

14. SWOT

Strengths	Weaknesses
- Eco-style product offering - Brand new facilities - Secluded location - Unique offering - Opportunity to go “off grid” - Strong indigenous ties - Multiple customer markets – families, couples, groups and schools - Proximity to Melbourne	- Site is out of town and would require travel by vehicle to reach town - No mains, water or sewer - Not a traditional tourist location/destination - Offering is quite unique and caters to a very specific market
Threats	Opportunities
- Other parks in the region providing a new range of facilities and recreational activities. - Rise in Australian Dollar making overseas travel more affordable. - Competition from growing cruise ship holiday market. - The global financial crisis encouraging older Australians to travel less due to decreased superannuation.	- Growing interest in eco-style and adventure-based holiday experiences - Create a unique holiday destination - Leverage on the unique cultural aspects of the site - Fills a niche gap in the marketplace - Develop group market/school camps - Access to extensive grant funding opportunities

15. THE VISION

The Master Plan approach needs to recognise that the park needs its own identity to reflect the uniqueness of the destination and its location. Having a clear market position, and offering a variety of site facilities and matching these with the needs and expectations of guests are paramount.

16. PROPOSED WORKS PROGRAM

16.1. Introduction

The tourism marketplace is a dynamic business environment. There are always new and emerging opportunities and challenges to be met to ensure the ongoing viability of any tourism business and its relevance in the marketplace. The concept plan needs to balance best practice, visitor needs and future trends to define a park that is hoped will attract significant tourist visitation, improve economic diversity and assist business development.

16.2. Design Rationale

The key driver for the design concept needs to be to create an outstanding tourist facility that provides an affordable and unique holiday destination in harmony with the location.

This design should be based upon:

- Retaining the current relaxed ambience of the location;

- Low-impact development;
- Creating maximum site utilisation;
- Provision of high-quality communal amenities;
- Inclusion of recreational facilities to provide social hubs;
- Maximising occupancy and yield;
- Diverse product mix and facilities to cater for a broader market;
- Achieving compliance with applicable regulations.

The proposed plan should create separate zones or precincts to reflect the different needs of user groups providing a simple, relaxed and modern architecturally designed facility ensuring it becomes the first choice in the region.

In addition, the design should create “linkages” linking the resort/park through to the Boiling Down Creek and Warrawidgee Island, taking advantage of the site's impressive location while preserving environmental values and existing positive characteristics of the site.

The use of solar energy, low-consumption electrical and water fittings, and built-form structure designs should consider use of glazed and louvered windows, sunshades and even recycled materials.

A small-scale solar plant should also be investigated to provide power. This will also assist with reducing the cost of upgrading the service currently fed to the property which would require a significant upgrade should the development proceed.

It should be noted that as the master plan is a concept only and detailed engineering and working drawings are not yet available, the costs provided at this stage are our best estimates only and should not be relied upon for final decision-making processes. Detailed designs and costings upon receipt of electrical, hydraulic and civil reports will need to be worked up.

16.3. Master Plan Objectives

The key driver for the design concept should be to create a contemporary tourist facility, providing a unique, affordable destination in harmony with the local community and location.

Specifically, the design concept should incorporate the following design themes:

- Welcoming – sense of arrival and place
- Comfort – quality of design and ambience
- Clean – selection of materials and ease of servicing
- Quality – value through cost-effective contemporary design with a style sympathetic to the local setting
- Quality of service – from booking and arrival to departure
- Safety – safety in design giving customers a feeling of being safe and secure, kids can roam free leaving parents to feel relaxed and at ease
- Inclusiveness – universal access, and social hubs

16.4. Financial Forecasts

Based on the Draft Development Master Plan prepared, Innoviv has completed a set of financial forecasts that include the following information:

- Profit and loss forecasts

- Estimate of capital expenditure based on proposed master plan designs
- Internal Rate of Return (IRR) modelling, Net Present Value (NPV) and Return on Investment calculations
- A single-stage works program

Using an Internal Rate of Return calculation provides the following benefits:

- Cash flows of the entire project are considered in the calculation (i.e. it measures the success of the project over its entire life, rather than just one point in time).
- As it is based on cash flows, it overcomes the subjectivity of using assessments that include variable depreciation allocations (hence why we have removed the lease rental charge).
- Makes allowances for the time value of money.
- Provides a measurable yield on investment.

In addition to the master plan criteria, the following factors were key considerations:

- balance between the cost of capital works and financial returns;
- likely suitability of various product categories including powered sites, safari tents, and cabin accommodation;

Based on these considerations, the following model has been developed:

- A single-stage development that excludes Eco Cottages and Eco-retreat Studios.
- Ancillary facilities including a camp kitchen and two BBQ areas.
- Single-stage base development completed within 12 months (year zero).
- Forecast completed over 20 years with termination value applied to year 20.
- Forecast to EBITDA level only (earnings before interest, tax, depreciation and amortisation).
- Growth rate/CPI of 2.40%.
- Have included land value of _____ as per owners' instructions for land component.
- For IRR purposes, a terminal value in year 20 based on a simple _____ yield.

Revenue Assumptions

- Modelling also based on possible occupancies based on Innoviv's experience. We note that occupancy data for this specific region is not publicly available.
- Pricing seasons split into three seasons:
 - Peak season – Approximately six days from December 26, plus Easter and Melbourne Cup long weekends
 - Shoulder seasons – March/April school holidays, September/October and long weekends (excluding above)
 - Low season - All other periods
- The above seasons are roughly in line with competing parks, however, this simple approach will need further investigation before finalising rates.
- The higher priced season reflects typical demand from the family market during school holidays.

Table 12
Site Number Assumptions

Category	Year 1	Year 2	Year 3	Year 4	Year 5
Powered Sites	60	60	60	60	60
Unpowered Site	40	40	40	40	40
Safari Tents	14	14	14	14	14
Eight-person Lodge	6	6	6	6	6
Three-bedroom Cottage	13	13	13	13	13
Two-bedroom Cottage	17	17	17	17	17
Two-bedroom Eco Cottage	0	0	0	0	0
Eco-retreat Studios	0	0	0	0	0
Total Sites	150	150	150	150	150

Powered Sites Pricing Assumptions

- Sites split into off-peak (), shoulder () and peak rates ().
- The off-peak rate is priced at the top of current market rates in the area. Although facilities and experiences are considered superior, the park is comparatively remote and pricing will need to be competitive to establish the park in the first instance.
- Peak applies to 6 days during Christmas, plus Easter and Melbourne Cup weekend when demand usually far outweighs supply.
- No price rises above these levels other than CPI.
- Note: unpowered sites priced at . We expect much lower occupancy and yields on this product.

New Accommodation Pricing Assumptions

- A seasonal rate structure has been employed to ensure modelling according to a dynamic price structure. Low season rates apply for of the year.
- A weekend premium has not been used, but may be considered subject to demand.
- Pricing of new safari tents pitched between low season. In setting these starting prices, reference has been made to nearby destinations, the comparatively remote location and the need to provide incentives for new customers.
- Two-bedroom cabins are generally priced at a premium to competition, reflecting the superior quality of the proposed accommodation and the overall experience "offering". Prices for these cabins are set at between per night. Low season rate of still considered very competitive and again worthy of review subject to demand.
- Three-bedroom cabins are generally priced at a premium to competition, reflecting the superior quality of the proposed accommodation and the overall experience "offering". There is very little nearby competition to compare the proposed prices to. Prices for these cabins are set at between per night.
- The group accommodation has been priced at around per bed per night off-peak (per lodge). Small premiums are added to shoulder and peak rates; however, this product is more orientated around off-peak occupancy from schools and other groups. This market requires further detailed examination not covered in this general scope.

Forecasts New Accommodation

To demonstrate the higher profitability of each accommodation option, the following tables provide estimated forecasts for each accommodation category.

Table 13

Accommodation Income Forecasts

	Safari Tents	2-br Cabins	3-br Cabins	Group Lodges
Income				
Less: Costs say				
Net Income				
Capital Investment				
ROI				

This table highlights the comparative high returns of accommodation which effectively support the viability of the project overall.

Although tents and group lodges record higher returns, they are considered to be riskier in nature and are potentially subject to more oversupply risk.

Occupancy Assumptions

The following occupancies have been assumed for modelling purposes:

Table 14

Occupancy Assumptions

Annual Occupancy	Year 1	Year 2	Year 3	Year 4	Year 5
Powered Sites					
Unpowered Site					
Safari Tents					
8-person Lodge					
3-bedroom Cottage					
2-bBedroom Cottage					

In practical terms, lower occupancies are to be expected in the first one-two years of trading. Focused marketing efforts will be critical to the success of the park.

Hence, Innoviv has forecasted growing occupancies over three years:

- Powered sites growing from to by year 3
- All accommodation growing from in year 1 to in year 3

Innoviv considers the occupancy assumption of for all accommodation to be in the mid-range of expectations of a range that may be as low as or as high as in favorable conditions. In coming to this assessment, the following issues are influential.

- The supply of accommodation units (cabins/tents/lodges) is materially large in industry standards for just one park. There is some risk of oversupply. A lower number of units would likely result in higher occupancies.

- Site revenue in southern states is generally limited by cooler winter weather which is unsuitable for caravanning and camping, and also less attractive for cabin holidays.
- Although there are benefits of nature and experience-based tourism, traditional grey nomads and young family markets also appreciate convenience of walking or having a very short drive to shops, cafes and entertainment etc.
- The market for this style of product is not well established and will likely require additional marketing support to be a success.

Typical powered site occupancy of similarly located and similar sized parks is generally limited to _____ per annum and the three-year target.

Professional, experienced management will also be critical to meet these forecast occupancies.

Expense Assumptions

Expenses for each model have been set at Innoviv benchmarks and have been linked to revenue where appropriate (e.g. linen as a percentage of revenue).

Wage assumption has been assumed based on a management team, other ancillary staff, and housekeeping staff. Housekeeping is one of the biggest variable costs, and for this reason has been separated from the overall wage pool and is directly aligned to cabin revenue. The wages allowed are higher than what would normally be expected in a park of this size, however, an allowance has been made for additional staff and time required to manage and monitor the on-site sewer and water treatment plants. Other cost assumptions include:

- Rates of _____ per annum as advised to Innoviv.
- NIL land tax estimation based on current exemption. However, this may change upon rezoning of land (seek your own professional legal advice).
- Minimal water and sewer costs based on provision of an on-site treatment facility and the ability to draw own water from the on-site creek.
- Marketing costs of around _____ of total revenue (year one is _____). This amount is considered the minimum spend to cover such items as website maintenance, print and online advertising, electronic data mail-outs and local tourism body memberships. Parks turning over \$1m would generally be expected to spend _____ of revenue on marketing activities.
- Maintenance costs of _____ in year 1 to cover grounds, building repairs, amenities repair etc. This amount has been modelled at an industry standard of around _____ per annum. These cost percentages are based on industry benchmarking in context of the Warrawidgee site. (NOTE: This _____ excludes a separate capital allowance of _____ per annum).
- Our forecasts make no allowances for interest or debt servicing.
- Wages are comparatively high – starting at _____ of revenue before improving as per the table as economies of scale are reached. Innoviv has assumed a higher wage cost to cover maintenance and operation of own water and sewer facilities and generally large site size.

Table 14

Wage Costs

	Year 1	Year 2	Year 3	Year 4	Year 5
Management Team					
Wages (Excluding cabin cleans)					
Wages - Cleaning/housekeeping					
Superannuation					
Workers' Compensation					
Payroll Tax (TBC)					
Total Wages					
Wages as % revenue					

Capital Works Assumptions

The proposed capital works have included the following key projects:

- % of the total costs for all infrastructure, including underground services.
- On-site sewer treatment plant of , and reverse osmosis water-treatment plant of .
- Bitumised road network (excluding kerbing) from Springs Road to the proposed reception area at a cost of approximately and crushed granite surfaces to all other internal roads and pathways. An allocation of of the total cost has been apportioned to stage 1.
- Nil Headworks contributions as advised to Innoviv.
- An allowance of for a small pool and spa and in the first stage for nature-based play equipment and recreational facility i.e. small resort pool. Although discretionary in nature, the pool is considered vital to drive demand and provides a facility as an alternative to fishing/boating.
- 14 en-suite safari tents cable of sleeping four persons.
- 6 x 8-person lodges, 13 x 3-bedroom cabins sleeping up to 8, 17 x 2-bedroom cabins sleeping up to 6.
- Amenities block of sufficient size to service proposed site numbers.
- Office and Manager Residence.
- Small camp kitchen and BBQ area to provide communal cooking and eating areas for park guests.
- Large camp kitchen and meeting room with catering facilities for groups.
- Contingencies of and project management of .
- Ongoing capital works of per annum to cover replacement capital works and minor upgrades (this amount included in IRR and NPV cash flow assumptions).

Expenses have been modelled using a combination of industry averages and costs supplied by the site owner. A quantity surveyor should be engaged to provide accurate costings upon completed working drawings. The conceptual plans are just that, and detailed working drawings and plans including, engineering, civil, hydraulic and electrical layouts will need to be produced to enable formulation of more accurate costings.

Table 15
Capital Works - Entire Development

CAPEX	GRAND TOTAL
Site Preparation and Demolition Works	
Roads, Paths and Paving	
Boundary Walls, Fencing and Gates	
Boom Gates	
Signage	
Pump Stations/On-Site Treatment Plant/Dump Point/Ro Plant	
Headworks Contributions	
Storm Water Disposal	
Reticulation Water, Sewer, Power, Gas and Comms	
Fire Services	
Lighting (Internal and Street)	
BBQs and Shelters	
Bin and Drying Enclosures	
Recreational Activities	
Landscaping	
Cabin Accommodation	
Safari Tent Accommodation	
Eco-Studio Accommodation	
Amenities Blocks	
Camp Kitchens/Shearing Shed	
Office and Residence	
Maintenance Facilities	
Powered Site Establishment	
Unpowered Site Establishment	
En-Suite Site Establishment	
SUBTOTAL	
Contingency	
Project Management (2%)	
Design Fees	
Council/Government Fees	
TOTAL CAPITAL INVESTMENT	
Initial Land Value	
TOTAL FINANCIAL INVESTMENT	

Given the overall development cost, Innoviv would not recommend completing the entire development in a single stage. As a result, an initial program of works has been put together that would see the area to the west of the current shearing sheds developed as a first stage and financial modelling is based on the returns over 20 years from completing this stage of works only.

