affairs and Trading:

<https://www.cbos.tas.gov.au/home>

#### **5.3 Insurances**

The club or casual hirer shall not do or neglect to do or permit to be done or left undone anything which will affect the Council's insurance policy or policies relating to fire or public risk in connection with the facilities and the club hereby agrees to indemnify the Council to the extent that such policies are affected through any such act of commission or omission.

The club or casual hirer shall take out and keep current during the period of the seasonal or casual hire period, a public liability insurance policy in a form approved by the Council in the joint names of the Council, the club body or individual, insuring,

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 9 of 28

for a minimum sum of twenty million dollars (\$20,000,000), the Council and the club, body or individual against all actions for costs, claims, charges, expenses and damages whatsoever which may be brought or made or claimed against the Council or the Club, body or individual or both arising out of or in relation to the use of the sportsground or facilities for the period of the hire agreement.

A copy of the Certificate of Currency must be attached to the Application Form.

Council insures its buildings, fittings and fixtures against damage and fire and is responsible for the structure of the building.

Council does not provide contents insurance on any pavilion. If the club stores valuables, equipment or memorabilia in a pavilion, the club is solely responsible for insurance of all its contents.

#### **5.4 Sportsgrounds and Facilities Inspections.**

The club shall keep the premises in the same condition as at the commencement of the season and shall at all times keep the premises properly cleaned, repaired and maintained and at its own expenses shall make good any damage caused to the premises by acts or omissions of the club or its employees, members, agents or invitees, or others claiming through the club.

The club shall promptly give written notice to the Council of any hazard affecting the premises or giving rise to any potential liability.

Damage incurred by an approved casual hirer or arising from an act of vandalism to the facilities outside the hiring clubs allocated period of use must be reported to the General Manager by the club at the earliest possible opportunity.

Successful hirers must organise a ground and facilities inspection with Council prior to the commencement of the season. At this inspection, clubs will be required to sign a written acceptance that the ground and pavilion is "fit for purpose". Clubs are also required to undertake their own inspections prior to matches, training or competitions. Some sports peak bodies have available "match day checklists" for use in conducting these inspections. These inspection forms, once completed, should be filed if required for future reference. Mid-season inspections of pavilions may also be undertaken by Council.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>10</b> of <b>28</b>

## **5.5 Assignment**

Clubs which are granted permission to use the sportsgrounds and facilities shall not assign the right of use to any other organisation or body or allow any other organisation or body to exercise the right of use granted to the club.

No club shall sub-let any part of a sportsground and/or any of the pavilion or other buildings allocated to it during the allocated period. Non-compliance may result in Council withdrawing the allocation.

## **5.6 Keys**

All applicable public areas will be keyed by Council. This includes toilets, change rooms, kitchens and social areas. Council will require access to all of these areas at any time to meet a variety of regulations. Authorised person to lock up facilities.

Clubs who enter into a seasonal/term agreement with Council are required to lodge a \$100.00 deposit with Council for each set of keys issued per sportsground. Keys are to be returned to Council on the day the seasonal agreement terminates.

Failure to return keys shall result in the forfeit of the key deposit and possible exclusion from future use of the sportsground and facilities.

Any club having Council keys cut will have the allocation of the sportsground and facilities immediately withdrawn and/or excluded from future allocations and will be responsible for all the costs associated with the replacement of locks.

**Under no circumstances are the keys to be loaned to any other club, organisation, school or person.**

## **5.7 Council Access**

Seasonal hiring clubs must allow access to the premises by authorised Council Officers and are not to install locks or security devices to prevent access by such officers at any time.

## **5.8 Vehicles on Playing Fields**

Motor vehicles are not permitted on the sportsground unless being used responsibly to prepare for events/games. Disability and emergency vehicles are excepted.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>11</b> of <b>28</b>

## **5.9 Signage and Advertising**

It is prohibited to alter or erect any building on the land, or erect, display, affix, paint or exhibit any permanent advertising on the exterior of the building or any fences on the land without the written consent of Council. A formal application and payment of fees may be required.

## **5.10 Irrigation**

Council's sporting reserves are important pieces of public open space which are used by the whole community. Council is responsible for the maintenance and operation of all irrigation systems. Clubs and all hirers are not to access or alter control unit settings under any circumstances. Clubs must notify Council immediately if there is any interruption to mains power as this can affect the irrigation settings or cause damage to the system. Clubs and hirers must also notify Council if there are any faults, leakages or obvious over or under watering. This may be done using the contact details supplied.

## **5.11 Fencing**

Council will be responsible for maintaining fences around grounds and the perimeter of reserves. Council will provide internal fencing or bollards to restrict vehicular movement to designated areas of a reserve. Bollards and gates must not be removed by clubs except for emergency vehicle access. Temporary fencing of reserves for the conduct of finals and special events will be the responsibility of clubs. Clubs must apply to Council seeking prior approval, outlining the proposed event, fence type, location and the manner in which it is to be constructed.

## **5.12 Line-marking of Sportsgrounds**

Clubs are to advise Council of their line-marking requirements as part of their application and ground inspection. Clubs will be responsible for all required line-marking.

## **5.13 Scoreboards**

Permission must be obtained from Council for the construction of scoreboards. The construction of scoreboards is at the cost of the club and only based on approved plans. Clubs should contact Council for guidance prior to any work being undertaken.

Construction must occur under Council supervision and with relevant planning approval.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>12</b> of <b>28</b>

All subsequent maintenance will be the responsibility of the club. If a scoreboard deteriorates to a condition that is dangerous or is deemed inappropriate for a structure in a Council reserve, it will be removed by Council and the club will be charged accordingly.

#### **5.14 Temporary Closure of Ground and/or Facilities**

Council reserves the right to close any sportsground to protect the playing surface, reduce risks to competitors and the public, to complete capital or maintenance works in poor weather conditions or to allow rehabilitation of the ground after damage. Where grounds are closed for matches, where practicable, Council will make all attempts to provide clubs with at least one day's notice.

#### **5.15 Social Functions**

The club shall not use the premises as a cabaret, disco, place of assembly, or for entertainment without the prior written consent of the General Manager provided that nothing in this clause shall prevent the normal meetings associated with the activities of the club.

The club or casual hirer shall not use, or suffer to be used, the premises for any illegal or objectionable purpose or for any noxious, noisy, offensive or dangerous occupation or activity or for any act which is or may be an annoyance, nuisance or inconvenience to Council or adjoining land owners or occupiers or any other person.

All social functions are to cease at 11.30pm.

#### **5.16 Liquor Licences**

No alcohol of any kind shall be brought into the sporting facility without the consent of a Senior Council Officer.

Prior to any function where liquor is to be consumed, the hirer must contact the Licensing Board to ascertain whether a liquor licence is required or whether any other conditions or restrictions will apply.

If the Licensing Board determines that a liquor licence is required, a copy of the liquor licence is to be submitted to a Senior Council Officer prior to occupancy of the sporting facility, otherwise the relative hire will be cancelled.

If the Licensing Board determines that a liquor licence is not required, a copy of that determination or advice is to be submitted to a Senior Council Officer prior to occupancy of the sporting facility, otherwise the relative hire will be cancelled.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>13</b> of <b>28</b>



Any conditions or restrictions advised by the Licensing Board are to be adhered to. A copy of the conditions or restrictions is to be submitted to a Senior Council Officer prior to occupancy of the sporting facility, otherwise the relative hire will be cancelled.

The following conditions are imposed by Council where the event is serving liquor or the event is BYO liquor:

- Alcohol not to be provided to people under 18.
- Alcohol must not be available from the hall as take-away.
- Alcohol must not be consumed outside the hall.
- Designated bar staff and servers of alcohol are required to hold current Responsible Serving of Alcohol Certificates.

More information is available at the Treasury website:

<https://www.treasury.tas.gov.au/liquor-and-gaming/liquor/applying-to-sell-liquor/apply-for-a-liquor-licence>

#### **5.17 Power**

The club shall be responsible for the reimbursement of all power costs. An application for subsidisation of power consumption must be in writing prior to accepting the hire agreement. Council shall consider each application on its merits.

Floodlights may only be used during the hours when clubs are allocated use of facilities as set out in the schedule, and can only be used for the playing of matches and training purposes. Floodlights must be turned off when matches and training sessions have finished and must not be left on or used for social functions conducted at the premises without the prior written consent of the General Manager.

#### **5.18 General Maintenance**

If the hirer has an enquiry relating to the maintenance of a sportsground or facility, they should contact Council's Manager Works and Services.

The hirer is responsible for ensuring that the premises is maintained and kept in a clean and habitable state.

#### **5.19 Capital Development and Improvements**

Council aims to provide at least basic level associated facilities at sportsgrounds. Due to funding limitations, Council is unable to meet all requests for facility upgrades. If a club

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 14 of 28

wishes to suggest improvements to the facility at their seasonal sportsground, a written proposal should be lodged with Council which includes preliminary design plans, costing and confirmation of the club constitution. It should be noted that this information will assist Council in assessing the proposal and in development of a capital works program. However, there is no guarantee that any project will be undertaken or funded.

Clubs can apply for funding through agencies such as Sport and Recreation Tasmania to help contribute to capital works projects at their seasonal sportsground and/or facilities. Clubs wishing to apply for funding for a project involving a seasonal sportsground or facility is required to approach Council to discuss the project and to obtain a letter of support to include with their application.

Council is responsible for the management of any capital works that are to be undertaken. Council will look more favourably on applications for capital works that have the support of other user groups and/or those that will benefit more than one club or user group.

#### **5.20 Public Toilets**

Council maintains and pays the utility costs associated with toilets located on Council reserves that are open to the public. This includes public toilets attached to sportsgrounds and facilities. Where toilets are located at a sports reserve and are only open on match days for members and spectators, the club will be responsible for opening, closing, and cleaning.

#### **5.21 Cleaning**

Hirers are responsible for all litter generated by their activities. Council sportsgrounds and facilities must be cleaned and maintained in a state suitable for use by clubs, incumbent clubs and any community groups that use the facilities. It is the responsibility of clubs and hirers to leave sportsgrounds and facilities in a clean and tidy condition immediately after use. Supply of cleaning equipment and materials is the responsibility of the club or hirer.

#### **5.22 Smoking**

Penalties apply to non-observance of smoking restrictions contained within Tasmanian legislation, including the Public Health Act 1997. Hirers must ensure that they are aware of requirements and that members, guests, spectators and others abide by these requirements.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>15</b> of <b>28</b>

### **5.23 Food Registration**

If the hirer intends to provide food for sale, they must register as a food business with Council's Development and Environment Services Section. This requirement must be met regardless of whether the hirer is a commercial, charitable or community organisation or whether it involves the handling or sale of food on one occasion only or on a regular basis.

It is important to note that the "sale" of food does not only involve direct monetary exchange as it also includes prizes, awards and give-aways for the purpose of advertisement or in furtherance of trade or business. Clarification should always be sought from Council to determine if registration is necessary.

### **5.24 Open Fires**

No open fires of any description inside or outside of facilities are permitted.

### **5.25 Liability**

Neither the Council nor its servants shall be liable for any loss or damage sustained by the club or any person, firm or corporation entrusting to or supplying any article or thing to the club by reason of any such article or thing being lost, damaged or stolen. The club hereby indemnifies the Council against any claim by any such person, firm or corporation in respect of such article or thing.