Table 16
Stage 1 Capital Works

CAPEX	Stage 1
Site Preparation and Demolition Works	
Roads, Paths and Paving	
Boundary Walls, Fencing and Gates	
Boom Gates	
Signage	
Pump Stations/On-Site Treatment Plant/Dump Point/Ro Plant	
Headworks Contributions	
Storm Water Disposal	
Reticulation Water, Sewer, Power, Gas and Comms	
Fire Services	
Lighting (Internal and Street)	
BBQs and Shelters	
Bin and Drying Enclosures	
Recreational Activities	
Landscaping	
Cabin Accommodation	
Safari Tent Accommodation	
Eco-Studio Accommodation	
Amenities Blocks	
Camp Kitchens/Shearing Shed	
Office and Residence	
Maintenance Facilities	
Powered Site Establishment	
Unpowered Site Establishment	
En-Suite Site Establishment	
SUBTOTAL	
Contingency	
Project Management (2%)	
Design Fees	
Council/Government Fees	
TOTAL CAPITAL INVESTMENT	
Initial Land Value	
TOTAL FINANCIAL INVESTMENT	

Projected Returns

Table 17
Projected Profit & Loss Stage 1

	Year 1	Year 2	Year 3	Year 4	Year 5
Tourist Site Revenue					
Accommodation Revenue					
Other Revenue					
Total Revenue					
Rev Growth %					
Less: Expenses*					
Exp Growth (exc lease)					
EBITDA					
EBITDA Growth					
ROI (EBITDA)/ (Capital Investment+Land Cost)					
EXPENSES AS % OF REV.					
EBITDA GROWTH %					
Cumulative Masterplan Investment (including land cost)					
Cumulative Masterplan Investment (excluding land cost)					

Forecast Investment Returns

To test the effects of income variations to this base model, we have prepared a summary showing investment returns on the following three scenarios:

- Base model ("mid-range") of revenue \$ by year three based on long-term accommodation occupancies of % and powered site occupancies of %;
- A "low" model where income projections are % below the base model for the entire forecast (and with expenses also reducing accordingly) and;
- A "high" model where income projection is % higher than "mid-range" forecasts.

The following summary provides key information on all three models:

Table 18
Forecast Investment Returns

	Low Range Model (-20% Rev)	Mid-Range Model	High Range Model (+10% Rev)
Forecast IRR			
NPV 8.5%			
EBITDA Year 1			
EBITDA Year 4			
ROI Year 1			
ROI Year 4			
Expenses % of Rev Yr 1			
Expenses % of Rev Yr 4			
Total Invest. (by Year 4)			

The above table raises the following important issues:

- Cash flows in the earlier period are critical to the overall success of the park.
- **Possible downside risk is considered relatively higher than upside potential.**
- A drop of % in revenue will result in an IRR of only .
- Mid-range model provides an IRR of % including an allowance of for the land cost
- High range model based on the effect of % higher income shows a more comfortable IRR of .
- Industry expectations for a freehold purchase are generally at an IRR of . However, an inherent risk associated with greenfield developments suggests a minimum IRR of may be considered more appropriate.
- The net present value using a discount rate of hurdle fails to return a positive result for both the low and mid-range models.

17. PARK OPERATION OPTIONS

17.1. Management Team

The modelling provided assumed an on-site management team, not an owner operator. As such, should an owner-operator situation result, then the returns would be higher on the basis that a management team would not be required. The cost of a management team adds approximately annually to the expenses.

18. CONCLUSION

Based on the projections and research undertaken, it would appear that there is gap in the market for the type of development being proposed. The facility does however offer a quite unique experience, and given the location of the property in what would not be considered a “mainstream” location, the investment required to establish such a facility would need to be considered very carefully. The proposed development would be unlikely to attract the attention of operators such as ATPM/NRMA and/or Discovery because of its location, and the uniqueness of the development. The investment in this location would also more than likely be considered too risky for other private equity partners. This is further heightened by the requirement to provide on-site water and sewer treatment facilities.

Overall, the proposed returns based on the high-end assumptions are superior to those seen from freehold in the market today. However, unlike these established parks, the revenue streams for the proposed park are untested. Normally Innoviv would like to see an internal rate of return from a greenfield park in excess of given the risk involved.

The expenses have been modelled in the absence of detailed working drawings, as such, assumptions are quite broad in nature and may vary significantly with detailed design drawings on which to base costs. Further investigation would also be needed to ascertain true costs of the provision of suitable power, water and sewer services to cater to a development of this magnitude.

19. ACKNOWLEDGEMENTS AND REFERENCES

- Tourism Research Australia International Visitor Survey (IVS), YE Mar 16
- Tourism Research Australia Survey, YE March 2017
- Tourism Research Australia State of the Industry Feb 17
- CIAA State of the Industry Report 2015
- CIAA Autumn 2016 Industry Sentiment Survey
- BDO Caravan and Campervan data report 2015
- Destination New South Wales
- Caravan and Campervan data report 2016
- IBIS Caravan Parks and Camping Grounds in Australia April 2015
- CCIA Caravan and Camping Industry Profile March 2017
- Murray Region Destination Management Plan

20. DISCLAIMER

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Warrawidgee Conservation Resort

Management Plan

October 2018

Warrawidgee Conservation Resort Management Plan

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DRAFT

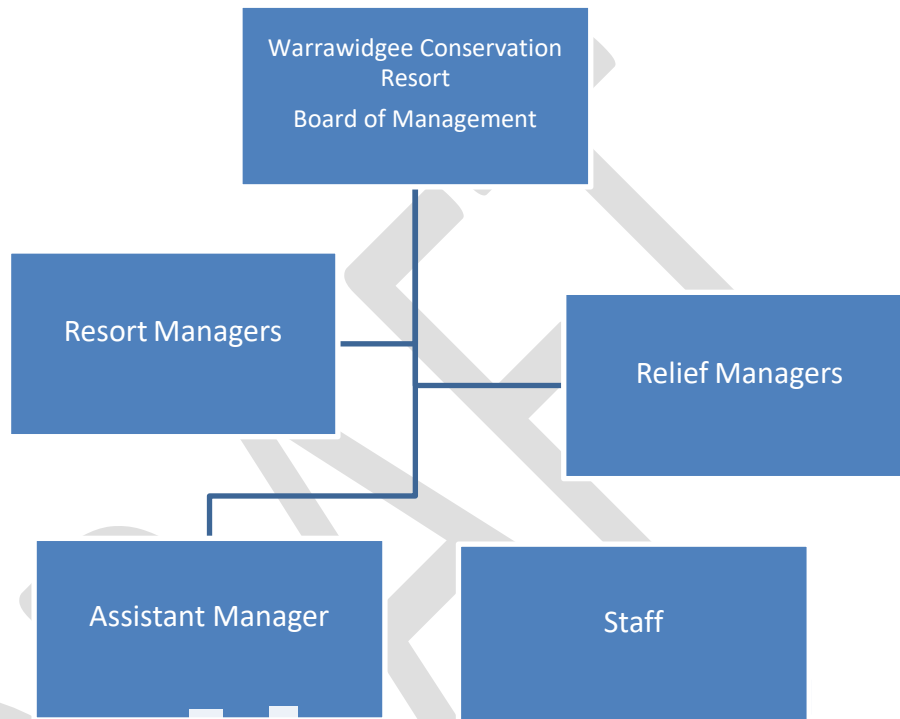
Warrawidgee Conservation Resort Management Plan

1. RESORT MANAGEMENT

The adequate and effective management of services for a Resort requires a team of resources with a range of skills. For efficiency, each role and the incorporated responsibilities needs to be clearly defined.

1.1 Management Structure

1.1.1 Structure



1.1.2 Contact Details

Warrawidgee Conservation Resort Trust

xxxxxxx
Managing Director
PO Box xxx Xxxxxx, XXX XXXX
xxxxxxxxxxxxx

xxxxxxxxxxxxx
CFO
PO Box xxx Xxxxxx, XXX XXXX
xxxxxxxxxxx

Warrawidgee Conservation Resort
Mr & Mrs X
Resident Managers
803 Spring Drive Corowa, NSW, 2646

Warrawidgee Conservation Resort Management Plan

02 6033 xxxx, info@warrawidgee.com.au

1.2 Financial Management

1.2.1 EFTPOS:

EFTPOS daily settlement is done manually at the end of each day's trading at approximately 5.30pm to align with RMS end of day.

1.2.2 Shop Sales:

All shop sales are rung up through RMS. Include Washing machine money

1.2.3 Float:

Keep a float of \$XX in the cash register. There is no set breakup of the float, use common sense when making it up each day and make sure that there is enough change in coin and small notes to give change to customers who usually have \$50 notes, along with carrying some change for the washing and drying machines (\$1 and \$2 coins).

1.2.4 Banking:

Banking is to be done at the XXXXX bank, Corowa. Xx Sanger Street, Corowa. It should be done at least once a week. The bank is only open from 9.30am – 4.00pm week days and till 5pm Friday. Banking should also be done at month end so it may be more than once end of month week.

Where possible please ensure that no more than \$xxxx is kept on the premises at any one time.

When visiting the bank please ensure you use a different route and deposit at different times of the day for safety/security reasons.

Please use the deposit book when making deposits.

1.2.5 Daily Audit:

We undertake a daily audit to reconcile cash, EFTPOS and cheques received. Please follow these steps:

- ✓ At the end of each day print the following RMS reports:
 - Management – Cash/Charge Report
 - Accounting - Cash Transactions Report
- ✓ Settle the eftpos machine manually
- ✓ Count all cash and total the cash on hand
- ✓ Deduct \$xx for the float, the remaining balance should equal the daily cash takings as per the Cash Transactions Report
- ✓ Place cheques and cash for the day into a plastic sealable banking deposit bag, or envelope. Label with the date, seal and place securely in drawer in office.
- ✓ Bag up the float and place in safe place in office
- ✓ Check cash transactions report totals against eftpos settlement receipts
- ✓ Staple merchant copies and summaries to this and place in ring binder

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- ✓ Complete a bank reconciliation form – copy attached and email to head office admin@warrawidgee.com.au **weekly Sunday evening or early Monday morning**
- ✓ At the end of the week, print a Cash Report – the total of your 7 days cash reconciliation sheet should equal the total of your cash report. If it doesn't then it is likely a transaction has been entered *after* you have balanced for the day. Advise head office of any discrepancies. (Attachment XX: Bank Reconciliation)

1.2.6 Stock Ordering:

Ensure adequate supplies of stock and order in bulk to last until your next delivery:

- Consumables/Chemicals
xxxxxxxxxx
- Linen
xxxxxxxx
- Grocery Lines
xxxxxxxx

1.2.7 Annual Stocktake

Annual stocktake must be conducted and/or at other times requested by head office.

1.2.8 Budget

Park Managers are required to meet budget for both income and expenses. Managers are responsible for ensuring they have adequate supplies of consumables and chemicals.

Managers are able to order consumables and chemicals up to the value of \$650. Any purchases above \$650 must be approved by the Managing Director.

1.2.9 Invoices

Please send all invoices weekly and petty cash receipts on the first day of the new month for the previous month to:

xxxxxxxxxx
PO Box xxxx xxxxxxxxxx xxxx
admin@warrawidgee.com.au

1.2.10 Repairs & Maintenance

Managers have approval to arrange and if necessary pay for any repairs and maintenance up to a value of \$xxxx per day.

Any items above \$xxxxx require the approval of the Board.

Electrical/Plumbing Work – non essential please call xxxxxxxx first

Electrical Work TBA

Contact:
Phone contact:
Email contact:

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Plumbing Work TBA

Name:
Contact:
Phone:
Email contact:

1.2.11 Hardware Purchases

To be purchased from xxxxxx. Please ensure you sign for all purchases and use your card.

1.2.12 Discounts for Family & Friends

*Directors & Immediate Family**

- Bookings must be made 7 days in advance.
- Bookings must be made direct with the manager of the park.
- Directors & Immediate Family are entitled to 75% off the cost of cabin/villa accommodation to a maximum of 3 days and then 25% off.
- Directors & Immediate Family are entitled to FOC powered/unpowered sites to a maximum of 3 days and then 50%.
- *Immediate Family mean a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the director; or a child, parent, grandparent or sibling of a spouse or de facto partner of the director.

Staff

- Bookings must be made 7 days in advance.
- Bookings must be made direct with the manager of the park.
- Employees are entitled to 50% off the cost of cabin/villa accommodation to a maximum of 3 days and then 25% off.
- Employees are entitled to FOC powered/unpowered sites to a maximum of 3 days and then 75%.

Friends & Extended Family

- Bookings must be made 7 days in advance.
- Bookings must be made direct with the manager of the park.
- Friends and family are entitled to 25% off the cost of cabin/villa accommodation to a maximum of 3 days and then 10% off.
- Friends and family are entitled to 25% off the cost of powered/unpowered sites to a maximum of 3 days and then 10%.

1.2.13 Guest Feedback

Guests are encouraged to complete guest feedback forms and these must be displayed in all cabins. When a guest leaves comments please address the issue either with the guest if possible and or the xxxxx to ensure a reasonable outcome.

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Maintenance tasks identified are to be rectified and an appropriate note made on the card before returning to head office. Guest feedback forms should be returned weekly to head office. Surveys are also sent out electronically to guests on departure.

1.2.14 Quality and Consistency Toolbox

Quality and consistency inspections are undertaken every 6 weeks by the XX and/or the XXX. The results of the visit are recorded in the Quality and Consistency Toolbox. Results are collected for the following areas:

- Guest Service
- Park Presentation & Facilities
- Park Cleanliness & Safety
- Park Experience
- Park Marketing
- Budget

Questions and results are recorded under the corporate section of the Sustainable Park Solutions website. Managers are required to achieve a score of 75%.

1.2.15 Petty Cash

The park carries a petty cash amount. This is reconciled at the end of each month and is forwarded to the head office as an emailed spreadsheet at the end of the day on the last day of the month (see attachment 29) Small day to day items for the park are purchased using these funds and a receipt is obtained and submitted with the hard copy spreadsheet at the end of the month (sent by post). These funds are topped up as necessary using "park sales cash" and such top ups are recorded on the weekly bank reconciliation which is submitted weekly to head office.

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2. CUSTOMER HEALTH & SAFETY PROCEDURES

Detailed information on the execution of WHS is provided in the WHS Procedure and WHS Risk Management System documents.

The Work Health and Safety (WHS) system relates to all aspects of health and safety including (without limitation);

- WHS Strategy Plan;
- Defined WHS Responsibilities;
- Exercising due diligence;
- Health and safety training and education;
- Adopting a risk management approach;
- Consultation with customers and employees on matters relating to health and safety;
- Emergency procedures and drills;
- Workplace inspections;
- Incident/accident and near-miss reporting; and,
- Management of injured customers or employees.

2.1 Customer health & safety

All customers will have been inducted to site at check-in when they have been advised about the safety requirements of the Resort. However, it should not be assumed that any customer will 100% comply with the necessary precautions and instructions provided. All staff are required to be diligent in observing the actions of customers and as appropriate provide polite instruction and reinforcement of the appropriate procedures.

Where possible, instructional signage will be installed.

It is important, for both your welfare as well as the welfare of other employees and patrons, to report any accident/injury to the Duty Manager, who will complete a written incident report. If you have, or witnessed, an accident or injury whilst you are working please notify the Duty Manager immediately. Reporting a minor accident could help to avoid a more serious accident/injury, especially if it has occurred due to unsafe conditions or practices. If there is any possibility the victim has injured their back or neck - DO NOT MOVE THEM.

In the event of a guest/employee injury that requires medical attention, please adhere to the Injury and Illness Transportation Policy as follows.

It is the policy of resort management that there be no open fires by resort customers. A fire is only allowed in the designated fire pit and are only allowed to be lit, managed and extinguished by resort staff.

NOTE: If you see or hear something that you feel may endanger an employee or guest but have not yet done so, please alert your manager or the Duty Manager immediately.

NOTE: On days of severe or extreme fire danger there will be strictly no use of the Island.

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2.1.1 Fire Emergency Procedures

The Resort is protected with modern fire protection equipment including hose reels, hydrants and smoke detectors. Fire drills are conducted on a regular basis to ensure employees are trained in evacuation procedures. For your safety and that of our patrons, please ensure you are familiar with the procedures for evacuating the premises and your responsibilities in emergency situations. It is important, so please make sure you know the location of the closest emergency assembly place in each area of the resort, as well as the location of fire hose reels, fire extinguishers and fire blankets. Also, please ensure your work area is kept clean and tidy. Do not block pathways, roads, entrances or exits.

Refer to section 7 and the Emergency Management Plan for further information.

Fire Safety Personnel

Your Department Manager is responsible for ensuring each person in the Department has been trained in the following:

The procedure to be followed in the event of fire:

- Remain calm;
- If one is available, activate the closest fire alarm or dial switch. If one is not, call 000;
- State your name, location, the location of the fire or smoke and the type and size of the fire (ie electrical, fuel or paper);
- If possible, without endangering yourself, try to put out the fire ensuring you use the proper extinguisher (see method of operation below);
- If this is not possible, close all doors to the fire area and follow the evacuation procedure;
- If it is safe to do so, wait in an area that is a safe distance from the fire so you are able to direct personnel arriving on the scene to the location of the fire;

Things to remember in an emergency:

- Do not use the elevator
- Feel any door you are going to open (with the back of your hand) to see if it is hot. If so do not open the door
- Stay low to the floor and if necessary crawl to avoid smoke
- "Stop, Drop and Roll"
- In a fire, smoke kills 80% of people - more than the actual fire itself

What to do when you hear an alert tone activated:

- Remain calm
- Follow the fire evacuation procedure for your department and/or await instruction from your supervisor
- If guests ask what is happening, let them know there is no need for concern and the alarm is being investigated
- Never say there is a fire

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In the event you are instructed to evacuate the premises:

- Close all doors and windows and turn off all electrical equipment as you leave your area
- Escort guests from the property as per the evacuation procedures
- Make your way, via the fire stairs and exits, to the evacuation assembly point
- Roll call will be taken of all customers to ensure no one is missing
- Other specific fire instructions are located in the fire evacuation procedures manual located in your department. Please familiarise yourself with your responsibilities in the event of a fire.

What to do when you are in a guest room/ enclosed department that is not your own:

- During a fire, before you leave your guest room:
- Look at the back of the door for the location of the closest fire exit
- Take your room key in case the fire or smoke is too heavy and you have to come back
- Count the number of doors to the fire exit in case the smoke is too heavy to see so you can feel your way
- Feel the door with the back of your hand to see if it is hot; if so do not open it. The doors in the hotel have a 4 hour burn time before the fire can get through them.

If you get trapped in a cabin:

- Use the comms system to notify reception you are trapped in a room.
- Fill bathtub or sink with water.
- Wet towels and put along the bottom of the door/s to prevent smoke from entering.
- Turn off air conditioning to prevent smoke from coming into the room.
- Remain calm until the Fire Brigade arrives.

If you get trapped on the island:

- If you have signed-in to access the Island, you will be known to Management.
- If possible move away from the fire source as calmly and as fast as possible.
- Position yourself as close to a body of water as safely practical and wait to see what direction the fire is moving.
- Should the fire move closer to you, if possible, enter a body of water to a safe and comfortable depth.
- As the fire approaches, wet all your clothes and any other flammable materials. Should you have towels or blankets, wet these and place them over your head. Prepare to duck under the water if necessary.
- If the fire comes in very close proximity of you, you will need to fully immerse yourself under water to protect from radiant heat.
- Remain calm until the Fire Brigade arrives.

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2.2 Staff health & safety

The Work Health and Safety (WHS) system relates to all aspects of health and safety including (without limitation);

- WHS Strategy Plan;
- Defined WHS Responsibilities;
- Exercising due diligence;
- Health and safety training and education;

2.2.1 Fire Emergency Procedures

Staff should follow the same procedures as outline above in the customer health & safety section.

Location and Method of Operation of Fire Fighting Equipment

Each area has firefighting equipment. Please ensure you are familiar with the location of the nearest firefighting appliance in your department. If any of this equipment is ever used it must be reported to Management immediately (once the pin is removed and the trigger depressed, even if only a short burst, the cylinder is rendered inactive and would be useless if required). This equipment is for emergencies only and is never to be used as a toy or irresponsibly.

Selecting the Proper Fire Extinguisher

- Class A - Ordinary combustible material (ie paper fires)
- Class B - Flammable or combustible liquids (ie oil fires)
- Class C – Electrical fires

3. HUMAN RESOURCES

3.1 General Work Guidelines

3.1.1 Working week:

The working week for the park is Monday to Sunday. See Attachment 38 for typical days' activities of park managers.

3.1.2 Time Sheets:

These must be filled in every day you work, as these are used to calculate the wages. Time sheets are scanned and emailed to Head Office every Sunday.

3.1.3 Casual Staff

If you take time off during the day, for a break or for another agreed reason, this time off must be shown on the time sheet for that day. Obviously essential toilet breaks are not required to be listed.

Under Hospitality Industry (General) Award 2010 casuals are to be employed for a minimum of 2 hours per engagement, no maximum (no overtime). Regular casuals under certain conditions may request conversion to full time or part time employment after 12 months' service. If a cleaner is required to work more

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than 5 hours, then they must be offered a non-paid break of up to 30 minutes. These breaks should be recorded on the casual employee's time sheet.

3.1.4 Permanent Staff:

If you are working a full day, your hours will include set tea breaks and lunch breaks. These do not need to be recorded in the time sheets. If you are employed to work from 8am to 5pm your hours worked will be calculated less the set breaks that form part of your contract of employment.

3.1.5 Wages:

Wages are paid xxxxx, on a xxxxx, directly in the staff bank accounts. Pay slips are emailed.

3.1.6 Smoking:

Management has designated this as a non-smoking workplace with the exception of the dedicated smoking area adjacent to the staff tea area outside the reception/manager house. The staff tea area is designated as a no smoking area at all times.

3.1.7 Recruitment Procedures:

As a general rule, if we need to employ staff we will use a variety of ways to attract applications. We will:

- Advertise in the local newspaper
- Apply word of mouth to attract local applicants
- Register the job with a local job network
- All advertisement and interviews are conducted by the on-site managers and the final decision on employment is made by the on-site managers.
- The job will be advertised with an accurate description and interested applicants will be asked to apply either in writing or by phone.
- Successful applicant/s are offered a job and are employed according to the job guideline (e.g. full time, part time or casual). A letter offering the job and including terms and conditions is sent to the successful applicant.
- Unsuccessful applicants are advised that the job has been offered to another applicant and thanked for their interest.

3.1.8 Annual Leave:

Annual leave entitlements are governed by Fair Work Australia.

- All permanent staff are encouraged to take annual leave; however this cannot be taken at peak periods.
- Under the Act there is no allowance for casual employees for annual leave. All other employees are entitled to annual leave. The Workplace Relations Act 1996 calculates leave by using the usual (average) number of hours worked each week and multiplying that by 4. This is the figure to be used unless the award or agreement that the employee is on provides more benefits, then the award or agreement is to be used.
- For an agreed time of leave, at least four weeks' notice of leave is required to ensure that there is sufficient staff to fill the gap. If no time can

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be agreed for leave to be taken, the employer may decide when to give the employee leave.

- Unless decided otherwise, for those with leave entitlements all leave must be paid at the beginning of the leave period.

3.1.9 Managers RDO's:

Managers are encouraged to accrue their RDO's and to take in a row. Managers generally work 28 days straight and are then entitled to take, equivalent to the weekends they have worked in that period the number of weekend days as paid time off. A leave form needs to be completed and emailed to xxxxxxxxxxxx and arrangements made with an approved relief manager to cover these days off.

3.1.10 Confidential Staff Files:

Each staff member has an individual staff file which contains all their personal information, training and employment history. This information includes:

- Full name
- Correct address
- Employees date of birth
- Contact details – land line, mobile phone numbers and email
- Signed letter of offer of employment and employment conditions*
- Signed copy of current Job Guideline
- Pay details
- Leave details, accrued and taken according to award or employment contract.
- Any medical problems that you have been advised of that may or may not affect or restrict the work being undertaken.
- Any injuries or accidents.
- Any insurance claims.
- All training provided in-house and off-site.
- Any additional information that relates to the employee and their employment.

3.1.11 Employment Conditions:*

- Employees classification (if applicable).
- Commencement date.
- Termination dates including termination details if applicable e.g. employed on fixed term contract.

3.1.12 Pay Details:*

- Times worked by employee each rostered day including overtime.
- Details of gross and net pay and any deductions.
- Details of superannuation payment and name of the fund paid to.
- Details of allowances paid under the award or agreement if applicable.

This file is kept active while the staff member is employed and retained in a secure location when their employment has ceased.

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3.1.13 Pay Slips:*

All payslips will be issued within 24 hours of the payment date and comply with the Fair Work Australia by including:

- Name of employee.
- Classification of employee.
- Pay period for which payment relates.
- Gross and net amounts of pay.
- Any allowances included in pay.
- Details of hourly rates, penalty rates, overtime, loading and hours worked.
- Current salary for salaried employees only.
- Any deductions – the amount and purpose and account paid to.
- Superannuation – employer contribution and name of fund.

3.1.14 Roster Policy:

All rosters will be prepared in advance according to an agreed schedule, weekly, fortnightly or monthly

All rosters will be posted for all staff to see in an agreed place or given directly to each staff member affected by the roster

All rosters will take seasonal variations into account to ensure the correct numbers of staff are on duty

We have a flexible policy relating to the revision and review of rosters to take seasonal variations, staff absenteeism, leave or illness into account

We will advise all new staff of our roster policy

3.1.15 Time Sheets Policy:

- All employees will complete a time sheet showing the start time, finish time and any time taken for breaks.
- Any overtime worked will be shown on the time sheet.
- All time sheets will be checked to confirm hours worked to calculate the correct pay.
- Any errors in the time sheets will be discussed with employee concerned.

3.1.16 Overtime Policy:

- Salaried staff may work overtime only with prior agreement with management.
- All staff paid at a casual rate are not eligible for overtime unless specified under the award or employment agreement.
- Any casual staff who are eligible for overtime may only work overtime with prior agreement with management.

3.1.17 Sick Leave Policy:

- Any staff member on sick leave must supply a doctor's certificate if they are absent for two consecutive days or more.
- All staff paid at a casual rate are not eligible for sick leave payments.

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- A minimum of two hours' notice must be given if a staff member is claiming sick leave.
- We have a flexible policy on sick leave when this is caused by an accident or other unforeseen circumstance.

3.1.18 Superannuation Policy:

- All staff have the right to choose their own superannuation fund, see Choice of superannuation fund Standard choice form. Staff have the right to choose a new fund every year if they wish, but they must provide the employer with certain information before the employer makes the change.
- Sustainable Park Solutions default super fund is Sunsuper.
- All staff who are employed on a full time or contract basis and earn in excess of the amount shown in the governing federal legislation will have a 9.5% (or the prevailing rate) contribution paid into their superannuation funds on a monthly, or quarterly depending on the internal systems.
- All staff who are employed on a casual basis and earn in excess of the amount shown in the governing federal legislation will have a 9.5% (or the prevailing rate) contribution paid into their superannuation funds on a monthly, or quarterly basis depending on the internal systems.
- The amount shown in the governing legislation sets a minimum amount that must be earned on a monthly basis before a 9.5% contribution has to be made.
- A monthly contribution can be made for all full time, contract and casual staff even if they do not reach the minimum amount shown in the governing federal legislation at the discretion of the employers.

3.1.19 Employee Assessments Policy:

- Each staff member shall have one formal appraisal each year, usually on the anniversary of their employment.
- The appraisal is designed to be completed by both staff member and manager.
- A form is provided to the staff member who has the opportunity to take the form away, complete it and bring it back to the formal appraisal session with the manager.
- The Manager also completes a form or works with the one completed by the staff member. This process allows both staff member and manager to discuss their individual ratings and comments.
- It is possible that the staff member will show their own ratings at a lower level than the manager or owner has elected. This is a common outcome and allows the manager or owner to mark the appraisal up.
- Once the process has been completed, the appraisal should be countersigned by the manager or owner and the staff member.
- Countersigned appraisal forms are kept in the confidential staff file.
- An employee assessment form is provided at the end of this section.

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3.1.20 Job Guidelines:

Job guidelines have been developed for each employment position on the park. Each applicant applying to work at our park has been provided with the job guideline prior to the interview to ensure that they understand the job they are applying for. Employer and Employee are required to sign the job guideline as part of the employee induction process. Attachment 37 Park Managers.

These documents should be called job guidelines as the word guidelines provides more room to vary the tasks shown, by mutual agreement, that the former title of job description.

Job guidelines have been developed for the following positions:

- Management
- Groundsman
- Reception
- Cleaner

3.1.21 Terms and Conditions of Employment:

Staff are employed under the following general conditions:

- Staff are employed by Eden Gateway Caravan Park Pty Ltd
- Job Guidelines have been developed for all staff
- Staff are employed under the appropriate award, a copy of the full award must be displayed in the workplace
- Superannuation is paid on a monthly basis according to the current requirements under Work Choices
- Income tax is paid on a quarterly basis, as agreed with ATO
- Employee appraisals will be undertaken on an annual basis

3.1.22 Training:

All staff are to undergo training to cover:

- Emergency management and evacuation procedures
- Risk Management and Occupational Health and Safety Training
- Job specific areas as required
- Safe use of hazardous substances including chemicals
- Safe use of machinery, plant and equipment
- Induction and general orientation

Within one month of the commencement of their job each staff member is to be trained in the fire safety and evacuation procedures of the park. This training is to be repeated no less than every 12 months subsequently for each staff member. This includes running fire drills.

3.1.23 Training Records:

A full training record may be kept for all training provided showing:

- The persons being trained
- The training provided
- The date it was provided (or started and ended)

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- The signature of the trainee
- The signature of the trainer
- A statement showing that the trainee, upon signing the training record, confirms that they understand the training they have been given

The training records will be kept in the staff members individual confidential staff file

3.1.24 Training Providers:

A range of training providers can be used to ensure adequate training is given. These include:

- Representatives from suppliers – e.g. cleaning chemical suppliers
- Other staff members who have good working habits and an excellent knowledge of the job
- TAFE and other educational bodies
- Managers or other group members
- Plant and equipment manuals
- Government publications (either hard copy or PDF files)

3.1.25 Discipline Procedures:

Discipline can be conducted in two formats, verbal and written. In either case, the actions that are taken must be recorded both in the daily diary and in the employees' confidential staff file.

Disciplinary action may be taken if an employee's work performance is not up to the standards that are required of them, or they breach one of the policies and procedures that have been set in place for Warrawidgee Conservation Resort Pty. Ltd.

It is expected that verbal warnings will be used when the employees' performance does not reach standards in small ways, however if there is a cleaning check performed and there are major gaps between performance and expectations, a written document will be provided detailing where the short falls in performance occurred. A template of this has been included in the cleaning section of the operations manual. Official written warnings will be issued for breaches of Name of Park Policies and Procedures that include, but are not limited to the Behavioural Code of Conduct, Anti-Discrimination, Drugs and Alcohol, Safe Working Practices, Workplace Health and Safety Statement etc.

3.1.26 Termination Procedures:

There are set steps that must be taken when a staff member is no longer suitable. The retention of various records assists with this process, these records include;

- The employment offer setting out terms and conditions;
- The training record;
- The employee appraisals;
- Any other specific records in the confidential staff file.

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All terminations must follow the Fair Work Dismissal Code which applies to small business employees with fewer than 15 employees (calculated on a simple headcount of all employees including casual employees who are employed on a regular and systematic basis).