The liability for damage to the sportsgrounds and facilities applies only to when the facilities are being used by the club and excludes damage caused by fire, storm and tempest.

Liability for damage to the sportsgrounds and facilities but excluding damage or loss of club property, caused by vandalism that occurs outside the hours when the club has been allocated use of the premises in accordance with the schedule shall be the responsibility of Council.

### **5.26 Indemnity**

The club or casual hirer agrees to Indemnify and keep indemnified and to hold harmless the Council, its servants and agents and each of them from and against all actions, costs, claims, charges, expenses and damages whatsoever which may be bought or made or claimed against them or any of them arising out of or in relation to the use of the Council sportsground or facilities for the period of the hire agreement.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page 16 of 28

### **5.27 Fees and Payments**

Fees will be set by Council under resolution by Council and may be varied at any time.

Seasonal sportsgrounds and facilities hire fees are fixed by Council. Accounts will be forwarded at the beginning of the season and must be paid within one month of notice.

Accounts for power usage will be forwarded at three monthly intervals and at the cessation of the hire agreement. Accounts must be paid within one month of notice.

### **5.28 Disputes and Grievances**

In the event of any disputes or differences arising as to the interpretation of these conditions, or any matter or thing contained therein, a panel comprising the Mayor, Deputy Mayor and General Manager from Council, together with the President, Secretary and one Committee Member of the club will be convened to arbitrate on the dispute. The decision of the panel shall be final and conclusive. The panel will be chaired by the Mayor.

### **5.29 Breaches and Defaults**

If the Club or casual hirer permits or allows any breach or default in the performance and observance of these conditions, the Council may, by writing, terminate the permission to use the premises and the club or casual hirer shall immediately vacate the premises.

### **5.30 Pre-Season Training and Finals**

Pre-season training and finals are not included within the seasonal agreement if they fall outside of the seasonal agreement dates. For finals, clubs (or associations if they are responsible for organising finals) are required to make formal application to Council and this needs to be lodged with Council at least one week prior to the last home and away season match. If this application has been lodged by this time, sportsground renovation works may be scheduled or the sportsground may be hired to other users.

If clubs have necessary pre-season requirements outside of the seasonal dates, these needs/times are to be noted on the seasonal application and considered in context. It is

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>17</b> of <b>28</b>

anticipated that on occasions the above timelines are not possible to achieve. In these cases, clubs are to make the best possible effort to contact Council regarding their practice games requirements prior to the game going ahead.

### **5.31 Casual Use**

In addition to sporting club use, sportsgrounds and facilities are frequently used by residents and community groups for purposes of social gatherings, casual sport and festivals and events. Council supports sportsground and facility use by these groups and will allocate grounds upon request, with consultation with hire clubs and providing this does not result in overuse of grounds or be of detriment to competition use. Annual events will take priority over casual use.

The casual hirer must ensure that if alcohol is served or brought onto the premises that a person is designated as a responsible person to monitor the consumption of that alcohol.

All social gatherings, events etc. must cease at 11.30pm.

### **5.32 School Use of Sportsgrounds and Facilities**

As with community groups and residents, schools within the Central Highlands Municipality may use Council sportsgrounds and facilities for school sports, sports days and physical activities. Council supports this use by school groups and will allocate sportsgrounds and facilities upon request providing that this does not result in overuse of grounds or be of detriment to competition use by seasonal user groups.

School use will generally be limited to school hours. Where schools require use of grounds outside of school hours, hirer clubs will be consulted to determine if there will be any conflict of use.

Applications from schools are required prior to using sportsgrounds and facilities.

### **5.33 Annual Events that use Sportsgrounds and Facilities**

Council permits some sportsgrounds and facilities to be used for annual events. Clubs will be made aware of these if they apply for and enter into a seasonal hire agreement

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>18</b> of <b>28</b>

with Council for one of the affected sportsgrounds and facilities. In regards to annual events, affected clubs will be notified of any annual event on their sportsground and facility prior to an agreement being finalised.

#### **5.34 Hiring of Council Furniture and Equipment**

Council may hire out furniture and equipment from Council sportsgrounds and facilities. The hirer shall be held liable for the return of all such goods in the same condition in which they were received. All breakages and losses shall be charged to the hirer at the replacement cost of such breakages and/or losses.

Fees, terms and conditions are available from Council and details agreed upon are to be entered into the Application to Hire Council Sportsgrounds and Facilities, included in this Policy document as Attachment 6.1.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>19</b> of <b>28</b>



ATTACHMENT 6.1

APPLICATION TO HIRE COUNCIL  
SPORTSGROUNDS AND FACILITIES

**Applicant:** .....  
*Full Name, Sporting Club or Business Name, Individual (as applicable)*

**Address:** .....

I/We have received, read and understand the conditions of hire, and hereby undertake to comply with all conditions, regulations and charges relative to the hire of the:

.....

for the purpose of: .....

.....

.....

.....

.....

**CASUAL HIRE**

Period of Hire: From ...../...../..... To ...../...../.....

Time required: From .....am/pm To .....am/pm

**SEASONAL HIRE**

Period of Hire: From ...../...../..... To ...../...../.....

Weekly Training Sessions: Week Days...../...../.....

Training Time Spans: From .....am/pm To .....am/pm

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>20</b> of <b>28</b>

Pre-Season Games:

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Rostered Games:

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Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>21</b> of <b>28</b>



**GENERAL REQUIREMENTS**

Do you intend having liquor at the function?

☐ Yes ☐ No

Has a copy of Licensing Board correspondence been provided?

☐ Yes ☐ No ☐ NA

Has a copy of the liquor licence been provided?

☐ Yes ☐ No ☐ NA

Have copies of Certificates of Currency been provided?

☐ Yes ☐ No ☐ NA

Do you intend to sell or handle food?

☐ Yes ☐ No

Have you registered with Council as a Food Business?

☐ Yes ☐ No ☐ NA

Name of Person Responsible for Serving of Alcohol

.....

Authorised person to lock up facilities, name authorised person

.....

**EQUIPMENT HIRE**

If equipment is being requested for hire, please enter requirements in the table below. Please note that losses and breakages will be deducted from your bond, if applicable. Excess charges will be invoiced.

<b>ITEMS HIRED</b>				
<b><i>Date Required</i></b>				
<b><i>Date Returned</i></b>				
<b><i>BROKEN OR LOST</i></b>				

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>22</b> of <b>28</b>

## COMPLIANCE WITH CONDITIONS OF USE OF COUNCIL POLICY

The above-named Applicant acknowledges having received and read a copy of the Central Highlands Council Policy 2013-17 Use of Council Sporting Facilities which is attached to this document and agrees to be bound by and comply with the said Policy in every respect. The Applicant further undertakes to be responsible for ensuring that all individuals or groups using the allocated Council sportsground or facility or part thereof at the times and days allocated for the Applicant shall comply with the conditions in the Policy.

### INSURANCE

Commercial applicants further agree to take out and keep current during the period of the hiring of the Council hall or part thereof, Public Liability, Professional Indemnity and Product Liability insurance policies as applicable in a form approved by the Council. These policies are to be in the joint names of the Council and the Organisation insuring, for a minimum sum of twenty million dollars (\$20,000,000), the Council and the Applicant against all actions, costs, claims, charges, expenses and damages whatsoever which may be brought or made or claimed against the Council or the Applicant or both arising out of or in relation to the use of the council sporting facility or part thereof.

### INDEMNITY

The Applicant further agrees to Indemnify and keep Indemnified and to Hold Harmless the Council, its servants and agents and each of them from and against all actions, costs, claims, charges, expenses and damages whatsoever which may be brought or made or claimed against them or any of them arising out of or in relation to functions held at the hired facilities.

### CERTIFICATE OF CURRENCY

Commercial applicants are required to produce copies of Certificates of Currency from their insurer which confirms that Public Liability, Professional Indemnity and Product Liability insurance policies as applicable are in force for the duration of the function to be held at the hired facilities. The policies are to contain the following provisions:

1. The policies must be for a minimum of \$20 million and must be in the joint names of the Applicant and the Central Highlands Council.
2. The insurance policies should contain a standard cross liability clause.

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>23</b> of <b>28</b>

Copies of Certificates of Currency confirming the period and amount of cover and showing the Central Highlands Council as a joint insured, must be produced and will form part of the Agreement.

**PERMITTED HOURS/DAYS OF USE**

The Applicant agrees that the permitted hours of use shall be only those times and days allocated for the Applicant and confirmed in writing by Council.

**SIGNATURES**

**APPLICANT'S POSITION IN THE ORGANISATION:** (Preferably President or Secretary) .....

.....

**ADDRESS:** .....

**TELEPHONE:** Business ..... Private ..... Mobile .....

**EMAIL:** .....

.....  
Representatives signature

...../...../.....  
Date

**APPLICANT'S POSITION IN THE ORGANISATION:** (Preferably President or Secretary) .....

.....

**ADDRESS:** .....

**TELEPHONE:** Business ..... Private ..... Mobile .....

**EMAIL:** .....

.....  
Representatives signature

...../...../.....  
Date

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>24</b> of <b>28</b>



## ATTACHMENT 6.2

# HIRE AGREEMENT

This Hire Agreement between Central Highlands Council and .....

..... as detailed in the enclosed approved Application to Hire Council Sportsgrounds and Facilities has been accepted by both parties as at the date signed and sealed below:

### HIRER

NAME & POSITION IN THE ORGANISATION: .....  
(Preferably President or Secretary)

ADDRESS: .....

TELEPHONE: Business ..... Private ..... Mobile .....

EMAIL: .....

...../...../.....  
Representatives signature Date

NAME & POSITION IN THE ORGANISATION: .....  
(Preferably President or Secretary)

ADDRESS: .....

TELEPHONE: Business..... Private..... Mobile.....

EMAIL: .....

...../...../.....  
Representatives signature Date

### CENTRAL HIGHLANDS COUNCIL

...../...../.....  
Mayor Date

...../...../.....  
General Manager Date

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>25</b> of <b>28</b>



## ATTACHMENT 6.3

### SCHEDULE OF FEES

The Hire Fees are set under Section 205 of the *Local Government Act 1993* and reviewed annually.

Please contact Council for a current list of fees and charges.

#### Type of Hire Fees Applicable:

SPORTING CLUBS	Seasonal Hire
OTHER USERS	Per Day
PART USE OF FACILITIES	Per Day
BOND	To be negotiated with General Manager
POWER USAGE	To be negotiated with General Manager
FURNITURE & EQUIPMENT HIRE	To be negotiated with General Manager

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>26</b> of <b>28</b>



# ATTACHMENT 6.4

## INSPECTION & DAMAGES REPORT

### COUNCIL USE ONLY

#### HIRE FEES

TOTAL HIRE AGREEMENT AMOUNT: \$ .....

Consisting of:

Hire: \$ .....

Bond: \$ .....

Power: \$ .....

Other: \$ .....

Receipt No: .....

Date Paid: .....

#### PREMISES INSPECTION

Premises checked prior to use by: .....

Premises checked immediately after use by: .....

Reported Damage: .....

.....

.....

.....

Estimate Cost of Damage: \$ .....

Applicant Advised:

☐ Yes

☐ No

Bond Amount Refunded: \$ .....

Date Refunded: .....

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>27</b> of <b>28</b>

## COUNCIL USE ONLY

Has a copy of photo identification been supplied?