See Attachment 5 refer internet: Small Business Fair Dismissal Code

3.1.27 Termination Policy:

We will supply a reason to any employee that we dismiss to ensure that the employee is aware that we are not discriminating against that employee. We will ensure that any dismissal is within the current legislation.

Termination procedures are included in contracts for all managers.

3.1.28 Contractors Compliance:

This is an important area and should not be underestimated because: If you employ or contract any person to undertake a specific job on the park, and that person does not have appropriate qualifications (if available) or public liability insurance, and an accident or injury occurs because of that contractor or the work, you and the park owners will be held responsible.

To ensure that you are making the best decision on who should work on your park you need to gather the following information:

- Details of the contractor, including name and address of the business and the person and the ABN.
- Details of any people working for the contractor*.
- Details of the qualifications of the contractor.
- Details of the public liability insurance, including policy number and amount insured for. Also workers' compensation insurance to ensure any staff working on your site are covered. The contractor can supply you with a certificate of currency which shows the required information for the insurance.
- Information on the job being undertaken and how it will be managed and assessed for safety.

If you have a stable group of contractors, such as plumber, electrician, painter, arborist contractors etc. then you can gather the information and update it annually rather than gather it each time the person comes onto the park.

3.1.29 One-off Contractors:

If a contractor is coming to the park for a one-off job, it may not be possible to gain all of this information when they arrive at the park. However, all contractors should register with the park managers and provide the appropriate information such as:

- Date on the park;
- Name and address of the company and the ABN;
- The job being undertaken;
- The time of arrival;
- The time of departure;

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- The licence or 'ticket' details covering the appropriate qualifications.

A contractor's compliance form is provided at the end of this section see Attachment 6: Contractors Compliance Form

*If the people working for the contractor are sub-contractors you should ensure that your contractor has the sub-contractors' information on their files.

3.1.30 Contractor or Employee:

You need to make sure that the person is a contractor and not an employee. If they earn more than 80% of their income through you they are an employee and must be employed as such. This does not apply to a person who is employed on a contract for a set period of time, but to a person who appears to be a contractor for on-going work.

3.1.31 Fair Work Australia:

Fair Work Australia is the national workplace relations tribunal that was established under the Fair Work Act 2009. It is an independent body with the power and authority to carry out a range of functions that include:

- The safety net of minimum wages and employment conditions
- Enterprise bargaining
- Industrial action
- Dispute resolution
- Termination of employment

The Fair Work Act established a new system of regulation that attempted to create a more national system for regulating industrial relations in Australia. Each state has the discretion to hand over some or all of their industrial relations powers to the Commonwealth, and should a state decide to refer their powers to a centralized and national industrial relations system, all the employees of that state will effectively be covered by the national Fair Work Act. This new national body has taken over the roles of the Australian Industrial Relations Commission (AIRC) in the workplace when dealing with workplace dispute and industrial actions, and in the process determining national industrial relations policies that include setting minimum wages and regulating the award system. Since the introduction of the Fair Work Act, all states have referred their powers to the Commonwealth with the exception of Western Australia.

All park managers and staff must follow the Fair Work Act 2009.

3.2 Induction

3.2.1 Staff Induction Checklist

All staff must read and sign the induction checklist. The employer/manager must also sign the induction checklist.

See Attachment 7: Induction Checklist

3.2.2 Customer Induction Checklist

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If not more importantly, all customers must be briefly taken through and acknowledge the induction procedure. At check-in the customer should be provided with the current map of the Resort, instructed on how to access the applicable accommodation location, and then taken through the checklist to advise of access/egress requirement, no-go areas, emergency procedures etc. The staff/manager must also sign the check-in induction form.

See Attachment 7: Induction Checklist

3.3 Job Role & Responsibility

3.3.1 Customers are our first priority - Never leave a customer waiting

- All customers are to be served as quickly and efficiently as possible
- Approach customers in a warm, friendly manner and don't forget to ...SMILE!
- Greet customers with a "Good Morning/Afternoon/Evening, Hello, only ever use respectful titles, such as Sir or
- Madam, unless the guest gives you permission to do otherwise. Mate, Champ etc. are not acceptable titles with which
- to greet guests.
- Never leave service areas unattended
- Be aware of your surroundings and try to foresee the customers needs □ Complete all tasks quietly and efficiently
- Never enter a guest's room without knocking and announcing yourself
- No personal conversations are to be had in front of customers
- REMEMBER... no-one ever wins an argument with a customer, they will just go somewhere else
- Report any customer complaints or problems to your Duty Manager as soon as possible

We expect our Team Members to:

- Be attentive to their appearance;
- Be self-motivated with a strong work ethic;
- Be a team player but be capable of independent work;
- Be responsible, dependable and honest;
- Develop a strong knowledge of products;
- Have an excellent focus on customer service;
- Develop good sales and customer relation skills;
- Be enthusiastic about their self-development;

Keep a clean and safe workplace:

- All work stations and areas are to be kept clean at all times
- Cleaning and daily maintenance checklists are to be followed
- Any damaged, broken or unsafe equipment must be reported to Management immediately and labelled "Out of Order"

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- Spills or debris are not to be left unattended. Inform other staff and attend to the problem immediately

Customer Service:

Our employees need to deliver a standard of customer service that is exceptional to ensure our guest's needs and expectations are met. To do this, it is essential employees not only effectively interact and communicate with guests but also with fellow team members and other departments.

In ensuring we met the guest's needs, we collect information that helps us have a better understanding of what our guest's needs may be. In collecting these descriptors, we must be mindful of not stereotyping our guests and ensure that we adhere to the Privacy Amendment (Private Sector) Act 20 (Cth).

The main objectives of this Act are: To ensure the appropriate collection, holding, use, correction, disclosure and transfer of personal information and to do so in a way that:

- Meets international concerns and Australia's international obligations relating to privacy;
- Recognises individuals' interests in protecting their privacy;
- Recognises important human rights and social interests that compete with privacy, including the general desirability of a free flow of information (through the media and otherwise) and the right of business to achieve its objectives efficiently.

3.3.2 Cleaner

See Attachment 8: Position Description Cleaner

3.3.3 Grounds person

See Attachment 9: Position Description Grounds person

3.3.4 Reception

See Attachment 10: Position Description Reception

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4. FACILITIES CLEANING PROCEDURES

4.1 Cleaning Procedures for Amenities

See Attachment 11: Cleaning Procedures for Amenities

4.2 Cleaning Procedures for BBQ Area

See Attachment 12: Cleaning Procedures for BBQ Area

4.3 Cleaning Procedures for Cabins

See Attachment 13: Cleaning Procedures for Cabins

4.4 Cleaning Procedures for Camp Kitchen

See Attachment 14: Cleaning Procedures for Camp Kitchen

4.5 Cleaning Procedures for Laundry

See Attachment 15: Cleaning Procedures for Laundry

4.6 Smoke Alarm Testing and Recording

It is the policy of this park that smoke alarms will be tested each time the accommodation is cleaned. This applies to battery only and hard wired alarms.

The test will be conducted by the cleaner who will manually press the test button. If the alarm is 'beeping' this is to be reported so that the battery can be replaced or system checked.

If the alarm does not respond to the test, this is to be reported so that a new battery can be put in. If the alarm is faulty or non-responsive for any obvious or un-obvious reason this is to be reported so the fault can be rectified or a replacement alarm put in the accommodation.

A record of each test is to be entered onto the smoke alarm test record sheet. This sheet is to be handed into the office at the end of each day's work, and collected the following morning with the cleaners list of accommodation to clean.

See Attachment 16: Smoke Alarm Test Record

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5. RESORT ENVIRONMENTAL MANAGEMENT PROCEDURES

5.1 Environmental Policy Statement

The Warrawidgee Eco-resort Management Board will strive to manage the Resort's natural and cultural values in an ecologically sustainable framework that protects, enhances and restores those values.

The Board and Management are responsible for the protection, enhancement and restoration of the natural and cultural heritage of the Resort. As such it is committed to sustainable management practices which achieve compatibility between the operation and development of the Resort and the natural and culturally significant values of the local environment. To fulfil this commitment the Board and Management ensures that proper consideration is given to the care and protection of the flora and fauna, land, water, air, cultural and landscape values of the Resort by:

Implementation

Striving for continual improvement of environmental performance and for the prevention of pollution through the implementation of this EMP.

Review

Annually reviewing environmental objectives and actions by applying a systematic environmental risk assessment procedure and developing annual programs for the implementation of those objectives and actions listed in the EMP.

Compliance

Complying with all relevant environmental legislation and regulations and with other requirements to which the Board and Management formally subscribes.

Awareness

Promoting environmental awareness and improved performance by ensuring all Resort personnel and contractors are aware of this policy and the actions outlined in the EMP.

Partnerships

Incorporating environmental provisions into business, planning and operating procedures and ensuring all costs associated with meeting environmental objectives and implementing actions are budgeted.

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Consultation

Consulting and involving external organisations & groups in the environmental management of the Resorts by entering into partnerships and fostering strong relationships with all stakeholders, including other relevant agencies, land managers and the wider community.

Communication

Communicating environmental management programs to stakeholders by publishing and promoting this policy and annual objectives and actions.

Promotion

Promoting a greater understanding of the values of the Resorts through education and support of research.

Any sensitive work must first have consideration for the Environmental Management Plan.

Before any management works occur, a risk assessment should be complete, and appropriate pedestrian/customer management assets be put in place, including signage, witch's hats/bollards, and/or butting and safety barriers.

5.2 Resort Management

5.2.1 Personal Protection Equipment

PPE is extremely important, and no works are to occur without the appropriate PPE being worn by staff and or contractors.

PPE includes; Ear muffs, eye protection, wide brimmed hat, long sleeved shirt, steel capped work boots and long trousers must be worn at all times. For any areas that may deem specific/non-standard PPE to be used, signage will be put in place to communicate the required standard.

When spraying herbicides coveralls must be worn plus gloves and a face mask.

5.2.2 General Maintenance

All minor maintenance is undertaken in-house. If we cannot do the work the appropriate contractor is called in. Their contact details are included on the Contractors list.

5.2.3 Vegetation Maintenance

Any weeding, general pruning/cut back and fertilizing will be performed in-house.

Warrawidgee Conservation Resort

Management Plan

All tree maintenance and will be undertaken by a qualified arborist. In accordance with the annual risk assessment report, limb removal or tree lopping must be undertaken for safety or tree preservation reasons, and appropriate certificates and sign offs must be obtained as required.

No native vegetation is to be removed without consultation with a qualified arborist.

Trees: Any native tree, and in particular those that existed before the resort, must be managed in consultation with a qualified arborist. Non-native or planted trees should not require significant maintenance other than some 'dead wooding'.

5.2.4 Irrigation/Watering

An automatic watering system is utilised throughout the resort. Appropriate staff are trained in its operation and maintenance. Watering and irrigation is utilised on garden beds and the establishment of tree plantings directly around the resort. The system consists of underground drip irrigation directly to the root ball.

The system will primarily use treated effluent water from the sewer treatment system that will be pumped from an underground holding tank.

5.2.5 Equipment Care

Mixing 2 stroke fuel (25:1)

To empty unleaded petrol can add:

- ✓ 200mls 2 stroke oil
- ✓ Fill can to 5 litres with unleaded petrol

Mixing 2 stroke fuel (40:1)

To empty unleaded petrol can add:

- ✓ 100mls 2 stroke oil
- ✓ Fill can to 4 litres with unleaded petrol

Mixing 2 stroke fuel (50:1)

To empty unleaded petrol can add:

- ✓ 100mls 2 stroke oil
- ✓ Fill can to 5 litres with unleaded petrol

Any time you are working with fuel you must ensure that the area is well ventilated and that there are no naked flames

5.2.6 General Equipment

Before using any equipment, you must conduct a visual check to ensure that it is safe to use. Oil and fuel levels must be checked in the machinery prior to use,

Warrawidgee Conservation Resort

Management Plan

and all machinery should be cleaned after use and prior to return to the maintenance shed.

All electrical equipment must be in current test and tag and run through an RCD. If the equipment is tagged with a faulty or out of use tag, or any other tag indicating that the equipment is not safe to use, it must not be used again until it has been repaired and the tag removed by an authorised person

5.2.7 Equipment Manuals

All equipment manuals are kept in the filing cabinet in the office. The manuals are to be referred to when the equipment is being serviced or repaired.

5.2.8 No Smoking

The maintenance workshop and yard are strictly no smoking areas – no exceptions.

5.2.9 Gas Maintenance

All gas maintenance and new work will be undertaken by a qualified person. Appropriate certificates and sign offs will be obtained as required.

5.2.10 Gutter Maintenance and Cleaning

All gutter maintenance and cleaning is handled in-house. Care must be taken when working at height to ensure that if you are working at heights you have the correct restraints or harnesses to avoid falling from a height.

A job safety analysis will be undertaken on all work at height to identify and manage the risks involved.

All gutters must be at least inspected and cleaned annually in Spring to ensure they can handle any spring rains, and are not a fire hazard during bushfire season.

5.2.11 Painting

Care must be taken that all indoor painting is undertaken in well ventilated areas. Care must be taken with outdoor painting to ensure that any work at height conforms to the required safety standards.

A job safety analysis will be completed for any painting undertaken in house to identify and manage the risk involved.

Paint must not be stored where there is a risk of combustion. When any painting is being done, it is important to ensure that there is no dust around that will mix with the paint and adversely affect paint. Any painting contractor is required to complete their own job safety analysis and conform to the outcomes.

5.2.12 Ladders

Warrawidgee Conservation Resort

Management Plan

All ladders must be commercial ladders with the appropriate loads weight shown. They must all comply with the requirements for working at height within the Workplace Health and Safety Act.

5.2.13 Lending of Tools

At no time do we lend tools to guests, this includes permanents and annuals. If they need a tool and it is something that they do not have we either direct them to the local hardware store or, if they do not wish to buy the tool, give them the phone number of someone who is able to carry out the repair that they wish done.

5.2.14 Grounds - general

The lawns are mowed as required. All care must be taken to ensure that the ground is clear of any objects that may cause damage to property or injury to people if the mower runs over it.

All equipment is to be checked prior to use to make sure that it is ready for use, particularly that sufficient fuel is in the equipment and that the blades are secure.

A job safety analysis will be completed for mowing undertaken in-house to identify and manage the risks involved.

Any mowing contractor is required to complete their own job safety analysis and conform to the outcomes. At Yea it is important that the long grass on the outlying parts of the park be kept at a safe level and this may require contracting a slasher to come in during the growing season.

Lawns must be kept tidy and grass length suitable for the time of year. Lawn areas should be free of any fallen stick/branch's or any significant piles of leaf litter. Where grass adjoins a hard landscape surface it must be kept low and/or edged to minimise trip hazards.

5.3 Gardens

The gardens are maintained as required.

Garden beds will contain a variety of plant species with different needs. Typically, these garden beds will need to be weeded, and shrub type plants pruned or hedged.

New plantings are to be of native plants only and must be drought resistant.

5.4 Workshop Rules

Maintenance is handled in-house when possible. The tools and equipment are kept in the lockable maintenance workshop within the fenced yard behind the

Warrawidgee Conservation Resort

Management Plan

residence. There are some general rules that must be followed when undertaking maintenance and using the machinery and these include:

- ✓ As the maintenance shed is left unlocked during the day, all hazardous substances must be kept in a locked area within the shed.
- ✓ All equipment is to be checked prior to use to ensure that it is in good working order.
- ✓ All electrical equipment must have a current test and tag label showing dates that comply with the legislative requirements.
- ✓ Any equipment with a 'do not use' or 'out of order' or any other form of faulty equipment tag is not to be used.
- ✓ All electrical equipment must be run through an RCD. There is no exception to this rule.
- ✓ The appropriate PPE (Personal Protective Equipment) for the job and the equipment must be worn at all times.
- ✓ At no time should any chemicals or hazardous substances be left unattended or in the open.
- ✓ At no time should any chemicals or hazardous substances be used in a confined space without the appropriate ventilation.
- ✓ Only industrial rated ladders are to be used.
- ✓ When you are required to lift anything heavy, the manual lifting policy is to be followed at all times to avoid injury to your back.
- ✓ You must not use any plant or equipment that you have not been trained to use.
- ✓ If you do not know how to do the job you have been asked to do – you must ask for help and advice, plus receive the training necessary to do the job.
- ✓ Appropriate footwear must be worn at all times, mainly steel capped boots, and it is the responsibility of the employee (when employed) to provide these.
- ✓ Care must be taken to avoid working in the direct sun without the appropriate sun block and clothing.
- ✓ No guards or protective rails are to be removed from the plant and equipment.
- ✓ All plant and equipment must be rendered safe (that is turned off) prior to any maintenance or repairs.

5.5 Rubbish Waste & Removal

5.5.1 Rubbish

We have nominate locations for bins for customer disposal of rubbish and recycling. There are other general waste bins placed in key customer congregation locations for strategic waste disposal, along with all accommodation buildings having bins inside.

The rubbish is collected by the engaged contractor fortnightly. There is a local tip and where appropriate it may be necessary to do a trip to the local refuse station to get rid of excess rubbish.

The nominated contractor is;

xxxxxxx

xxxxxxx

xxxxxxx@xxxxxxx.com.au

Warrawidgee Conservation Resort Management Plan

xxxxxxxxxxx

All wheelie bins must be emptied weekly and placed into the main skips.

5.5.2 Gloves

Gloves must be worn at all times when dealing with rubbish.

5.5.3 Hazardous substances and items

Empty cleaning chemical containers can be returned to the suppliers.

Any hazardous substance will be disposed of according to council hazardous substance disposal system. Check with the council transfer station to find out the requirements. This policy covers items such as old gas cylinders, batteries, oil, pesticides, herbicides, chemicals, paint etc.

If you are in doubt about a substance or item check with the staff at the transfer station to see if it is included in their list of hazardous substances or items.

5.6 Lifting

Summary

Manual handling is a common cause of injury in the workplace. Attention to posture and lifting technique can help, but research indicates that changing workplace design is the most effective way of preventing injuries.

Some factors in the workplace may increase the risk of an injury occurring. These hazards can be identified in different way:

- Walk through the workplace and look for potential hazards
- Talk over risks with workers
- Check through injury records to help pinpoint recurring problems
- Regularly monitor and update risk identification

Protecting your back

The back is particularly vulnerable to manual handling injuries. Safety suggestions include:

- Warm up cold muscles with gently stretches before engaging in any manual work.
- Lift and carry heavy loads correctly by keeping the load close to the body and lifting with the thigh muscles
- Never attempt to lift or carry loads if you think they are too heavy
- Pushing a load (using your body weight to assist) will be less stressful on your body than pulling a load
- Use mechanical aids or get help to lift or carry a heavy load whenever possible
- Organise the work area to reduce the amount of bending, twisting and stretching required

Warrawidgee Conservation Resort Management Plan

- Take frequent breaks
- Cool down after heavy work with gentle, sustained stretches

5.7 ISLAND ENVIRONMENTAL MANAGEMENT

The island has particular environmental qualities that must be carefully protected, maintained and enhanced. In consultation with the Bio-diversity Conservation Trust, the attached Island Environmental Management Plan has been prepared to identify actions for the protection, maintenance and enhancement of the Island.

All works on the Island must be determined in consideration for the EMP and a risk assessment.

5.7.1 Rubbish Waste & Removal

Rubbish

All customers at registration/induction will be advised of the strict requirement to keep all rubbish with them when using the island.

Bins will be placed at the bridge for rubbish disposal prior to, or directly on leaving the Island.

6. TRAFFIC MANAGEMENT

The Resort will have a posted speed limit of 40km/hr.

When a customer enters the site they are required to park and check in, they are then directed to their accommodation which will have a dedicated car park. It is expected that customers would have no further need to drive around the site.

Separate walking tracks are provided to help avoid conflict between cars and pedestrians.

A range of traffic management devices are provide to assist in the lowering of vehicle speeds, these include, boom gates, speed humps and dips.

Warrawidgee Conservation Resort Management Plan

7. EMERGENCY MANAGEMENT PROCEDURES

The Resort is protected with modern fire protection equipment including hose reels, hydrants and smoke detectors. For the safety of our patrons and staff, specific procedures for evacuating the premises in emergency situations as part of the Resort Emergency Management Plan.

All staff are trained in First Aid and operation/use of fire fighting equipment.

Refer to the Resort Emergency Management Plan for further information.

Fire Safety Personnel

Your Duty Manager is responsible for ensuring each person in the Department has been trained in the following:

The procedure to be followed in the event of emergency:

- Duty Manager to call 000;
- Staff to move through their assigned resort area to notify and instruct patrons on moving to the appropriate evacuation point;
- Staff nominate to the Island emergency management are to check the sign-in register to determine how many patrons and/or staff are on the Island. Ring the warning siren for 30 seconds, enter the Island along the main tracks for 500m east & west and sound the warning siren again, gather the patrons & staff at the bridge and do a roll call.

Emergency assembly points:

- A number of points are located all around the Resort.
- All assembly points are marked on the park map provided to patrons at check-in as well as physically at the assembly location.
- A staff member will be assigned to each of the assembly points to undertake a roll call and report back to the Duty Manager.

If you get trapped on the island:

- If you have signed-in to access the Island, you will be know to Management.
- If possible move away from the fire source as calmly and as fast as possible.
- Position yourself as close to a body of water as safely practical and wait to see what direction the fire is moving.
- Should the fire move closer to you, If possible, enter a body of water to a safe a comfortable depth.
- As the fire approaches, wet all your cloths and any other flammable materials. Should you have towels or blankets, wet these and place them over your head. Prepare to duck under the water if necessary.
- If the fire comes in very close proximity of you, you will need to fully immerse yourself under water to protect from radiant heat.

Warrawidgee Conservation Resort

Management Plan

- Remain calm until the Fire Brigade arrives.

8. INFRASTRUCTURE MANAGEMENT

Water supply & treatment:

A licence is in place to draw water from Boiling Down Creek, water will also be captured from roofs in rain water tanks. Because of the use of treated effluent water for irrigation purposes, it is expected that the demand to draw water from Boiling Down Creek will be reduced.

A modern state of the art treatment system is proposed to be used within the resort. The treatment system uses a range of technology to treat the raw water to create Class A water, which will be stored in a tank and pumped around the resort.

Because of the technical nature of the plant, training on general use/operation will be provided. Any maintenance or faults will need to be addressed by a qualified technician.

An automated alarm is fitted to indicated if a system fault occurs.

Effluent capture & treatment:

A state of the art treatment system is proposed to be used within the resort. All sewer will be captured and conveyed to the treatment system by standard piped gravity. The treatment system uses a range of technology to treat the effluent to create Class A water.

Final discharge of treated water will be stored in a tank and pumped to the irrigation system.

Because of the technical nature of the plant, training on general use/operation will be provided. Any maintenance or faults will need to be addressed by a qualified technician.

An automated alarm is fitted to indicated if a system fault occurs.

Drainage conveyance & treatment:

The resort uses roadside swales and table drains to collect rain water and direct it to treatment locations.

An important part of the rain water treatment process are the vegetated/landscaped swales & table drains, as this slows the passage of water to avoid erosion and well as stops contamination.

Before any stormwater from the resort enters Boiling Down Creek, it will be captured in one of two wetlands to allow final treatment to occur. Discharges will be controlled by the natural topography, when the water reaches a particular level.

Electricity supply & generation:

Overhead electrical lines provide general supply as needed.

All major buildings have solar panels to capture power and back feed throughout the resort.

LAND AND PROPERTY INFORMATION NEW SOUTH WALES - TITLE SEARCH

FOLIO: WAL5799

SEARCH DATE	TIME	EDITION NO	DATE
19/12/2006	8:50 AM	2	23/5/2006

WARNING NOTE: INFORMATION ON THIS REGISTER IS NOT GUARANTEED

TENURE TYPE: CONTINUING

HOLDER(S)

BAILMORE PTY LTD

(WB AC239912)

ENCUMBRANCES (4 ENCUMBRANCES)

1. SECURITY INTERESTS IN THE WATER ENTITLEMENT REPLACED BY THIS ACCESS LICENCE THAT WERE REGISTERED OR CAPABLE OF BEING REGISTERED WITH LPI OR ASIC BEFORE THE COMMENCEMENT DATE OF THIS LICENCE 1/7/2004 MAY BE RECORDED ON THIS LICENCE WITHIN THREE YEARS FROM THE COMMENCEMENT DATE. SEE NOTES.
2. TERM TRANSFER: NIL
3. AC239888 INSTRUCTION. MORTGAGE (SEE CLAUSE 19 SCHEDULE 10 WMA 2000) AB83716 TO LANDMARK OPERATIONS LIMITED, LANDMARK (QLD) LIMITED & RABOBANK AUSTRALIA LIMITED
4. AC307221 MORTGAGE TO LANDMARK OPERATIONS LIMITED, LANDMARK (QLD) LIMITED AND RABOBANK AUSTRALIA LIMITED

NOTATIONS

UNREGISTERED DEALINGS: NIL

ACCESS LICENCE DETAILS

CATEGORY: REGULATED RIVER (GENERAL SECURITY)

SHARE COMPONENT:

SHARE - 213 UNITS

WATER SOURCE - NEW SOUTH WALES MURRAY REGULATED RIVER WATER SOURCE

WATER SHARING PLAN - MURRAY AND LOWER DARLING REGULATED RIVERS WATER SOURCES

EXTRACTION COMPONENT:

TIMES/RATES/CIRCUMSTANCES - ANY TIME OR RATE

EXTRACTION FROM - RIVER, LAKE OR SURFACE WATER RUNOFF

EXTRACTION ZONE - THAT PART OF THE WATER SOURCE UPSTREAM OF THE RIVER MURRAY AT PICNIC POINT

END OF PAGE 1 - CONTINUED OVER

VS/JBG/36591/BAILMORE

PRINTED ON 19/12/2006

Espreon hereby certifies that the information contained in this document has been provided electronically by the Registrar-General in accordance with Section 96B(2) of the Real Property Act, 1900.

*Any entries preceded by an asterisk do not appear on the current edition of Title.

Warning: The information appearing under notations has not been formally recorded in the register.

Information about a water licence or approval

Use this tool to search for information about water licences and approvals issued under the *Water Act 1912* or *Water Management Act 2000*.

Select the type of licence or approval and enter the licence or approval number:

- **Water access licence (WAL):** a WAL number starts with the letters 'WAL' followed by several numbers; a WAL also has a reference number that starts with a two digit number, followed by 'AL' and then several numbers.
- **1912 water licence:** a water licence number starts with a two digit number, followed by a two letter code and then several numbers. Note: a PT reference number cannot be entered.
- **Approval:** an approval number starts with a two digit number, followed by a two letter code (WA, UA, CA or FW) and then several numbers.

Search for information about either a:

☒ **Water access licence (WAL) issued under the *Water Management Act 2000***

Water Access Licence (WAL) Number

WAL 5799

A WAL number starts with the letters 'WAL' followed by several numbers

Can't find your WAL number? Do you have a reference number? A reference number starts with a two digit number, followed by 'AL' and then several numbers. Use the following tool to find your WAL by entering your reference number. [Enter the reference number to find the WAL number.](#)

Notes:

The search results will list the conditions imposed on the water access licence. Any approved water supply work/s nominated on the water access licence are identified by the approval number/s for the work/s.

The information about a water access licence provided in the search results is a summary and may not always be up to date. If you require full and up to date details about a particular water access licence (including current holders, share and extraction component details, encumbrances and notations) you should search the [Water Access Licence Register](#) administered by NSW Land Registry Services.

- ☐ [Water Act 1912 Licences and Authorities](#)
- ☐ [Approval issued under the *Water Management Act 2000*](#)

Find out if a **Water Act 1912** licence has been converted

- ☐ [Water licence conversion status](#)

<< Previous

Search

Print

Export

Search Results

Category [Subcategory]	Status	Water Source	Tenure Type	Management Zone	Share Components (units or ML)
Regulated River (General Security)	Current	New South Wales Murray Regulated River Water Source	Continuing	That Part Of The Water Source Upstream Of The River Murray At Picnic Point	213.00

Extraction Times or Rates

Subject to conditions water may be taken at any time or rate

Nominated Work Approval(s)

50CA503421

- Conditions**Plan Conditions****Water sharing plan****NSW Murray and Lower Darling Regulated Rivers Water Sources****Take of water**

MW4423-00001	Water must only be taken upstream of the Barmah Choke if the nominated work(s) under this access license are located upstream of the Barmah Choke.
MW3574-00001	Before water is taken under this access licence a water order must be placed and confirmed by WaterNSW.
MW4422-00001	A. Water from uncontrolled flows may be taken without debiting the account of this water access license when: i. the sum of available water determinations in a water year is 0.6 ML/unit share or less, and ii. the taking of water under supplementary water access licenses is permitted. B. The total amount of water that may be taken without debit in any water year is limited to a volume equal to the difference between: i. the sum of allocations to this access license and the number of unit shares specified in the share component for this access license, multiplied by 1 ML, and ii. the sum of the volume of water allocation that was carried over in the access license water allocation account from the previous water year and the volume of water allocations resulting from available water determinations during the current year.

Monitoring and recording

MW2338-00001	The completed logbook must be retained for five (5) years from the last date recorded in the logbook.
MW2337-00001	The following information must be recorded in the logbook for each period of time that water is taken: A. date, volume of water, start and end time when water was taken as well as the pump capacity per unit of time, and B. the access licence number under which the water is taken, and C. the approval number under which the water is taken, and D. the volume of water taken for domestic consumption and/or stock watering.
MW2339-00001	A logbook must be kept, unless the work is metered and fitted with a data logger. The logbook must be produced for inspection when requested by the relevant licensor.