☐ Yes

☐ No

Type of photo identification supplied: .....

Reference number of photo identification: .....

### ACCEPTANCE OR REJECTION OF APPLICATION

☐ Accepted

☐ Rejected

Name of Senior Officer: .....

Position Title: .....

Signature: .....

Date: ..... / ..... / .....

Document:	Start Date: 17 Nov 2020	Page Reference:
Use of Council Sporting Facilities Policy	Review Date: 31 Dec 2022	Page <b>28</b> of <b>28</b>



## CENTRAL HIGHLANDS COUNCIL COMMUNITY GRANTS PROGRAM APPLICATION FORM

Please ensure you have read and understand the Program Guidelines prior to completing this form. Please enclose your group/club's current financial statement.

### 1. APPLICATION & ORGANISATION DETAILS

Name of Project: Commercial Fridge Repair

Amount of Grant Requested: \$1,410

Estimated Total Project Cost: \$1,410

Applicant Organisation: Ellendale Hall Committee

Contact Person's Name: Nancy Hoskinson

#### Contact Details

Address: c/o Ellendale P.O.

Phone: (Business hours)

Mobile: 0409 985 424

Fax:

Email: ellendalehall@gmail.com

Signature:

Name

Position in Organisation: Treasurer

Date: 11.11.20

What is the overall aim/purpose of the applying organisation?

Hall Caretakers

What is the membership of the organisation?

President: Shannon Rensley

Secretary: Nancy Hoskinson

Treasurer

Public Officer/s



## 2. ELIGIBILITY (see Community Grant Program Guidelines)

Is the organisation:

- ☐ Representative of the interests of the Central Highlands Community
- ☐ Incorporated
- ☐ Not for Profit
- ☐ Unincorporated
- ☒ A Hall Committee

OR

- ☐ An individual community member

Have you previously received funding from the Central Highlands Council? (Please attached additional pages if required)

If yes;

Name of Project: Fridge Repair

Date Grant received: Oct . 2020

Amount of Grant: £374

## 3. PROJECT DETAILS

Project Start Date: As soon as funds are available

Project Completion Date:

Project Objectives:

Working Fridge

## 4. COMMUNITY SUPPORT

What level of community support is there for this project?

The kitchen can't be utilized for events without a working fridge

Does the project involve the community in the delivery of the project?

No

How will the project benefit the community or provide a community resource?

Maintain a working Bridge

#### 5. COUNCIL SUPPORT

Are you requesting other Council support? E.g. parks, halls, telephones, fax, photocopying, computers, office accommodation, cleaning facilities, street closure.  
If yes, please give details.

No

Are you requesting participation by Councillors or Council Staff?  
If yes, please give details.

No

If your application is successful, how do you plan to acknowledge Council's contribution?

Thank you

#### 6. FUTURE APPLICATIONS AND THE SUCCESS THIS PROJECT

Do you anticipate the organisation will apply for funding in future years?

Yes

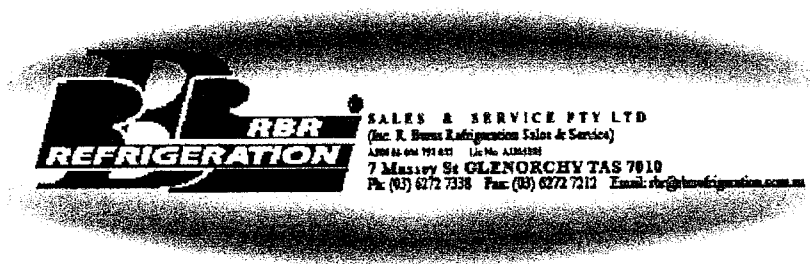
How will you monitor/evaluate the success of this project?

## 7. PROJECT BUDGET

Note: Amount from Council must not exceed half the project cost

Please provide a breakdown of the project expenditure and income:

Expenditure	Amount \$	Income	Amount \$
<b>Capital</b>		<b>Guarantee</b>	
Refurbishment		Government Grants	
Equipment <i>Repair</i>	<i>\$1410 + GST</i>	Trust/Foundations	
Premises		Donations from Business	
Vehicles		Special Funding	
Other:		Gifts in Kind	
Other:		Other:	
<b>Subtotal</b>		Other	
		<b>Subtotal</b>	
<b>Revenue</b>		<b>Anticipated</b>	
Salaries (including super)		Government Grants	
Short-term contract fees		Central Highlands Grant	
Running costs		Trust/Foundations	
Production of information PR materials		Donations from Businesses	
Training staff/volunteers		Special Fundraising	
Travel		Gifts in kind (details)	
Rent		Cash Reserves	
Reference materials		Other:	
Other:			
<b>Subtotal</b>	<i>\$</i>	<b>Subtotal</b>	
<b>TOTAL</b>	<i>\$1410 + GST</i>	<b>TOTAL</b>	



20<sup>th</sup> October 2020

## QUOTATION

Quotation to supply & fit new compressor on 2/Door fridge.

Compressor -SC18G	\$ 745.00
Labour	\$ 270.00
Line dyer	\$ 45.00
Schrader Valve	\$ 15.00
Refrigerant R134a	\$ 35.00
Nitrogen	\$ 25.00
Welding sundries	\$ 65.00
Reclaim/vac pumps	\$ 50.00
Travelling Time	\$ 160.00

**TOTAL** **\$1,410.00 PLUS GST**

If you have any queries, please do not hesitate to contact me. I look forward to hearing from you.

Yours faithfully

A handwritten signature in black ink, appearing to read 'MB', is written over a horizontal line.

**MARK BURNS**  
**RBR REFRIGERATION SALES & SERVICE PTY LTD**

Department of Education  
OFFICE OF THE SECRETARY

GPO Box 169, HOBART TAS 7001 Australia  
[OfficeoftheSecretary@education.tas.gov.au](mailto:OfficeoftheSecretary@education.tas.gov.au)  
Ph (03) 6165 5757



File no: DOC/20/183725

30 October 2020

Dear General Manager

I am writing to provide you with an update regarding end of year school events that are being held within the current Public Health Directions. I would also like to request that you please make Councillors aware of the information contained in this letter.

Due to capacity restraints related to the COVID-19 pandemic, it has been identified that end of year school events will need to look a little different this year.

I am sure we would agree that priority should be given to parents, family members and carers of students to attend these very important end of year presentations. As a result a determination has been made that external guests (Members of Parliament and Local Government officials) will not be invited to attend this year. This avoids schools having to make difficult decisions regarding the exclusion of guests.

I would like to reassure you that if a Councillor has a child/children enrolled they would be classified as a parent at that school and would therefore be able to attend.

To acknowledge the valuable role our local Councillors play in their respective school communities, the Department of Education has developed a slide which will be displayed at each event to acknowledge and thank local Councillors for their ongoing and significant support.

I understand that some schools may have already issued invitations. Please be advised that Councillors will not be required to update as an apology. Schools have been informed of the determination made in relation to external guests and will update their invitation list accordingly.

By restricting gathering numbers, we are working together to reduce the likelihood of transmission of COVID-19.

I would like to thank you for your understanding and prioritising the attendance of parents and carers.

Yours sincerely

Tim Bullard  
SECRETARY





# T21 Visitor Economy Action Plan

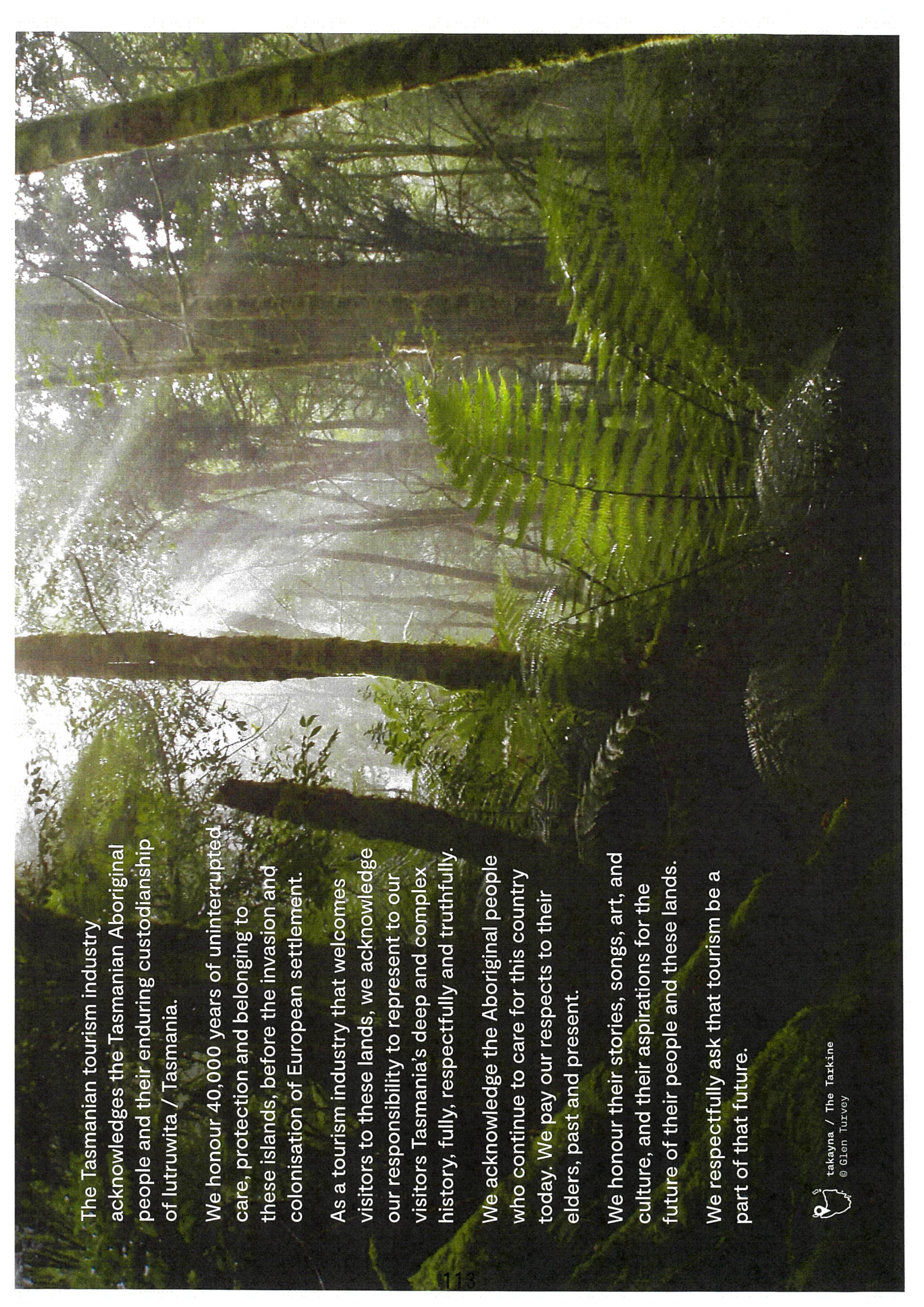
2020-2022



Tourism Industry Council Tasmania







The Tasmanian tourism industry acknowledges the Tasmanian Aboriginal people and their enduring custodianship of lutruwita / Tasmania.

We honour 40,000 years of uninterrupted care, protection and belonging to these islands, before the invasion and colonisation of European settlement.

As a tourism industry that welcomes visitors to these lands, we acknowledge our responsibility to represent to our visitors Tasmania's deep and complex history, fully, respectfully and truthfully.