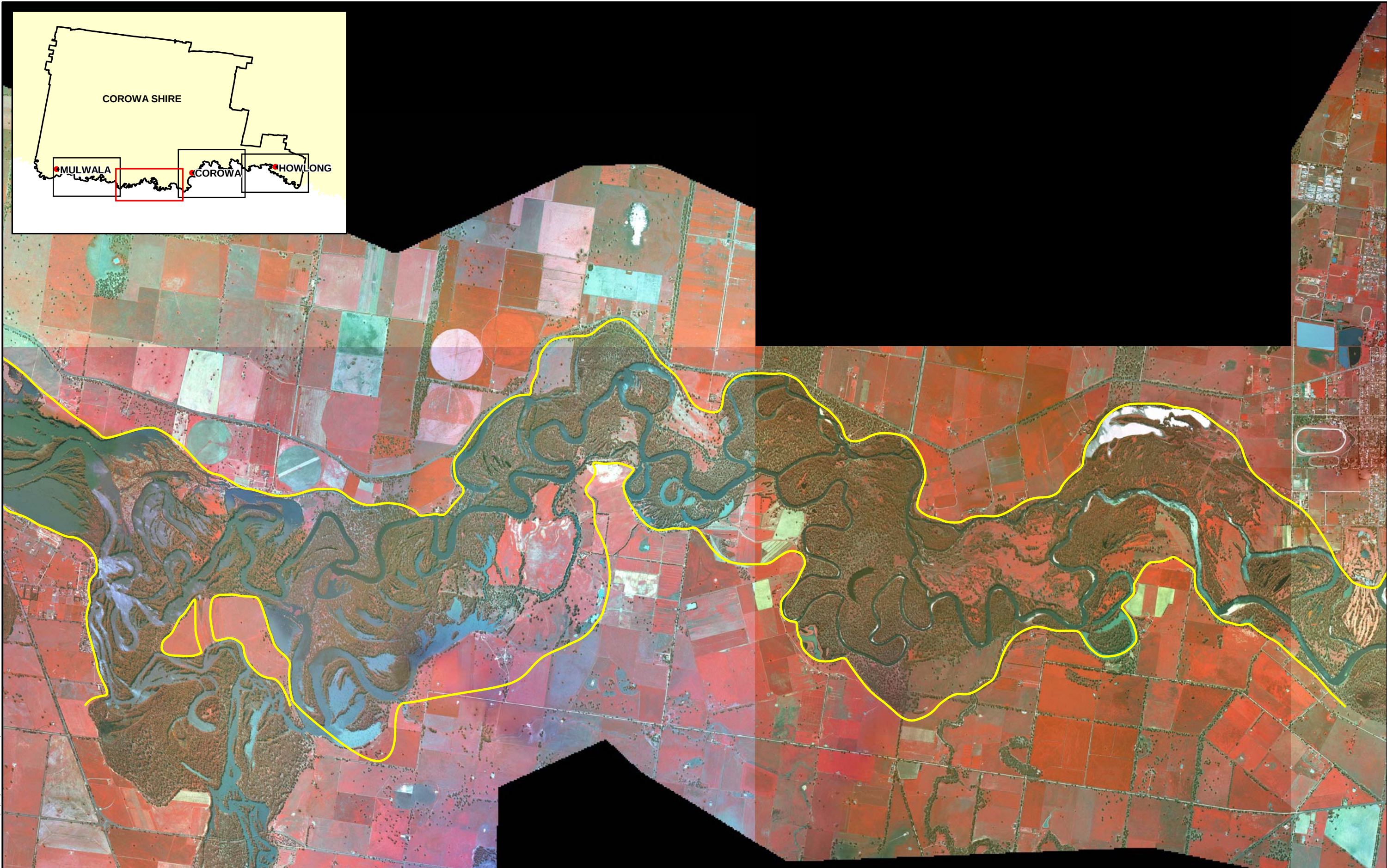
Reporting

MW0051-00003	Once the water access licence holder becomes aware of a breach of any condition on this water access licence, the water access licence holder must notify the Minister as soon as practicable. The Minister must be notified by: A. email: water.enquiries@dpi.nsw.gov.au, or B. telephone: 1800 353 104. Any notification by telephone must also be confirmed in writing within seven (7) business days of the telephone call.
--------------	---

Other Conditions

NIL

Disclaimer: WaterNSW is making the information available on the understanding that it does not warrant that the information is suitable for any intended use. In using the information supplied, the user acknowledges that they are responsible for any deductions or conclusions arrived at from interpretation of the data.





Source:

0 1 2
kilometres

Legend

— 100yr Flood Contour

Client
COROWA SHIRE COUNCIL

URS

Project
**COROWA FLOOD PLAIN
MANAGEMENT STUDY**

Drawn: AJW	Approved: DRAFT	Date: 07/07/2008
Job No: 43167513	File No: 43167513-002.wor	

Title
**FLOOD EXTENT 1 IN 100 YEAR
ARI CONDITIONS**

Figure: 2

This drawing is subject to COPYRIGHT. It remains the property of URS Australia Pty Ltd.

Reference: 1114 001
3 December 2018

Ben Fryer
Scope Project Consulting
PO Box 281
Wodonga Vic 3689



Dear Ben

**Warrawidgee Island Resort
Proposed Drainage**

The following report outlines strategy for managing stormwater drainage for the proposed Warrawidgee Island Resort.

The site in general is a large rural holding fronting Boiling Downs Creek approximately 5km west of Corowa, NSW. The site is approximately 960m wide and the topography is generally quite flat falling away over the last 100m towards Boiling Downs Creek. The proposed development is partly on the flatter land and partly down on the sloping land overlooking the creek. An aerial survey of the site has been undertaken and the topography mapped. High level contours of the site can be shown on drawing number 1114 G01.1.

Anecdotally water collects around the paddocks in high rainfall events and cannot easily get away. The contour mapping supports this defining a minor ridge approximately 100m north of the creek and a second ridge approximately 300m north of the creek. Stormwater between these ridges would collect in the paddocks and similarly water to the north of the second ridge at 300m would collect in the northern paddocks. Our area of interest is the catchment contributing to the development land which is defined as the area between these two minor ridge lines. This catchment is approximately 25 Ha in size and is defined on drawing number 1114 G01.1. Additional catchment may exist beyond the limes of survey to the east and west, however it's expected flows would be cut off by adjoining tracks and lanes.

It's proposed that the main entrance road follow the existing farm track and be built up including road side table drains to ensure its free draining. Culverts would need to be installed as required to preserve the natural drainage lines which cross the entrance road. Please see drawing number 1114 G01.2 for detail on possible road configuration within the subject catchment. There is a natural low point east of the proposed entrance road which would most likely hold water in wet periods. There is a convergence of flows on the west side of the entrance road which then drain south to the creek. It's proposed that we formalise these depressions linking them with culverts. These depressions could be excavated to give ability to attenuate / retard stormwater runoff from development land to a nominated permissible site discharge. At minimum this would be the rural discharge rate. Its also envisaged that these areas could be planted out providing water quality improvements. The bed of the basins could operate as a raingarden.

Plan numbers 1114 G01.2 and 1114 G01.3 provide high level information on road grading to direct stormwater runoff to the proposed basins / raingardens. There is opportunity to expand the basins as required to achieve the desired stormwater attenuation. The basin / raingarden would discharge via a low flow outlet to the existing gully leading towards the creek. This low flow could be staged to be quite a slow release up to a certain level followed by the permissible site discharge for the rural catchment. The release from the basins / raingardens would be slow and controlled with no development immediately downstream in the event of a major spill.

It should be noted that the release from the linked basins would be to existing gullies, these would be stabilised as required to manage the flows, no new discharge points to the creek would be created.

The road network would consist of slightly permeable pavements discharging to grassed road side table drains. The road grades north of the first ridge are mostly minimum grade, velocities will be very slow, so provision should be made for wider flatter table drains. Vegetation within the table drains will assist with improving water quality. The roadside table drain vegetation will go a long way towards meeting meet best practice stormwater quality targets. If these alone do not meet the targets, treatment zones within the basins can be increased as required.

The land to the south of the first ridge towards the creek is much steeper. These roads could have smaller swales and would have no problem with stormwater conveyance to the creek. The roadside table drains will need to be suitably armoured and vegetated to prevent scour. There are several cabins planned on this steeper area. These will need to be suitably designed to deal with the slopes and access from the roads. Access to each cabin might require a small culvert. There are four roads in question that grade towards the creek. Two of these roads will direct flow to the same gully that receives discharge from the basins. The other two roads will need to discharge independently to the creek. The first of these short roads leads to the existing island bridge. Some protection works might be required to ensure the discharge from table drains does not scour the existing flow entrance points to the creek. The second road grades west down the slope to the proposed Safari Tent area. At the toe of batter there is an existing wetland, flows would be directed towards this area before discharge to the creek. No new creek connection is proposed.

There is no opportunity for stormwater treatment in these areas. It would be appropriate for each cabin to have a water tank at minimum. The balance of the water quality objectives should be offset by improved water quality in the catchment between the two ridges.

Regards,

Stuart Neave

Enclosure: 1114 G01.1 Rev C
1114 G01.2 Rev C
1114 G01.3 Rev C

Copy:

A	ISSUED TO SCOPE FOR DISCUSSION	RUP	20/1/18
B	ISSUED TO CLIENT	RUP	16/1/18
C	ISSUED TO CLIENT	RUP	4/1/18
-	-	-	-
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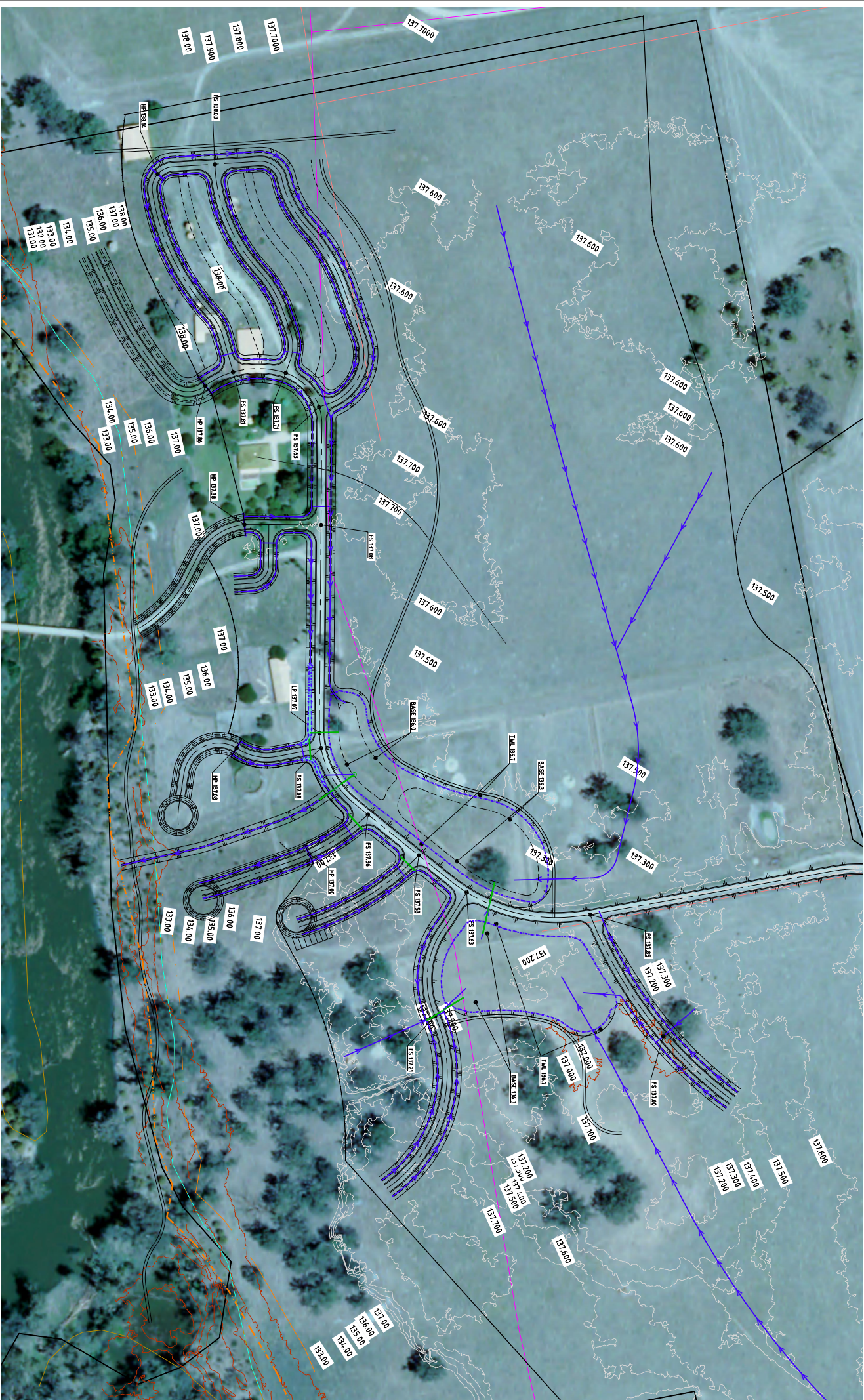
WARNING

**BEWARE OF UNDERGROUND SERVICES
DIAL BEFORE YOU DIG**

The location of underground services, where shown,
All utilities are shown as indicated prior to
construction to determine the exact location
of all underground services.



Designed:	RUP	WARRAWIDGEE ISLAND RESORT	
Drawn:	RUP	DRAINAGE STRATEGY	
Checked:	SN	CATCHMENT PLAN	
Date:	04/12/18	POST DEVELOPMENT	
		LAYOUT PLAN	
DWG NO:	1114 001.2	Status:	PRELIMINARY
		Revision:	C



habitat planning

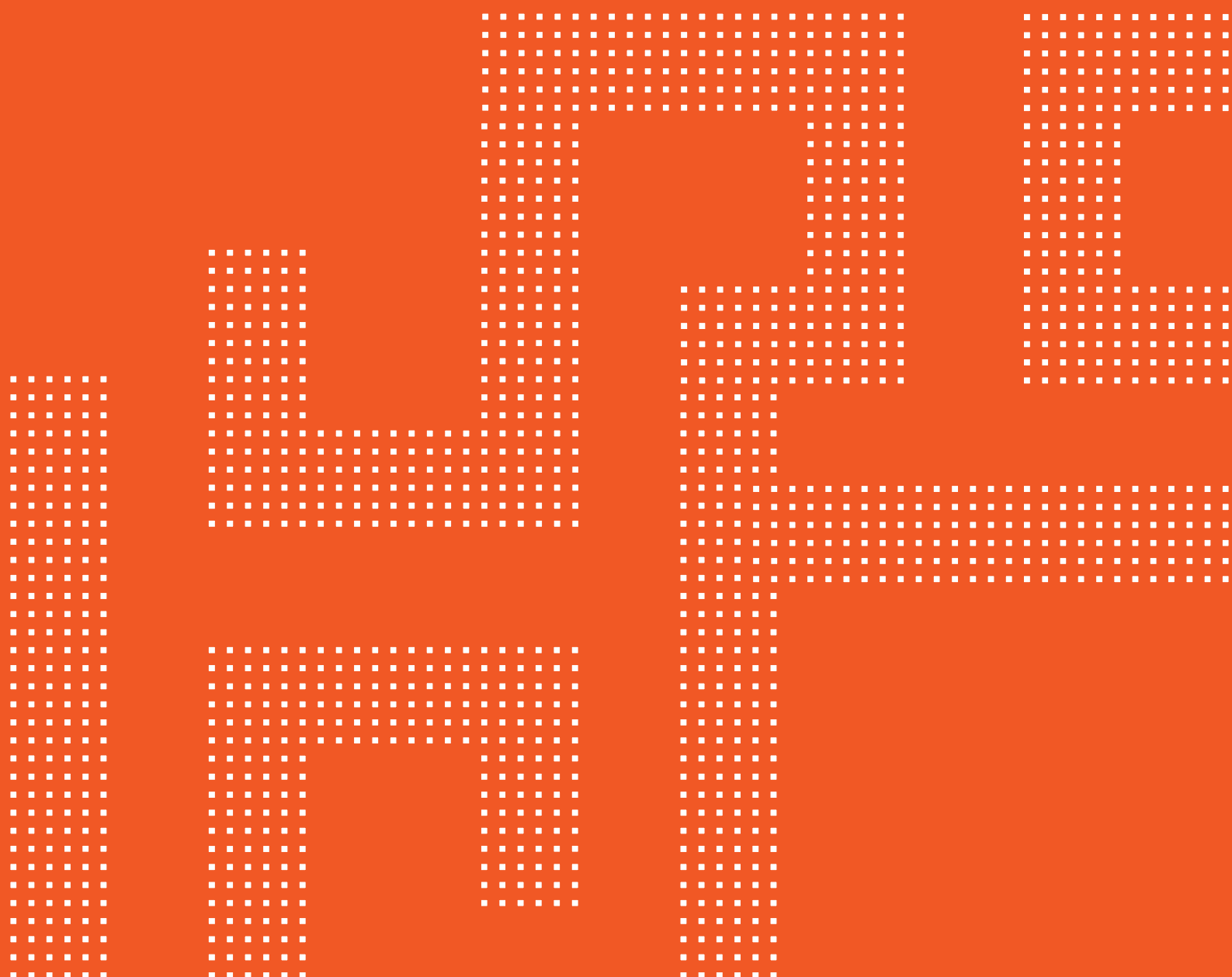
Bush Fire Risk Assessment

'Warrawidgee'

803 Spring Drive, Corowa

Eco-tourist facility

March 2019





Prepared for

Warrawidgee Pty Ltd

Habitat Planning

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Document Control				
Version	Purpose	Author	Reviewed	Date
A	Draft	MJ	BF	07/03/2019
B	Final	MJ	MJ	08/03/2019



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Attachments

- A. RFS APZ Calculator
- B. Draft Warrawidgee Conservation Resort Management Plan

1. Introduction

This is a Bush Fire Risk Assessment (BFRA) associated with a development application for an eco-tourist facility on the rural property known as 'Warrawidgee' described as Lot 3 in DP791136 and addressed as 803 Spring Drive, Corowa (see **Figure 1**).