We acknowledge the Aboriginal people who continue to care for this country today. We pay our respects to their elders, past and present.

We honour their stories, songs, art, and culture, and their aspirations for the future of their people and these lands.

We respectfully ask that tourism be a part of that future.



# Foreword

The start of the new decade will forever be remembered as the toughest our tourism and hospitality industry has endured.

Heading into 2020, our industry was the envy of the nation following years of growth in visitors, product development and reputation.

Today, we are not where we thought we would be. As we release this Action Plan, we continue to face great uncertainty caused by circumstances beyond our control. What we can control is our response to that uncertainty in protecting the health and safety of Tasmanians, and to shield our economy from the threat of another shutdown caused by a second wave of COVID-19. Our tourism and hospitality industry continues to be the hardest hit by the necessary restrictions we have imposed, particularly in relation to borders. This impact may continue with the economies of our largest source markets currently under stress.

We are supporting our operators to survive in the immediate and short term. This Action Plan commits to a set of initiatives over the next two years, to be reviewed regularly.

The agility in how we respond to the changing environment is critical. It is a testament to the T21 partnership that we have become the first state to release a plan of this kind in the midst of COVID-19. Our commitment is that we will continually reshape and adapt our response, while giving our industry as much certainty as possible. The T21 Visitor Economy Action Plan is our first step.

The tough times that confront us will not last forever. We will adapt and renew and that is why the Action Plan has been guided by the longer-term aspirations identified through the extensive consultation in 2019 to inform our 2030 vision.

We will not shy away from having a bold and ambitious vision for our visitor economy, despite the current adversity — a future where tourism and hospitality continues its important contribution to the social and economic fabric of Tasmania and our people.



Hon. Peter Gutwein MP  
Premier of Tasmania  
Minister for Tourism

Over 25 years, the Tasmanian tourism industry has worked with the State Government through our Tourism 21 partnership in shaping Tasmania into the world-class visitor destination it is today.

Together, we have created economic opportunity and tourism jobs throughout the community, strengthened Tasmania's brand and, ultimately, fostered a greater sense of local pride in what makes Tasmania unique.

We entered COVID-19 with steady growth in visitor numbers and spending, award-winning tourism operators, and an exciting pipeline of new investment in both public and private visitor infrastructure across the state. This gave us the confidence to confront the challenges to our long-term prosperity and success as a visitor destination — building a skilled local workforce, maintaining the infrastructure our visitors and locals expect, responding to the threat of climate change, and ensuring our Tasmanian tourism industry is sustainable.

The plan is a step to an ambitious pathway of recovery from the ravages of the pandemic — to rebuild the value of tourism to Tasmania as quickly as possible, while laying the foundations for our future as a global leader in responsible tourism.

This will not be easy, and the world today is a very uncertain place. But we have proved in Tasmania that when industry and government work strategically together with a common set of priorities, our tourism industry is as well placed as any to emerge from the pandemic stronger, more resilient, and confident about its future.



Daniel Leesong  
Chair  
Tourism Industry Council Tasmania



# Introduction

We are proud of Tasmania — our people, our culture, our produce, our environment and our way of life. Our tourism represents the very best of who we are and what we represent.

We welcome visitors to these islands with a deep sense of responsibility to honour and maintain what is special about this place.

By working together, we built a successful tourism industry and a vibrant visitor economy through innovation, passion and a deep love for our home state.

COVID-19 has shaken our industry to the core. But it will not beat us.

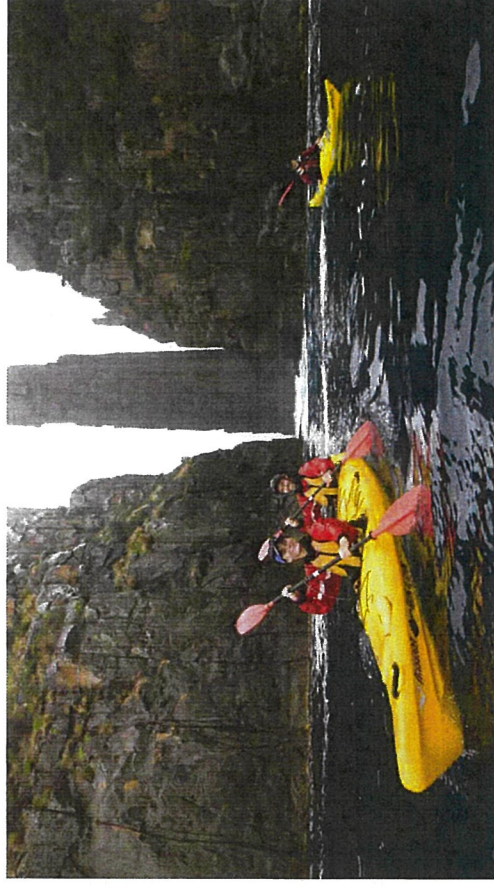
Against a backdrop of rapidly changing circumstances, we believe we must set a pathway to move through this time and get back on our feet.

We are agile in responding to the current uncertainties, but understand we must also take the long view. We don't want to recover what was lost. We want to build an even better form of tourism for Tasmania.

This Action Plan is our first step towards certainty.

Once again, government and industry will work together over the next two years, rebuilding tourism as a pillar of our state's economy and community. We are all accountable.

We strive to be a destination renowned world-wide not just for authentic visitor experiences, but also for our commitment to sustainability and community.



Roaring 40s Kayaking, Tasman National Park © Sean Scott

A destination that invests in its people and strives for innovation and quality in all that we do.

A tourism industry that responds to the risks of a changing climate.

Tourism that provides meaningful opportunities for Tasmanians, supporting destinations where the locals welcome visitors.

Tourism for Tasmania.

# Tasmania as a global leader in responsible and sustainable tourism

In late 2019 we started planning for the next 10 years of tourism in Tasmania. More than 500 industry and visitor economy stakeholders met in 18 workshops around the state where they identified a common vision where our industry is more deliberate in its agenda for responsible and sustainable tourism, holistically, environmentally, culturally, economically and at a community level.

Now our first priority is rebuilding businesses, supporting Tasmania's tourism and hospitality operators and our workforce.

Despite the pandemic, our ambitions remain relevant, some might say even more relevant.

In shaping our recovery over the next two years we are determined to realise our longer-term vision to be a global leader in responsible and sustainable tourism. We also understand the structure of tourism in Tasmania will need to adjust to changing needs and our long-term aspirations.

This means we are prioritising initiatives that are just as important in recovery as for the longer term.

## OUR LONG-TERM ASPIRATIONS:

- » Growing visitation to Tasmania that is economically, environmentally and socially sustainable.
- » Putting our regional towns and destinations at the heart of the Tasmanian visitor experience.
- » Growing a skilled Tasmanian tourism workforce.
- » Supporting Tasmanian Aboriginal People in sharing culture and history.
- » Fostering Tasmanian creativity and entrepreneurialism.
- » Positioning Tasmanian as a global example of sustainable tourism.
- » Responsible stewardship of our protected areas.
- » Telling the Tasmanian story and celebrating who we are.
- » Economic, profitable and sustainable businesses.
- » Putting community at the heart of the future of our destinations.
- » Fostering diversity and the next generation of industry leaders.

# The pathway to recovery

This Action Plan is built around a simple, shared goal: to restore the value of tourism to the Tasmanian economy and for the benefit of the community as quickly as possible.

In striving towards this target, we will also prioritise the steps we need to build Tasmania's future as a sustainable visitor destination for the next decade and beyond.

We do this knowing that our outlook remains highly uncertain and volatile. There are factors beyond our control directly influencing our recovery.

We know the strength and pace of our recovery will be shaped as much by events in other parts of Australia and across the globe, as anything we can do as Tasmanians.

We accept tourism and travel has probably changed forever, with all destinations having to respond to a new reality.

But Tasmania went into the pandemic in a very strong position. That gives us confidence we can respond to this uncertainty as well as any destination.



Ship Inn, Stanley  
©: Marrie Hawson

Tasmania has a strong tourism brand with wide market appeal. Many Australians are eager to travel interstate once borders re-open, and Tasmania ranks highly as a destination and as a substitute for Australians who had planned international trips.



## TASMANIA'S TOURISM BRAND IS STRONG

Tasmania's tourism brand is strong and remains competitive compared to peers (Tourism Info Monitor, Tourism Tasmania Q1 2020)



## TASMANIA IS A HIGHLY- SOUGHT AFTER DESTINATION

Tasmania rates highly as the next place to visit for our target market (Urban List, May 2020)



## TASMANIANS WANT TO EXPLORE THEIR BACKYARD

68% of Tasmanians are planning a holiday in Tasmania in the next 12 months (EMRS, May 2020)



## AUSTRALIANS ARE EAGER TO TRAVEL

74% of Australians are more likely to holiday in Australia than pre-COVID-19 and 50% intend to holiday for at least a week (Urban List, May 2020)



## TASMANIA IS PERCEIVED AS A SAFE DESTINATION

Tasmania has a solid reputation as being a safe place, with low numbers of COVID-19 infections compared to other states.



# The challenges we face

## ACCESS TO INVESTMENT FINANCE

COVID-19 has depleted operators' available capital, lenders are tightening credit conditions and reducing access to finance, and foreign direct investment flows have significantly decreased.

## COMPETITION FROM OTHER DESTINATIONS

The domestic tourism market is experiencing increasing competition, with a shift in focus from international to interstate and intrastate visitors.

## AIR ACCESS ROUTES AND CAPACITY

Travel restrictions and the resulting lower demand for travel have led to reduced aviation capacity into the State. Future capacity will be demand-led, creating uncertainty around the timing and pace of return to pre-pandemic capacity.

## POTENTIAL REDUCED TRAVEL SPENDING

The economic crisis has led to higher unemployment and reduced household income. This is expected to impact level of spending on travel.

## DISRUPTION OF COVID-19

COVID-19 has significantly disrupted some of key demand drivers through social distancing measures and change in behaviour, particularly in the events and business events markets.

## SEASONALITY OF DEMAND

Tasmania experiences strong seasonality of demand, with winter months typically drawing much smaller visitor volumes compared with warmer months.

## CONSUMER SENTIMENT FOR TRAVEL / AIR TRAVEL

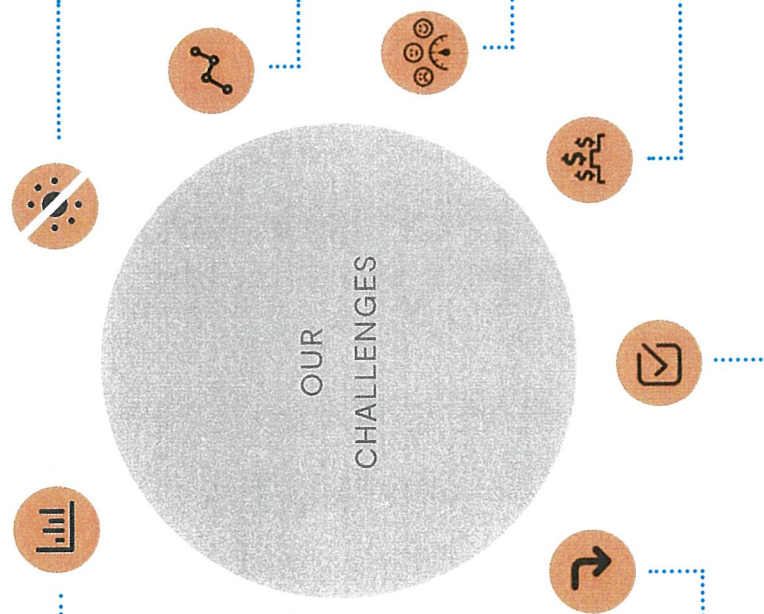
Consumer confidence and willingness to travel, including air travel, will take time to rebuild. Some may prefer local holidays or defer travel.