Section 100B of the *Rural Fires Act 1997* (RF Act) requires that a Bush Fire Safety Authority (BFSA) be issued by the NSW Rural Fire Service (RFS) for development classified as Special Fire Protection Purposes (SFPP) located on land mapped as bush fire prone. An eco-tourist facility is regarded as a SFPP and **Figure 3** shows that it is located on bush fire prone land. Consequently a Bush Fire Risk Assessment (BFRA) report is required to accompany the development application for the purposes of obtaining a BFSA.

This BFRA has been prepared to demonstrate the level of compliance of the proposed development with the NSW Rural Fire Services' *Planning for Bush Fire Protection 2006* (PBP) Section A4.2 of Appendix 4 and submission requirements specified at 4.2(d) as it relates to a 'Special Fire Protection Purpose' (SFPP) comprising 'tourist accommodation'.

It is noted that only a small portion of the subject land (as it relates to the accommodation component of the development) along the Boiling Down Creek is mapped within a vegetation category representing a potential bush fire risk (see **Figure 3**).

The provisions assessed in this BFRA are:

- development and maintenance of Asset Protection Zones (APZ's) on the hazard side of the development;
- provision and maintenance of adequate access;
- design, staging and siting of the development; and
- provision of appropriate water supply and availability during times of bushfire emergency.

Section 4.14 (formerly 79BA) of the *Environmental Planning & Assessment Act 1979* (EP&A Act) requires development on bush fire prone land to comply with the requirements of the PBP, produced by the Rural Fire Service (RFS).

Development applications that are subject to Section 100B consultations under the RF Act are to be referred to the local fire control officer of the RFS.

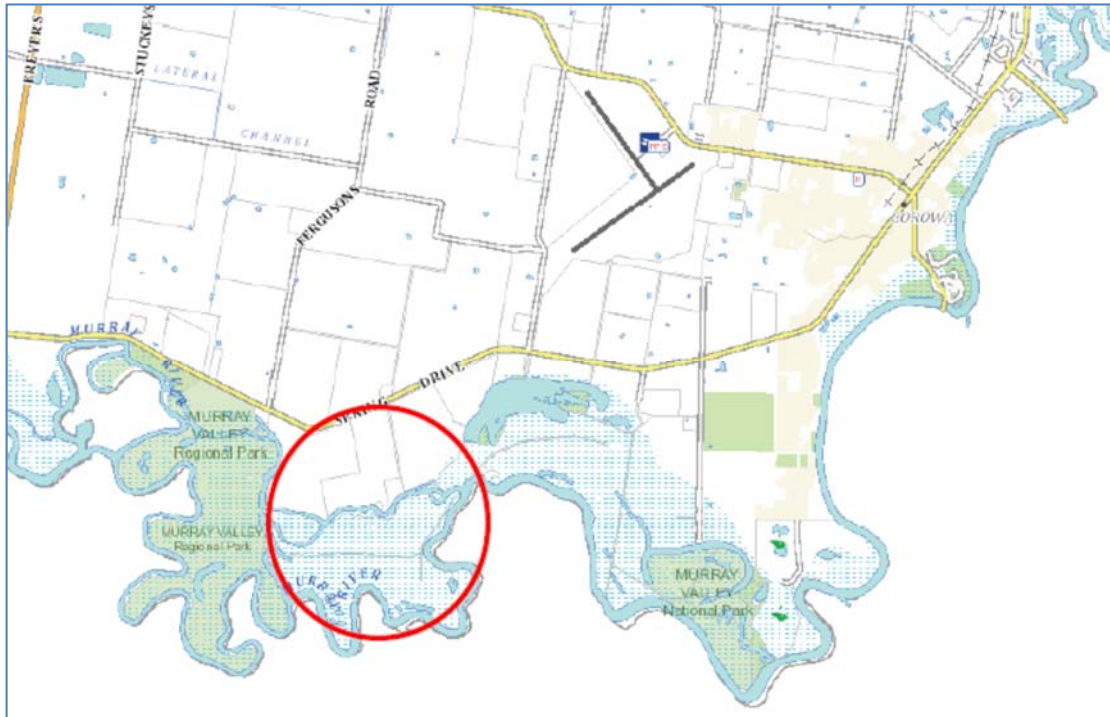


Figure 1 Location of the subject land within the context of Corowa (Source: SIX Maps)

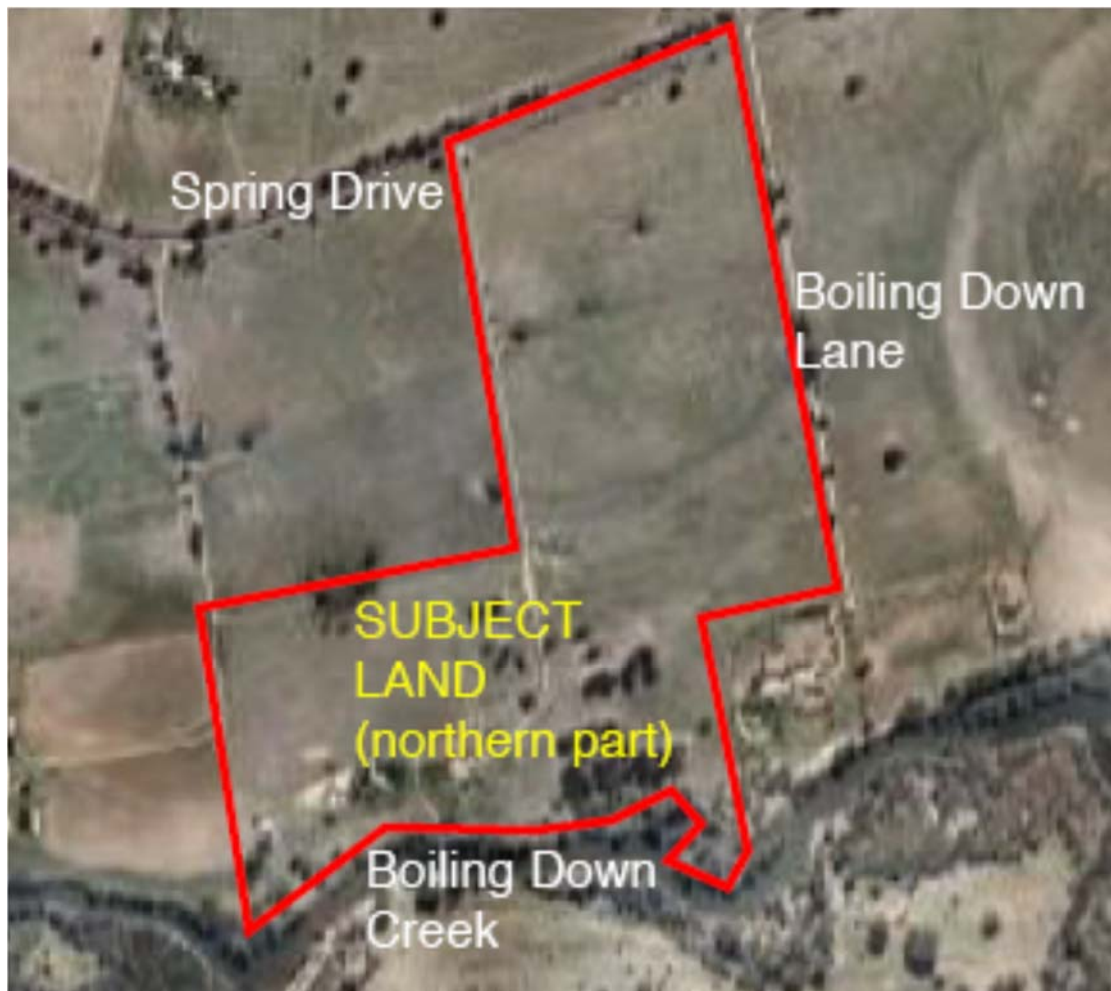




Figure 2 The two parts of the subject land (red outline) within the context of its immediate surrounds (Source: Nearmap, 2018).



Figure 3: The subject land within the context of the bush fire prone land map for the former Corowa Shire (Source: Federation Council)

2. Site Analysis

The land containing the development is known as 'Warrawidgee' and described as Lot 3 in DP791136 and addressed of 803 Spring Drive, Corowa (see Figures 1 & 2). It is located approximately seven kilometres west of Corowa on the southern side of Spring Drive commencing at the intersection with Boiling Down Lane (see Figure 5).

The subject land is of an irregular shape with a total area of 316.2 hectares made up of two components. The first is 70.8 hectares extending from Spring Drive to the Boiling Down Creek. Boiling Down Lane forms the eastern boundary of the lot in this part. This part has been extensively cleared for agricultural production. The second part is on the opposite side of the creek and is 245.4 hectares ("the island") comprised entirely of the Murray River floodplain that is largely in its natural state and used for the bush grazing of cattle.

Access to 'Warrawidgee' is via a double-width vehicle crossing in Spring Drive with a long formed but unsealed road to the existing dwelling on the bank of the Boiling Down Creek. Access to the island is via a substantial concrete bridge near the dwelling capable of accommodating vehicles and agricultural machinery. Spring Drive is a major road constructed to a high standard is good condition and is the main road link between Corowa and Mulwala.

The existing buildings on the subject land are typical of a rural property. They include an older dwelling and a number of sheds of various sizes associated with agricultural land use.

The site adjoins other like rural properties on all sides. Overall the character of the area is rural with natural environment on the floodplain to the south. The nearest residence to the east is 580 metres distant and to the west 615 metres from the residence on the subject land.

3. Proposed Development

The development proposed by this application is the staged construction of an eco-tourist facility to be known as the Warrawidgee Island Conservation Resort ("the resort"). The resort will consist of a number of different accommodation styles that provide opportunity for visitors to enjoy the unique environmental aspects offered by the site.

3.1 Overview

The resort will provide a wide range of accommodation options to visitors including:

- Traditional caravan and camping sites (60)
- Manufactured cabins (cottages) in a 2 and 3 bed configuration (17x2 bed & 13x3 bed)
- Purpose designed light weight single room safari tents with ensuite (14)
- Environmentally sustainable designed 2 bed cottages with private gardens (33)
- Self-contained lodges with 4 rooms to suit group accommodation (6)
- Environmentally sustainable designed 1 bed eco-studios specifically sited to achieve total seclusion and a premium 'off-grid' experience (22)

The main area of the resort will include other features such as:

- Two pools
- Native kids adventure playground
- Large viewing deck
- Caravanning facilities such as ablutions block and camp kitchen
- Group stay facilities such as kitchen, mess hall, meeting room and under cover and grassed activity spaces
- Information centre and potential future café/restaurant
- Many formalised walking tracks
- Potential farming experience

The feature of the resort is its unique area known as 'the island' on the southern side of Boiling Down Creek. A number of studies have been undertaken on the island to identify its existing flora, fauna and cultural heritage opportunities, and through these studies it is intended to protect and enhance these features of the island. The provision of access to the island, through controlled passive recreation uses, has been carefully considered during the preparation of the proposed development. The use of the island will be managed during construction and operation via specific site management plans.

An important aspect of the island becoming a well-established conservation site, is a potential agreement being investigated with New South Wales Biodiversity Conservation Trust.

The Island and surrounds will provide activities such as;

- Guided and self-led educational bush walking
- River canoeing
- Bike riding

- Self-led cultural heritage educational trails
- Potential guided and/or self-led horse riding
- Potential guided Aboriginal experience

It is clarified that for the purposes of this bushfire risk assessment the island will operate as a non-habitable space and will contain no sleeping quarters and will be generally limited to day time activities.

Plans for the proposal are included as part of the development application.

3.2 Infrastructure

The following infrastructure is proposed for the development.

Access road

- The existing entrance to 'Warrawidgee' in Spring Drive will be utilised for the resort but realigned to allow for the entrance treatment shown on the plans at Attachment 'H'. The crossing in the road reserve will be re-constructed in accordance with Council's engineering requirements.
- RMS have been consulted regarding the development and access/egress to Spring Drive and have advised there will need to be widening works to Spring Drive to cater for turning vehicles into and out of the site.
- Generally the form of the existing access road within the property will be maintained for the purposes of the resort.

Stormwater drainage

- There is no existing formal drainage infrastructure on the site. However the site has been assessed for two existing natural depressions that in high rain events act as wetlands.
- As part of development, where concentrations of stormwater occur in high rain events (e.g. roads, buildings). Stormwater will be captured in vegetated swale drains and directed to either one of the two wetlands for treatment prior to it being discharged into Boiling Down Creek.
- It is expected that the use of vegetated swales and rain gardens through-out the resort will be the most effective method.

Sewerage

- There is an existing sewer septic system associated with the farm house. This is old and out of date, and would need to be removed as part of any development of the existing farm house.
- A new modern treatment system will be required that is located a suitable distance away from Boiling Down Creek.
- Current package sewer treatment systems are compact and efficient at treating effluent and discharging grey water at suitable standards for re-use. The end use of the treated effluent is expected to include toilet flushing and garden irrigation (e.g. landscaping and/or pasture/crops etc).
- The package sewer treatment system is proposed to be scalable so that it can be increased in size as the various stages of development occur.

Potable water

- 'Warrawidgee' currently has with a licence for secured irrigation water of 30 mega litres.
- Raw water will be treated on-site to a potable standard and reticulated throughout the resort.
- The treatment system will consist of large above ground holding tanks with pumps to reticulate water to cabins etc.