## PRICE COMPETITION

Domestic destinations are actively offering discounts and promotions to entice customers, creating significant challenges in attracting the interstate market.

## PRODUCT AVAILABILITY

Tourism operators are facing severe reductions in income as a result of travel restrictions and physical distancing measures, with some operators delaying their reopening or limiting their offering, with others potentially closing permanently.



# Milestones on the road to recovery

There are critical milestones on the path to restoring the value of tourism to the Tasmanian community.



Cape Wickham Lighthouse, King Island © Dietmar Kahles



» Encouraging Tasmanians to 'Make yourself at home' and activating our intrastate market potential.



» The gradual re-opening of our interstate markets as restrictions are eased when public health advice says it is safe to welcome visitors back to our state. There will be pent-up demand for visiting friends and relatives and domestic travel during school holidays.



» Demand-led restoration of our aviation network, including direct services to our major domestic markets.



» Resumption of our business events and major events sectors.



» The opportunity of a trans-Tasman travel bubble and a direct air service between Tasmania and New Zealand.



» Positioning Tasmania for the return of international visitors.

# Our scenario for recovery

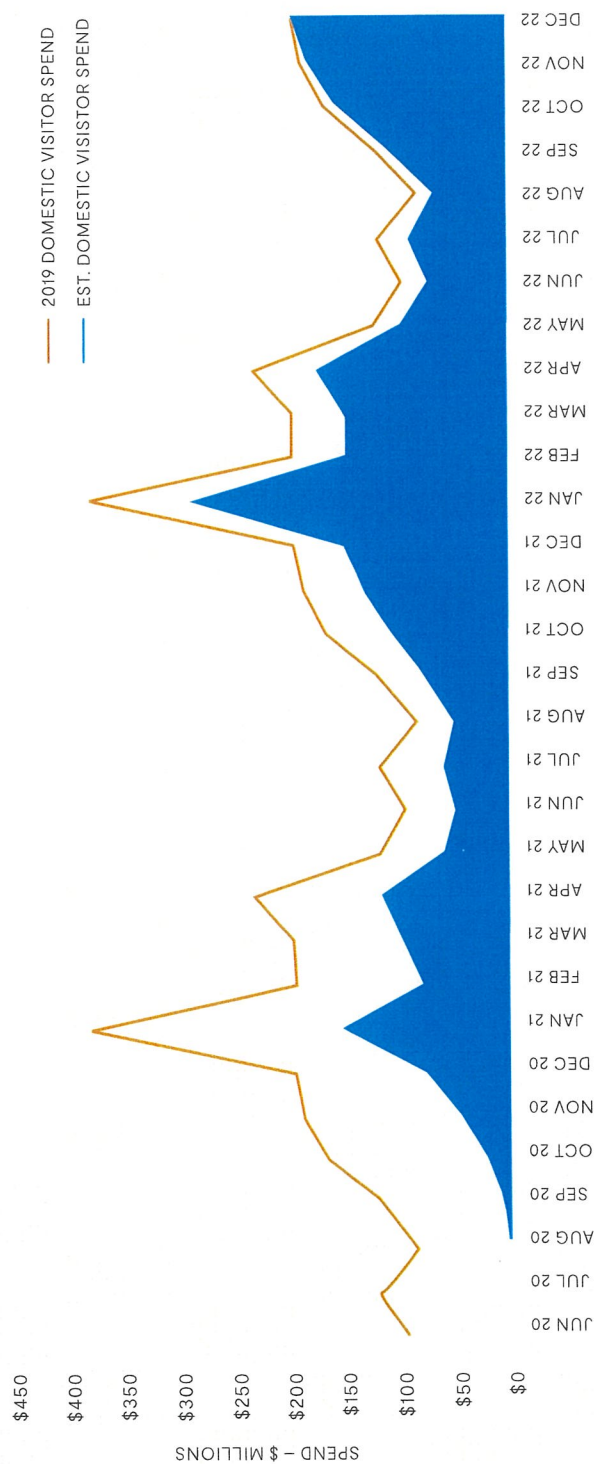
In responding to the challenges, and strategically driving our recovery priorities, we will strive to restore the value of visitor spending in Tasmania to \$2.5 billion by the end of 2022.

We anticipate our market will recover steadily over the next two years, tracking the demand path we were on before the pandemic.

However, forward demand will be influenced by border restrictions and consumer sentiment in a highly fluid and uncertain environment. There are multiple scenarios for our future and we will therefore need to be agile, creative and innovative. We have estimated a scenario for recovery at this point in time, and this will allow us to track progress to our goal.

## VISITOR SPEND

*Estimated spend per month compared to same month in 2019*





# Our goals and priorities

To ensure Tasmania is ready for these opportunities as they emerge, our priorities over the next two years are to restore air and sea access, rebuild visitor demand around core strengths as a destination, and support our people, our industry and our workforce.



Delamere Vineyards © Adam Gibson

We are ambitious in our goal to grow the value of tourism to Tasmania:



» Achieving \$2.5 billion in visitor spending by December 2022.

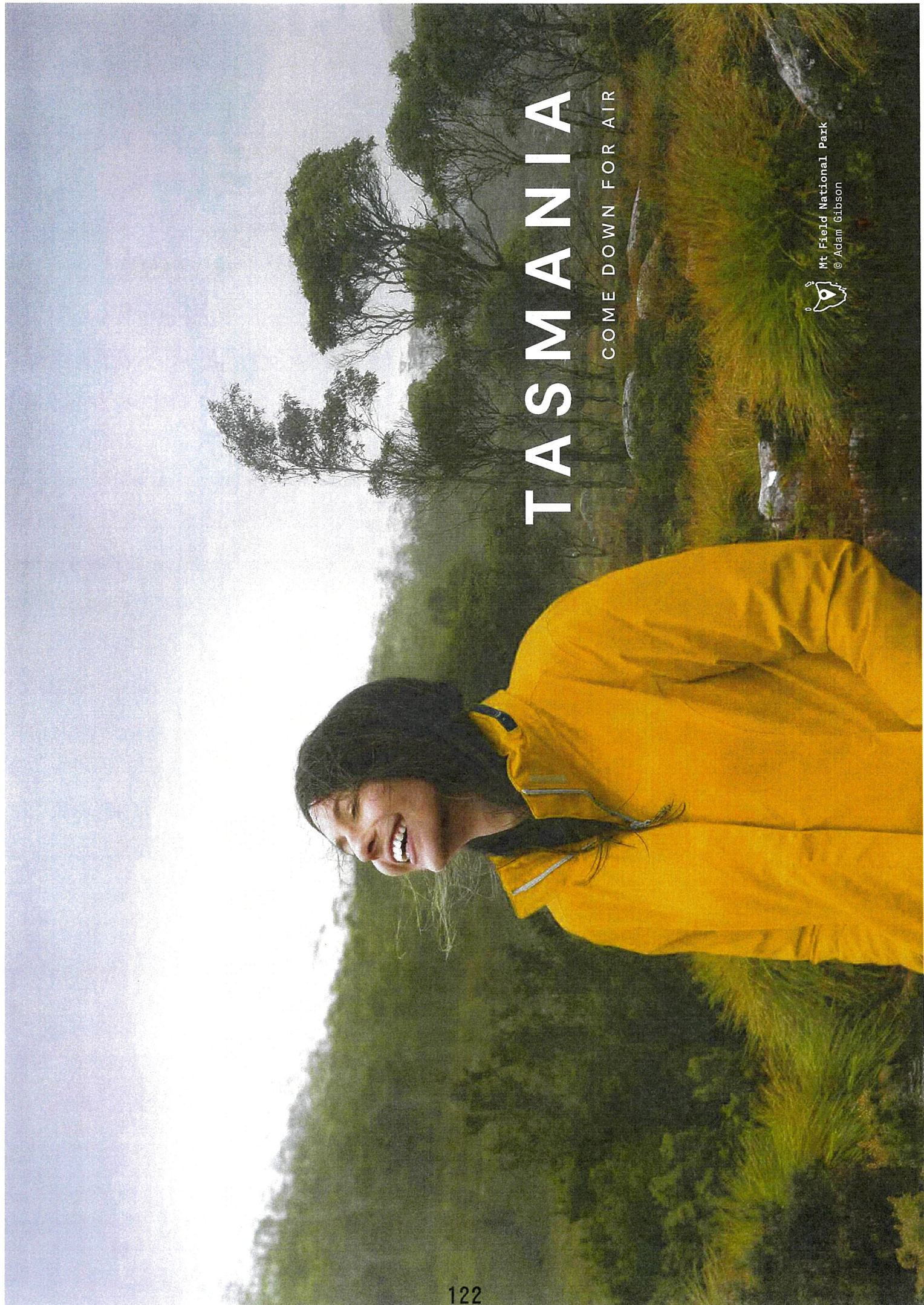


» Growing the value of tourism to regions by increasing visitor spend.



» Generating more jobs for Tasmanians.





# TASMANIA

COME DOWN FOR AIR



Mt Field National Park  
© Adam Gibson



# Our brand has never been more relevant

Our island at the edge of the earth is in the midst of a transformation. It's a rags to riches story that has shaped Tasmania as a passionate island of creators with quietly growing confidence. Tasmanians find and create meaning in what we do, and in preserving the substance of our beloved state.

Our source is what surrounds us: clean air and water, uncommon land, mountains and wilderness. But in this state, we are what we create — and good enough is never enough.

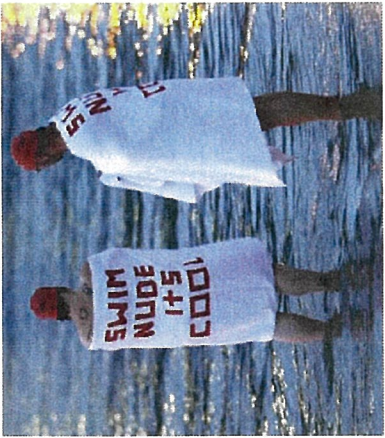
People come to Tasmania to be a part of this island's cultural transformation, to change their own lives in some small or large way. What they find here is soul-enriching, a counterpoint to the digitisation and isolation of the modern lifestyle. Tasmania is raw, beautiful and honest, allowing you to connect outwardly to the environment and community, or inwardly through self-reflection.

Whether connecting with wilderness, with yourself or with others, be what you were designed to be. When everywhere can feel generic, feel more human on an island of difference.

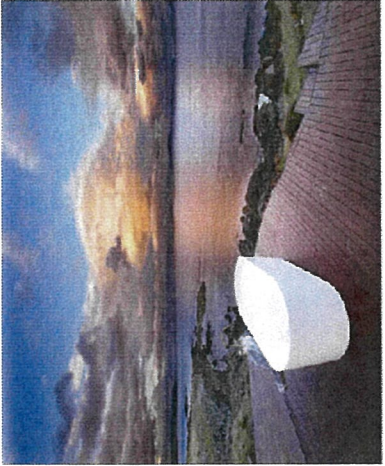




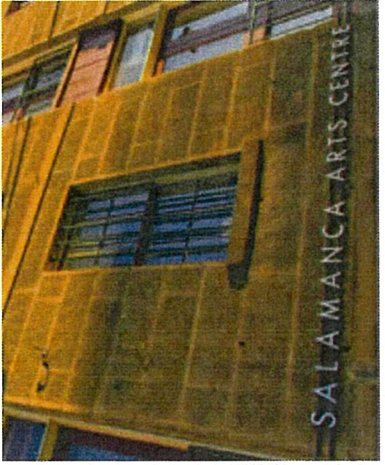
Natural beauty that reminds you of your place in the world



Casual, down-to-earth people that have time for you



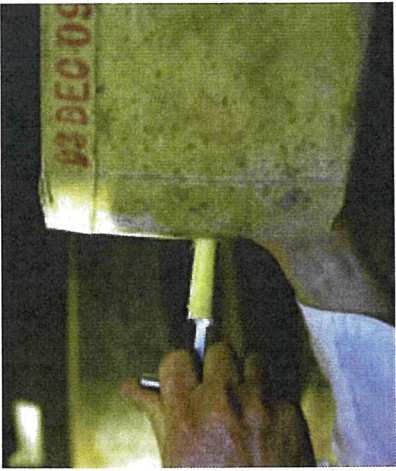
A place that lets you feel off-grid, without being remote



A thriving arts and culture scene to awaken your creative spirit



A community vibe that awakens your convivial side



World class produce where you can still talk to the owner



A pace of life that gives you time to let everything seep in



An offbeat quality that is definitely not mainland

# Priority 1: Rebuilding Visitation

We are confident Tasmania is well positioned in a world where people are feeling uncertain, more constrained and want to get back to something real.

Remaining true to who we are and what we offer is the linchpin for our recovery.

It is more important than ever to understand our changed market and our consumers. We must not assume that what we knew before remains true.

To restore the value of tourism to Tasmania by the end of 2022, we will double-down on our competitive strengths as a visitor destination.

To support our demand generation and visitor experience in recovery we will focus on several key areas.

- » Tasmania's natural environment.
- » Our home-grown festivals and events.
- » Drive holidays and Tassie road trips.
- » Uniquely Tasmanian operators and experiences.
- » Playing to our creative strengths.

Underpinning these areas of focus is a whole-of-state destination marketing strategy supporting our highly desirable brand proposition.

## WE WILL

- » Grow demand through a single, integrated demand plan across all key demand drivers — leisure, business and events — and leveraging market opportunities.
- » Invest in research to deepen our understanding of the changed market and customers.
- » Plan agile market engagement as they re-open.
- » Re-enter the domestic market with phase 2 of the *Tasmania - Come down for Air* brand campaign.
- » Launch a drive/touring marketing program and associated five drive journeys to support regional visitation.
- » Re-enter the New Zealand market with a campaign to drive visitation to Tasmania.
- » Partner with Tourism Australia on its Holiday Here this Year campaign to showcase Tasmania in the interstate market.
- » Maintain connection with other key international markets to prepare for the easing of Australian border restrictions.
- » Promote hero experiences, including those in our Unordinary Adventures Program, focussed on passion travel e.g. walking, mountain biking, golf and fly fishing.
- » Grow visitation to our Bass Strait islands through incorporation in campaigns and other activities that drive demand to these locations.
- » Optimise Tasmania's digital marketing assets and tools to provide a better online experience for visitors, improving customer engagement before, during and after their travels.



# Rebuilding Visitation:

## TASMANIA'S NATURAL ENVIRONMENT

Tasmania's rare and beautiful landscape, recognised globally as the foundation of our brand, is why so many visitors come here.

When Australians look to reconnect with nature and escape the uncertainty and challenges of urban life, Tasmania is a refuge. It is our competitive advantage over other Australian destinations.

Our natural heritage draws visitors to Tasmania and across the island. The Tasmanian Wilderness World Heritage Area, national parks and reserves are the major visitor attractions into regional Tasmania, underpinning local visitor economies.

Tasmania's nature will always underpin our destination marketing activities and is at the heart of our *Come Down for Air* brand.

Our outstanding nature tourism operators are among the best in the world, and our reputation for walking, mountain biking and water-based experiences underpins our visitor economy. To support this brand, we will continue to invest in infrastructure that enables visitors to experience our natural environment safely and sustainably. We will also support our operators to offer innovative and responsible products and experiences within our natural environment.



Cradle Mountain Visitor Centre, Cradle Mountain-Lake St Clair National Park  
© Cam Blake

## WE WILL

- » Progress masterplan investments in visitor infrastructure at our iconic Cradle Mountain and Freycinet National Parks.
- » Complete stage 3 of the Three Capes Track (day walks at Cape Raoul, Shipster Bluff, Crescent Bay/Brown Mountain) and pursue the realisation of Tasmania's next Iconic Walk on the West Coast.
- » Finalise the Maria Island Rediscovered Project and enhance camping facilities on the East Coast.
- » Initiate priorities in the Tasmanian Wilderness World Heritage Area Tourism Master Plan.
- » Support appropriate and responsible commercial visitor activities and investment within Tasmania's national parks and reserves.
- » Maintain the highest standards and expectations for commercial tourism operators providing experiences within our protected areas.
- » Focus on niche markets that seek nature-based experiences through the Unordinary Adventures program.
- » Promote the experiences and natural values of our parks and reserves through a collaboration between the Tasmanian Parks and Wildlife Service and Tourism Tasmania.

# Rebuilding Visitation:

## OUR HOME-GROWN FESTIVALS AND EVENTS

We are bold, different and quirky, reflected in the hundreds of home-grown events and festivals that tell the story of our culture, our place and our people.

Pre-COVID-19, Tasmania's event scene was humming.

Our business events market was showing strong signs of growth. The pandemic disrupted this momentum and created a challenging environment for events.

Our job now is to do what we've always done — work hard, against the odds, to emerge with a different events proposition.



Home Hill Winery © Nick Osborne

## WE WILL

- » Support our iconic Tasmanian events to adjust to COVID-19.
- » Provide grant assistance to events proposed for 2021 to implement COVID-19 safe practices.
- » Provide support in attracting participation-led events with potential to fill out the demand in regional and urban areas across all seasons.
- » Support intrastate movement during 2021-22 through a small-grants program to encourage events, primarily involving overnight stays.
- » Encourage the development of innovative and new event opportunities with potential to be held in 2021-22.
- » Prioritise actions that support intrastate business events.
- » Use the Business Events Attraction Fund to be competitive in attracting business events.
- » Develop options to enable operators to adapt their products and experiences to support business events.
- » Target businesses events that are rescheduling international programs.
- » Focus on the corporate incentives market as the business events market adjusts.
- » Develop a business events digital solution for destination market promotion to drive pre and post touring.
- » Pursue the opportunity to access the New Zealand corporate market as part of the proposed travel bubble and direct flight opportunity.
- » Prioritise strategic investment in events venues in Hobart and Launceston, including the upgrade of the Derwent Entertainment Centre at Glenorchy and the upgrade of the Albert Hall in Launceston.



# Rebuilding Visitation:

## DRIVE HOLIDAYS AND TASSIE ROAD TRIPS

Drive holidays are back in vogue. In the current environment we know that Australian travellers are going to be more inclined to travel in their car or fly-drive.

Tasmania has always been one of the great drive holiday destinations and touring regional destinations underpin our visitor economy.

There is a huge opportunity to increase our share of a growing market that we know travels further, stays longer and spends more. We are a compact destination with an extraordinarily diverse range of experiences and natural landscape easily accessible from key entry ports. We are making investments and working together now to position Tasmania as the premier road trip destination.



Spring Beach, Orford (Maria Island in distance) © Lisa Kullenburg

## WE WILL

- » Launch a compelling program to position Tasmania as the leading road-trip destination.
- » Launch the Tasmania's Drive Journeys.
- » Deliver Tassie's Top Tourism Towns Program.
- » Co-invest and align marketing activities around Tasmania's destination brand as part of a coordinated strategy between Tourism Tasmania and TT-Line.
- » Stimulate demand for Spirit of Tasmania services through incentives to support additional sailings to meet demand.
- » Invest in the road network in Tasmania to support the touring market and visitation to regional communities.
- » Prepare for the opportunity created by the two new Spirit vessels by:
  - » Undertaking a demand assessment for the caravan and camping market for Tasmania.
  - » Mapping existing public and private supply of infrastructure and services for the caravan and camping market.
  - » Investing in a strategy that identifies gaps and opportunities to meet the market potential and realise our ambition to be Australia's leading touring and carbon-neutral destination.
  - » Collaborating to create a Tasmanian gateway visitor experience at the Port of Geelong.

# Rebuilding Visitation:

## UNIQUELY TASMANIAN OPERATORS AND EXPERIENCES

Tasmania's tourism and hospitality operators generate the innovation, the experiences and character that brings Tasmania to life for our visitors.

They are the ones who make the investments and create the jobs that build our visitor economy and support the Tasmanian way of life.

Our leading tourism operators are among the most awarded in our nation. They share their stories and their love for Tasmania through exceptional products and life-changing experiences. They also deliver our brand and help draw visitors to the state and into regional communities.

Our hospitality operators delivering Tasmanian food and beverage experiences and accommodation in all corners of Tasmania are the backbone of our visitor economy.

To recover our visitor demand quickly, we must also support and celebrate those products and experiences our visitors seek, from tours to attractions and beyond.

Our recovery priorities are focussed on practical actions that ensure our business owners have the means and measures to come through recovery and beyond to innovate and develop products and experiences that showcase the Tasmanian brand.



Far left: Southern Wild Distillery © S. Group  
Left: Sawyers Bay Shacks © Luke Tschirke  
Right: Bruny Island Cheese Co. © Rob Burnett

## WE WILL

- » Support and champion quality tourism operators that enhance our brand through prioritising marketing assistance, industry development support, advocacy and other assistance.
- » Continue to invest in industry-led customer service enhancement, tourism accreditation and quality assurance and awards programs to maintain and elevate industry standards and the visitor experience.
- » Champion entrepreneurialism and innovation in new products and experiences that reinforce and enhance our core brand proposition and competitive strengths.
- » Support emerging sectors around greater cross-sector collaboration and specific development initiatives.
- » Maintain focus on tourism as a priority area for attracting investment and working with proponents to support new projects and address barriers.



# Rebuilding Visitation:

## PLAYING TO OUR CREATIVE STRENGTHS

One of the great successes of the past few years has been the emergence of an artisan produce sector and innovators who are winning global fame.

We have a pipeline of investment in small-batch produce, whisky and gin distilleries, cellar doors, cheese, and truffles, and growing interest in traditional practices, including fermentation.

Tasmania's reputation as a tasting and foraging destination is at a new level. It is now a competitive strength of our brand and a major reason visitors choose to come to Tasmania.

The cultural and creative industries are a key driver in our economy as well as attracting people to visit. For many visitors the state's strengths in creativity, history and food culture in combination form a large part of our appeal as a destination.

It is critical that we do not lose momentum in this sector and we will foster collaboration to enable product development.



## WE WILL

- » Focus on signature food and beverage experiences that present contemporary Tasmanian cuisine.
- » Feature brand-aligned artisan products across all regions as a key driver of regional dispersal.
- » Activate Tasmania's emerging competitive strengths in artisanal and boutique/small-batch products and experiences by working with producers and growers on tourism opportunities.
- » Leverage Tasmania's premium brand with a program to develop service excellence and premium quality in what we make and do, with a particular focus on regional communities.
- » Implement the Tasmanian agri-tourism strategy, including helping businesses engage with agri-tourism, reduce barriers that constrain the development of agri-tourism and drive investment in new experiences.
- » Work with Brand Tasmania and tourism partners to provide access to cultural and creative products and experiences that are distinctly Tasmanian.
- » Provide support and assistance to enable Tasmanian business to more easily connect with and purchase Tasmanian cultural and creative products and experiences as part of their offerings.
- » Implement the Reel-Scout locations database to attract national and international film and television productions to Tasmania.
- » Launch Tasmanac, a platform that connects Tasmania's cultural collections and encourages dispersal to our regional towns.



## Priority 2: Restoring access

As an island destination, air and sea access will always be the lifeblood of Tasmanian tourism.

Over the past two decades we have enjoyed increased air services and direct routes. We had a growing visitor economy as a result and Tasmanians enjoyed greater travel options at more competitive prices.

The ongoing challenge of COVID-19 must be confronted as we restore access to our state. Ensuring Tasmanians continue to have confidence in our border-control health measures will be paramount in the years ahead, along with keeping our visitors safe and well.

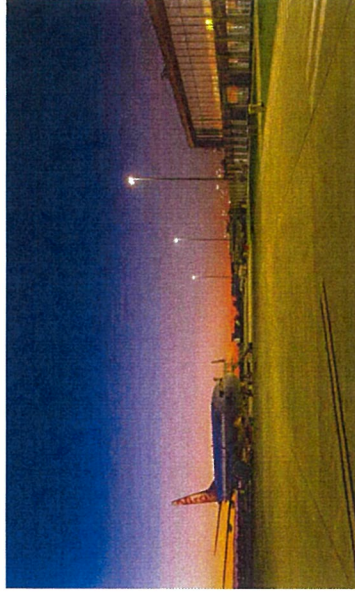
Restoring our aviation network as quickly as possible will be critical as the tourism industry and state recover. This will not be easy. The aviation industry is experiencing its greatest global crisis and competition for air capacity will be intense as all states seek to support their own recovery.

Demand will drive recovery. Our brand is strong, and Tasmania is a proven performer for aviation carriers. We are well placed to recover our aviation services as quickly as any Australian destination, subject to the shape and strength of the aviation sector itself.

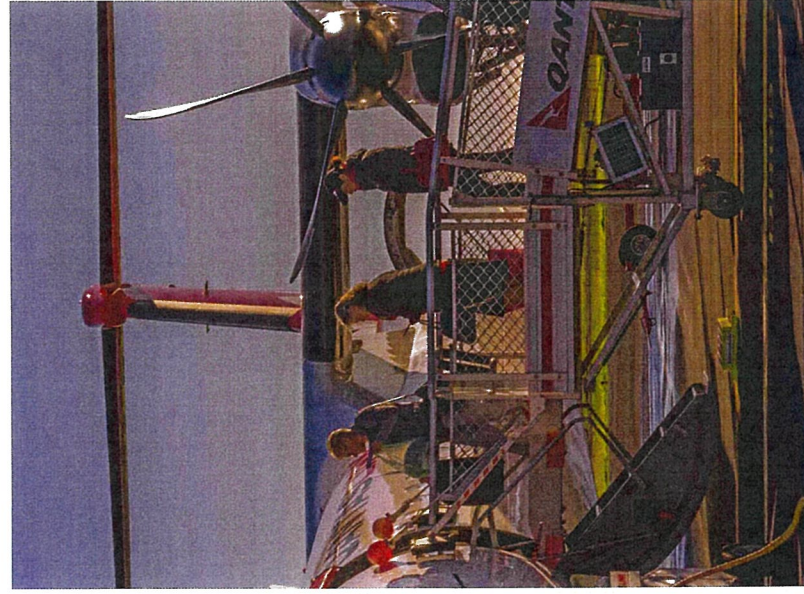
In recent years, TT-Line has also achieved record passenger numbers and will be an essential enabler for recovery. Visitors who travel on the Spirit of Tasmania ferries stay longer, spend more and travel further than those who travel by air. Our state-owned ships are a point of difference for Tasmania. Heightened health and safety concerns of travellers is likely to result in a shift to touring holidays and a dedicated touring campaign will position Tasmania well, along with our investment in roads to support regional access.



© Courtesy of Spirit of Tasmania



© Courtesy of Launceston Airport



Devonport Airport © Courtesy of TasPorts and Rob Burnett

## WE WILL

- » Re-establish our network of core routes between Hobart, Launceston, Melbourne, Sydney, Adelaide and Brisbane and work with carriers to increase frequency and capacity.
- » Undertake cooperative marketing using access partner channels to drive conversion.
- » Initiate capacity recovery and demand generation activities to return passenger volumes to our smaller regional airports, including the Bass Strait islands.
- » Support intrastate connections with our Bass Strait islands subject to commercial viability.
- » Prioritise re-establishing direct flights from Gold Coast and Perth and identify other direct city opportunities.
- » Secure trans-Tasman flights from New Zealand with facilities at Hobart Airport to support a long-term international connection to New Zealand.
- » Stimulate and meet demand through additional sailings of the Spirit of Tasmania ferries.



## Priority 3: Supporting our people – business owners

As borders closed and other restrictions were imposed to contain COVID-19, demand in the tourism and hospitality sector virtually dried up overnight. Our business owners needed immediate support and all levels of government and our industry associations responded with measures that targeted cash flow, financial relief and expert help to adapt to the uncertain environment.

We have seen a remarkable response from our operators, including retaining staff at a cost to their business, and innovation at a product and business level. This is testament to the character of our sector.

We must not forget the personal impact of this pandemic on our business owners. As they are our people, and the backbone of our communities, ongoing support for their wellbeing is important.

The environment remains unstable. The scale and evolving nature of the pandemic means that operators will pass through several critical periods. For example, the end of JobKeeper and seasonality of demand will test them and the capacity of their business to sustain operations through recovery.

While increasing demand by opening borders, and support until JobKeeper ends, are the most important priorities, the recent Industry Recovery Survey of 470 operators told us they also need improved information and resources around COVID-19 compliance, innovation and adaptation support and assistance to re-enter the market. Maintaining an understanding of the needs of our business owners through recovery will enable targeted and efficient support.

### WE WILL

- » Prioritise industry uptake of the Australian Tourism Data Warehouse (ATDW) to develop contemporary multi-channel distribution capabilities for tourism and hospitality operators.
- » Prioritise small-business support through grant, loan and business assistance schemes to sustain themselves, build resilience and innovate.
- » Support our tourism operators to re-engage with the interstate visitor market as Tasmania's borders re-open.
- » Share forward demand, research data and market insights to inform businesses in their planning.
- » Provide regular opportunities for industry to share information and remain connected.
- » Launch a new online solution to connect employment opportunities with tourism and hospitality professionals.
- » Provide an industry mentoring initiative, Incubator Plus, linking experienced tourism and business specialists with operators needing professional assistance with business continuity and support in resetting for new markets.
- » Continue to collaborate with the University of Tasmania around its graduate certificate scholarships.

# Priority 3:

## SUPPORTING OUR PEOPLE – WORKFORCE

One of our great achievements over the past few years has been the jobs that tourism and hospitality have generated for Tasmanians across our state. This has shaped perceptions within our communities of the value of tourism. Before COVID-19, tourism supported 17.4% of all jobs (direct and indirect) in our state (Tourism Satellite Accounts 2018-19, Tourism Research Australia).

However, our sector faced workforce challenges before the pandemic. The labour and skills supply has not kept pace with the rapid growth in demand, it has not been able to compete with other growing parts of the economy, and there were skills gaps in the crucial sectors of hospitality, cookery and accommodation services.

Employers, training providers and government have not been able to adequately respond to labour and skills shortages. Industry was also concerned about the accessibility and quality of training to meet the needs of employers — and all within the context of uncertainty created by national reform of the structure and direction of the vocational training sector.

The impacts of COVID-19 present us with considerably more challenges that exacerbate the immediate and long-term:


- » Many in our industry have lost their jobs, been stood down or had their hours reduced and remain uncertain about the future. We risk losing talented Tasmanians from our industry as many shift their transferable skills to other growing sectors. Tourism and hospitality may seem a less attractive career in light of COVID-19.
- » Foreign workers have filled many gaps in unskilled and seasonal work. With international travel bans likely to remain for some time we are already seeing a widening gap between labour supply and demand, particularly in some regional destinations.
- » Apprenticeship commencements in hospitality — the core to building a skilled workforce — have virtually ceased.

We have two very clear priorities to support our current workforce through this period of uncertainty and remain connected with industry through reskilling, retraining and new job opportunities as they emerge. This will lay the framework for progressing long-term workforce needs.

## WE WILL

- » Establish a new industry-owned and led vocational training provider for the tourism and hospitality sectors, and a Ministerial Tourism and Hospitality Workforce Advisory Committee as a landmark investment in training and development for tourism and hospitality.
- » Prioritise low-cost training, mentoring and professional development opportunities for our workforce to fill immediate skill gaps, future needs and to respond to COVID-19 requirements.
- » Support practical initiatives that connect employers to job-ready people.
- » Grow our workforce through vocational placements for secondary school and college students, apprenticeship programs and industry-led promotion of the sector.





## Priority 4: Shaping our future

Through our recovery we will prioritise initiatives that will establish Tasmania as a global leader in responsible and sustainable tourism. We are determined not to lose sight of the aspirations identified in the consultation for the 10-year vision by industry and other visitor economy stakeholders. These will position us for a strong future and increase our contribution to Tasmania and its people.



## TASMANIAN ABORIGINAL PEOPLE

lutruwita / Tasmania's 40,000 years of continuous Aboriginal heritage is unique, enduring, and central to our shared Tasmanian story.

Tourism is an opportunity for Aboriginal people to share their culture, heritage and deep connection with their lands with visitors to lutruwita / Tasmania. This can create economic and employment opportunities for Aboriginal people, increase knowledge of and respect for Tasmania's Aboriginal culture and heritage, and enrich the Tasmanian visitor experience.

The Tasmanian tourism industry and the Tasmanian Government is committed to working with Aboriginal people on practical strategies to grow the community's role within our visitor economy. We have achieved some positive momentum over the past few years with genuine cultural exchanges between Aboriginal people, the tourism industry and our visitors. We have welcomed the emergence of exciting new indigenous visitor experiences and enterprises. We are determined to build on this momentum and foster a shared vision for a vibrant Aboriginal tourism sector in Tasmania.

## WE WILL

- » Encourage Tasmanian Aboriginal people to maintain a program of cultural presentations and workshops with the broader Tasmanian tourism industry.
- » Support Aboriginal tourism operators to establish and operate cultural tourism enterprises on country.
- » Work with the community in ensuring Tasmania's Aboriginal culture and tourism experiences are appropriately and respectfully represented in destination marketing activities.
- » Prioritise Aboriginal presentation of the natural and cultural values of Tasmania's reserve areas, including the Tasmanian Parks and Wildlife Service Discovery Rangers Program, and the Freycinet Master Plan Aboriginal Cultural Project



wukalina walk © Rob Burnett

# Priority 4:

## SHAPING OUR FUTURE

### CLIMATE CHANGE

The tourism industry response to climate change is ambitious and genuine in its goal for Tasmania to be a carbon-neutral destination. This is aligned with the Tasmanian Government Climate Action 21 agenda. There are practical measures we can introduce quickly and more complex challenges over the longer term to achieve this goal. That pathway requires research into the costs, benefits and the value proposition of this goal for Tasmania.

### WE WILL

- » Commission research to assess the costs, benefits, value proposition and the pathway to make Tasmania a carbon-neutral destination.
- » Launch an industry toolkit focussed on practical sustainability measures, including carbon reduction, waste and water efficiency.
- » Agree on a pathway towards achieving our carbon-neutral ambition.



Three Capes Track – Cape Pillar and the Blade © Tasmania Parks and Wildlife Service and Stu Gibson

# Priority 4:

## SHAPING OUR FUTURE

### INCLUSIVE TOURISM

People with disability make up almost 20% of Australia's population and about 15% of the world's population. With an ageing population, the proportion of Australian travellers with mobility, vision, hearing and cognitive disabilities is expected to increase. In Australia, about 75% of people with disability regularly travel and there is little difference between people with or without disability when it comes to motivations for travel, the way travel decisions are made, and where to travel.

Considerable work has been done with the disability sector to realise Tasmania as a leader in innovative and inclusive tourism experiences over the longer term, and we will progress several important actions during recovery.

### CRUISE

Over the past decade, Tasmania has emerged as a highly desirable cruise destination. While visiting cruise ships have been highly valued by many sectors of the tourism industry and broader economy, there have been concerns expressed about the scale of growth, and future projections.

With considerable uncertainty about the immediate future of the cruise market in Australia, now is an opportunity for Tasmania to understand the potential market demand of cruise ships to the state and the value of this sector.

### WE WILL

- » Audit Tasmanian listings in the Australian Tourism Data Warehouse (ATDW) to assess the current supply of inclusive tourism product, identify gaps and encourage all operators to complete new accessibility criteria.
- » Build industry capacity and awareness of inclusive tourism through industry events and communication channels.
- » Consider inclusive visitor infrastructure in planning and investment in the reserve system where practical and strengthen existing procurement processes within the Tasmania's Parks and Wildlife Service to ensure inclusion is considered when purchasing both physical and digital assets.
- » Invest in marketing activities that increase the profile of inclusive tourism opportunities.

### WE WILL

- » Research the value proposition of the cruise market for Tasmania to determine its costs and benefits and its alignment with Tasmania's brand.





Blue Derby Mountain Bike Trails  
© Stu Gibson



# Priority 4:

## SHAPING OUR FUTURE

### A TOURISM NETWORK FOR THE FUTURE

COVID-19 has created uncertainty in our community, in our industry and in our markets. Understanding what is different and being agile with our strategy will allow us to meet the changing needs of customers and stakeholders.

Our customer must remain our core focus, with consideration of the value they bring to our community, our industry and how they interact with our environment and this place we call home.

The Tasmanian visitor economy has been the envy of the nation and our governance and tourism network has supported its success. However, our market growth in recent years has masked some vulnerabilities and limitations with that structure.

We have the opportunity now to be more purposeful in our destination management, in designing the tourism system to optimise recovery and for our future. We need to be well connected, informed and deliberate about the actions we take to shape our future — a future that is about growing our industry for the benefit of our community.

We also need to encourage the next generation of tourism leaders at all levels of the industry. They will take our industry forward and realise our true potential as one of the world's exceptional visitor destinations.

### WE WILL

- » Review the roles and responsibilities, structures and resourcing, being clear on the value proposition for each organisation within the visitor economy network.
- » Pilot an ambassador/host program to engage locals in welcoming visitors and providing information services.
- » Develop a new model for visitor information and engagement.
- » Increase diversity in industry leadership by continuing to identify and fast-track emerging leaders, particularly in currently underrepresented areas of young professionals and women, into industry leadership roles.
- » Plan for the future of our destinations, particularly our emerging regions, leveraging their unique attributes and visitor appeal, with a community-focussed approach through the 2030 Visitor Economy Strategy informing destination management planning.
- » Engage the Tasmanian community in the future of tourism at a strategic level through consultation on the 2030 Visitor Economy Strategy and at a regional level through destination management planning.

# Governance

The T21 Visitor Economy Action Plan 2020–2022 has been developed through the T21 partnership between the Tasmanian Government and industry, through the Tourism Industry Council Tasmania. T21 has been tasked with leading recovery planning for the tourism and hospitality sector.

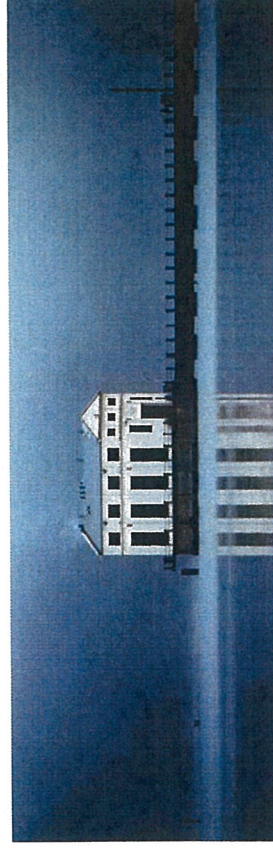
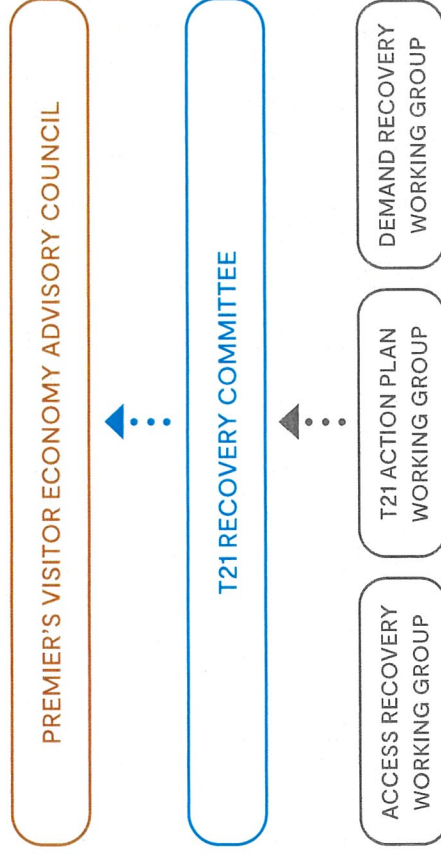
T21 connects with the broader Tasmanian recovery planning through the Premier's Economic and Social Recovery Advisory Council (PESRAC), at an agency level through the secretariat, and at a ministerial level through the Premier's Visitor Economy Advisory Council. T21 informs, and is informed by, the broader recovery plans being developed by PESRAC.

The Action Plan delivery will be governed by the established T21 structure. Effective governance is essential to ensure:

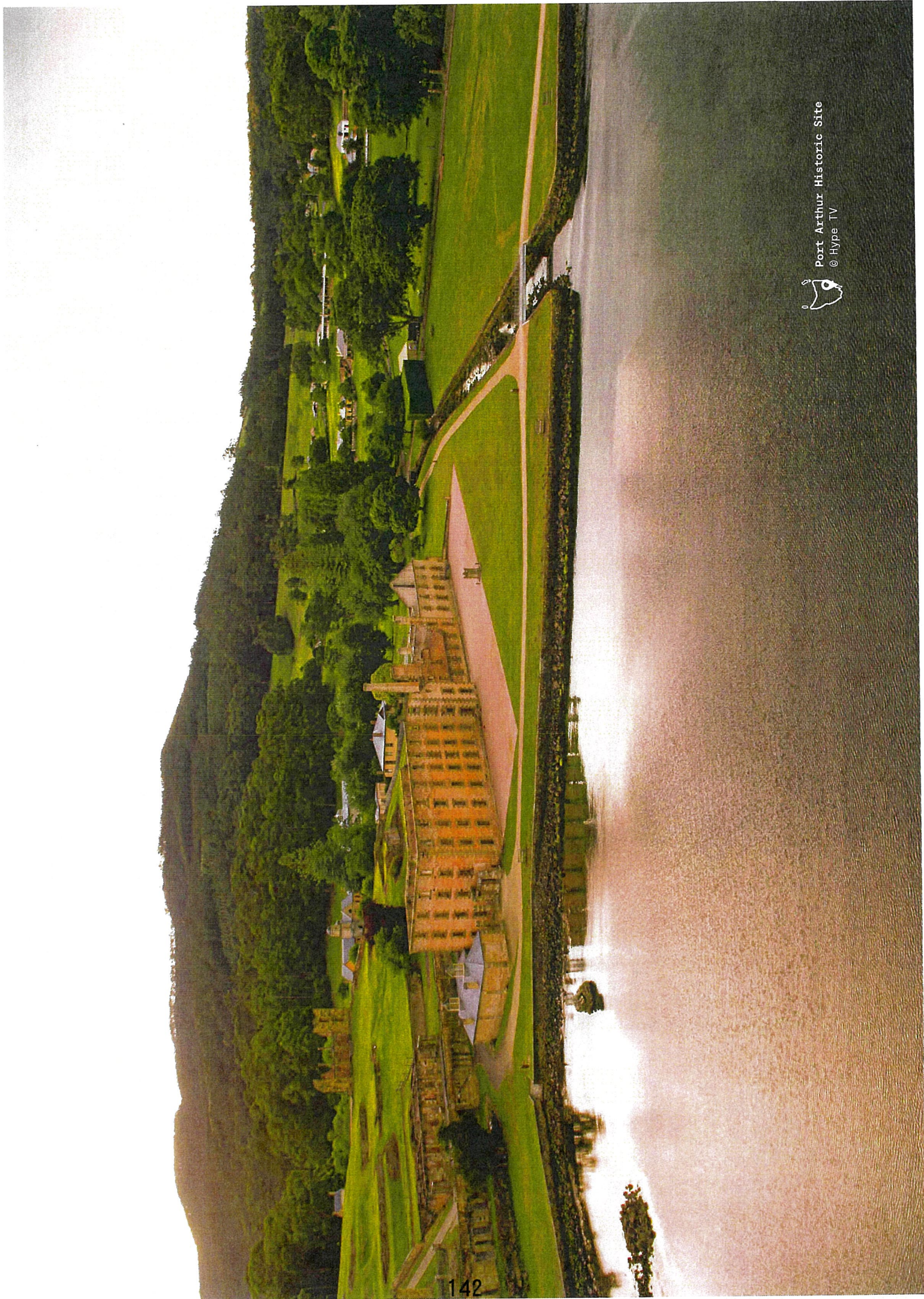
- » Each of the identified actions is delivered.
- » Key stakeholders continue to be engaged in the growth of the Tasmanian visitor economy.
- » Overall progress is measured and monitored.
- » Additional or evolved actions are identified to achieve T21's objectives and vision.

Pumphouse Point,  
Lake St Clair  
© Emilie Ristevski

To respond to the changing environment, six-month action plans will set the program of delivery and provide agility in responding to changing circumstances. Progress reports will be published on [www.t21.net.au](http://www.t21.net.au)











Tourism Industry Council Tasmania



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