Electrical

- Currently supply is via an overhead power line running east-west just north of the farm house. This branch line is understood to originate from Spring Drive, and service 'Warrawidgee' along with all properties on Boiling Down Lane.
- It is expected that the existing overhead supply will be up-graded to cater for the needs of the resort.
- As part of the eco-resort approach it will be beneficial to utilise alternative power supply options through the self-generation of electricity such as solar panels.
- It is expected that most of the major building structures will have solar panels with potential battery storage incorporated into them. It may also be desirable to have a small solar farm for generating electricity. This would be subject to further investigation and a separate application.

Telecommunications

- An existing telephone copper wire service is provided to the farm house. When development occurs it is anticipated that the existing service will be extended as required to only service the reception/managers residence.
- The existing copper service will be inadequate to provide reasonable levels of internet, so an alternative option will need to be identified.
- Mobile phone service at the site is generally good.

Gas

- No mains natural gas is available.
- Subject to building design/construction it may be necessary to install a private storage that services particular buildings.



Figure 4: Proposed Site Plan

4. Bushfire Attack & Level of Construction

The Bushfire Attack Level (BAL) Rating defines the potential impact of bushfire upon the development based on the vegetation, the separation distance, effective slope and Fire Danger Index (FDI). The following section assesses these four elements to determine the Bushfire Attack Level of the site, and the level of construction necessary for the proposed development.

4.1 Vegetation

Consistent with the identification key in Keith (2004) and the Guidelines, vegetation within 140 metres from the subject land is identified as grasslands (to the north, north-east and north-west) and native tree species (mostly eucalypts) located along Boiling Down Creek. This vegetation can be best described as 'forested wetland' being *"restricted to riverine corridors and floodplains subject to periodic inundation. Dominated by eucalypts, tea trees, paperbarks and sheoaks"*.

Whilst it is acknowledged that the subject land does contain 'forested wetland' vegetation, it is noted that the majority of this vegetation is contained within the southern portion of the land on 'the island', whilst the northern portion of the property comprises mostly cleared rural lands with scattered paddock trees, as well as a single row of river red gums and exotic trees adjacent to Boiling Down Creek.

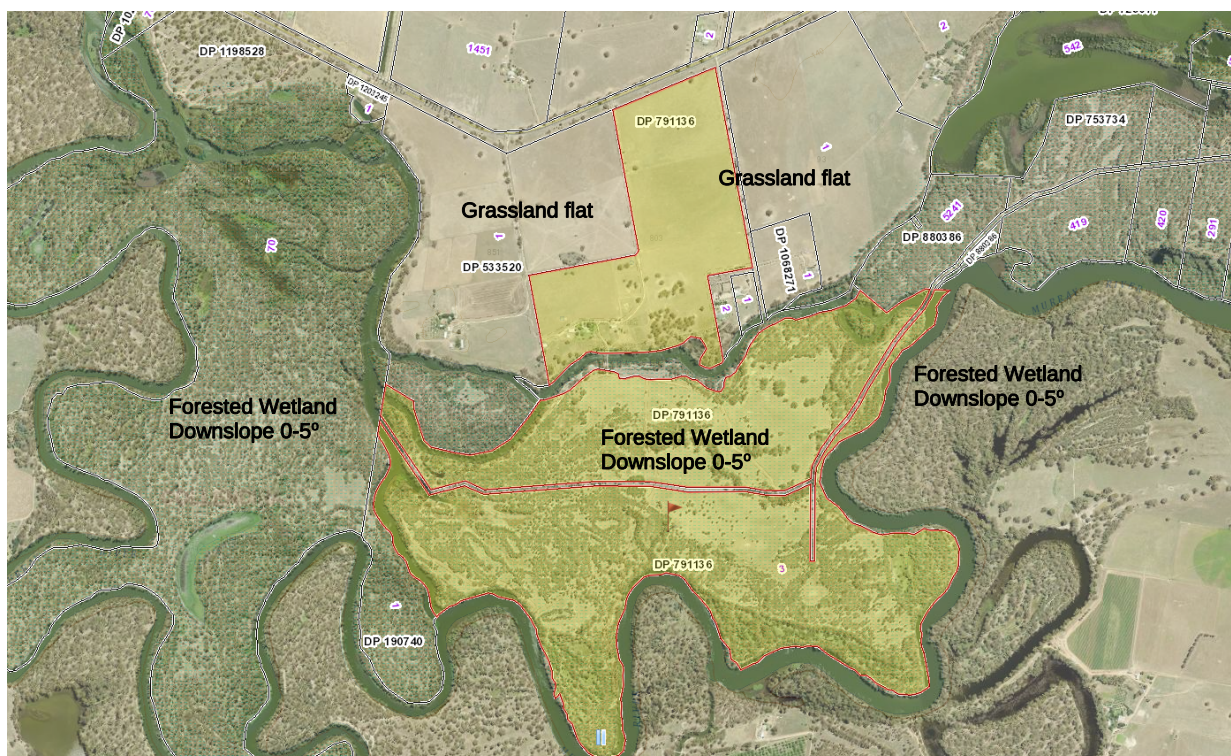


Figure 5: Vegetation Assessment (Source: SixMap, 2019)

4.2 Setbacks

The accommodation buildings are proposed to be located more than 40 metres from the adjoining Boiling Down Creek and associated river red gums and exotic trees located along its banks and can achieve a 50 metre Asset Protection Zone (inclusive of several isolated trees contained within the APZ).

Notwithstanding the above, it is noted however that the development does propose '14 eco-studios' as part of the future stage 5 works in an approximate 2-hectare area of land classified as bushfire prone (see Figure 3). In addition, the development proposes to undertake recreational activities on 'the island' including bushwalking, bike riding, horse riding, as well as bird watching.

It is noted however that the majority of the northern portion of the property adjacent to Spring Drive is not classified as bushfire prone. Furthermore, all non-native vegetation contained within the eco-tourist facility will be managed to minimise bushfire risk.

4.3 Slope

The site for the development is flat and has a down slope of approximately 0-5 degrees from the top of the bank of the Boiling Down Creek to the waterway (i.e. the area containing the hazard).

4.4 Fire Danger Index

The Fire Danger index (FDI) is the relative number denoting an evaluation of the rate of spread, or suppression difficulty for specific combinations of fuel, fuel moisture and wind speed. The data is indexed into comparative FDI's based on the regions within NSW (RFS 2007).

The FDI is determined from Table A2.3 within the PBP (see below). The subject land is located within the Federation (formerly Corowa) Local Government Area which is identified within the 'Southern Riverina' region for the purposes of the PBP. All land within the Southern Riverina area is designated an FDI rating of 80.

1. FAR NORTH COAST (80) Ballina Byron Clarence Valley Kyogle Lismore Richmond Valley Tweed 2. NORTH COAST (80) Bellingen Coffs Harbour Gloucester Great Lakes Greater Taree Hastings Kempsey Nambucca 3. GREATER HUNTER (100) Cessnock Dungog Lake Macquarie Maitland Muswellbrook Newcastle Port Stephens Singleton Upper Hunter 4. GREATER SYDNEY REGION (100) All Sydney Metropolitan Councils Plus Gosford, Blue Mountains, Hawkesbury and Wyong 5. ILLAWARRA/SOALHAVEN (100) Kiama Shellharbour Shoalhaven Wingecarribee Wollondilly Wollongong 6. FAR SOUTH COAST (100) Bega Valley Eurobodalla 7. MONARO ALPINE (80) Bombala Cooma Monaro Snowy River	8. ACT (N/A) Australian Capital Territory 9. SOUTHERN RANGES (100) Palerang Goulburn Mulwaree Queanbeyan Upper Lachlan Yass Valley 10. CENTRAL RANGES (80) Bathurst Blayney Cabonne Cowra Lithgow Mid Western Regional Oberon Orange 11. NEW ENGLAND (80) Armidale Dumaresq Glen Innes Severn Guyra Tenterfield Uralla Walcha 12. NORTHERN SLOPES (80) Gunnedah Gwydir Inverell Liverpool Plains Tamworth Regional 13. NORTH WESTERN (80) Moree Plains Narrabri Walgett Warrumbungle 14. UPPER CENTRAL WEST PLAINS (80) Bogan Coonamble Gilgandra Warren 15. LOWER CENTRAL WEST PLAINS (80) Bland Dubbo Forbes Lachlan	Narromine Parkes Temora Weddin Wellington 16. SOUTHERN SLOPES (80) Boorowa Cootamundra Gundagai Harden Tumbarumba Tumut Young 17. EASTERN RIVERINA (80) Albury Coolamon Greater Hume Junee Lockhart Wagga Wagga 18. SOUTHERN RIVERINA (80) Berrigan Conargo Corowa Deniliquin Jerilderie Murray Urana Wakool 19. NORTHERN RIVERINA (80) Carrathool Griffith Hay Leeton Murrumbidgee Narrandera 20. SOUTH WESTERN (80) Balranald Wentworth 21. FAR WESTERN (80) Bourke Brewarrina Broken Hill Central Darling Cobar Unincorporated NSW
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Figure 6: FDI rating by region (Source: NSW Rural Fire Service 2006)

4.5 Level of construction

AS 3959-1999 refers to all buildings in bushfire prone land and specifies relevant construction standards based on an assessment methodology. This methodology has been followed in this assessment to establish the relevant level of construction under AS 3959-1999. The level of construction is determined by the vegetation formation, the separation distance between the vegetation hazard/s and the development, the effective slope and the FDI. These four elements have been discussed above to allow an assessment of the level of construction necessary for the proposed development.

All buildings and structures on-site will be constructed to a minimum Bushfire Attack Level of BAL 12.5 ('medium' PBP category) and will be constructed in accordance with the requirements of any bushfire safety authority issued for the site.

Notwithstanding the above, given the nature of the development as an ecotourist facility, certain types of accommodation (tents) will not be capable of providing bushfire resistant construction. As a consequence, the survivability of these structures/facilities has been forsaken to meet the minimum environmental footprints and other constraints of these types of developments and will be reliant upon a proposed refuge during times of a bushfire.

PBP Category	Description	AS 3959 Construction Level
Low	Minimal attack from radiant heat and flame due to the distance of the site from the vegetation, although some attack by burning debris is possible. There is insufficient threat to warrant specific construction requirements.	Low - no construction requirements
Medium	Attack by burning debris is significant with radiant heat (not greater than 12.5 kW/m ²). Radiant heat is unlikely to threaten building elements (eg unscreened glass). Specific construction requirements for ember protection and accumulation of debris are warranted.	Medium - Level 1
High	Attack by burning debris is significant with radiant heat levels (not greater than 19 kW/m ²) threatening some building elements (screened glass). Specific construction requirements for embers and radiant heat are warranted.	High - Level 2
Extreme	Attack by burning debris is significant and radiant heat levels (not greater than 29 kW/m ²) threaten building integrity. Specific construction requirements for ember and higher radiant heat are warranted. Some flame contact is possible.	Extreme - Level 3
Flame Zone	Radiant heat levels and flame contact likely to significantly threaten building integrity and result in significant risk to residents who are unlikely to be adequately protected.	Outside Scope

Figure 7: Bush Fire Attack Categories (Source: NSW Rural Fire Service 2006)

4.6 Asset protection zone (APZ)

APZ's are required for any development adjoining a bushfire hazard area, whether it is a single building, a group of isolated buildings or subdivision. Where a bushfire hazard exists on or adjacent to the development site, an APZ is to be established on the hazard side of the development. The APZ acts as a buffer zone between the development and the hazard. The primary purpose of an APZ is to ensure that a progressive reduction of bushfire fuels occurs between the bushfire hazard and any habitable structures within the development.

There are two components to the APZ, an Outer Protection Area (OPA) and an Inner Protection Area (IPA). The IPA should include a perimeter road or reserve (which incorporates an access track). An IPA should provide a tree canopy cover of less than 15% and should be located greater than 2 metres from any part of the roofline of a dwelling. An OPA should provide a tree canopy cover of less than 30% and should have understorey managed (mown) to treat all shrubs and grasses on an annual basis in advance of the fire season.

The proposed accommodation buildings/structures will be generally provided with a 40 metre APZ to unmanaged vegetation, whilst the refuge building will comply with the minimum distances for APZs – SFPP developments as contained within Table A1.12.1 of Appendix A of PBP. More specifically, the refuge building will have a 42m wide APZ from the adjoining Forested Wetland bushfire hazard adjacent to Boiling Down Creek.

Furthermore, the subject land will be managed and maintained ongoing and the adjoining Boiling Down Creek essentially provides a fire break from more dense vegetation located to the south on the island.

4.7 Water Supply

Due to the site's remote location, the development cannot be connected to an urban reticulated water supply system. In response, the development has access to the following alternative water supply systems:

1. Raw water mechanically pumped from Boiling Down Creek;
2. Potable water (being treated raw water) reticulated around the resort by a pressure system; and
3. Treated wastewater (non-potable) used for irrigation from a tank.

All of these sources can be called upon for the purposes of firefighting by being provided with the appropriate fittings.

4.8 Road and Pedestrian Access

Road access to the proposed development will be via the upgraded Boiling Down Creek Road, which will connect to Spring Drive. More specifically, this internal access road will have two-wheel drive and will be provided with a 6-metre seal. Other roads to the different accommodation types will be constructed to a sealed standard. The internal road network will allow for the passing of vehicles along their entire length.

There are three alternatives for access/egress to the site in the event of a bush fire. There are no obstructions on any of the access routes, such as overhanging trees, that would prevent access by fire fighting vehicles. All routes are straight with the exception of the southern end of the principal access road where the curve is gradual and comfortably negotiated by vehicles. All routes are along flat ground and do not traverse any watercourses or wetlands (i.e. there are no culverts or bridges to negotiate).

All access routes are constructed to a standard suitable for fire fighting vehicles.

Furthermore, each accommodation type will be connected via an internal pedestrian pathway network that will connect the occupants to key services and facilities including the proposed refuge area. These pathways will be appropriately signposted and clear of obstructions and will provide direct access to the refuge building.

5. Environmental Features

5.1 Significant Environmental Features

As outlined above, the subject land is made up of two components. The first is 70.8 hectares extending from Spring Drive to the Boiling Down Creek. Boiling Down Lane forms the eastern boundary of the lot in this part. This part has been extensively cleared for agricultural production. The second part is on the opposite side of the creek and is 245.4 hectares ("the island") comprised entirely of the Murray River floodplain that is largely in its natural state and used for the bush grazing of cattle.

Due to the environmental features of the property, a flora and fauna assessment was prepared as part of the development application by Red Gum Environmental Consulting, which considered the likely impacts of the development on the Environment Protection and Biodiversity Conservation Act 1999 and the Biodiversity Conservation Act 2016.

It is noted that the majority of the works, being the accommodation component of the development is located on the northern portion of the site, which according to the flora and fauna assessment:

lacks many structural components and/or features required to support threatened species, more than opportunistic foraging or transit respite areas. Large areas of the upper terraces have been cleared to bare earth by previous vegetation removal, installation of utilities, farming infrastructure etc and colonizing species are largely exotic.

Whilst the development does seek to utilise the southern portion of the land, activities in this area are limited to passive recreational activities such as bushwalking, bike and horse riding and bird watching, which will not have an adverse impact on the environmental features of this land.

Further details regarding threatened species and environmental features of the property are discussed in Section 5.2 below and the flora and fauna assessment included as part of the development application.

5.2 Threatened Species

A flora and fauna assessment was prepared for the site and is included as Attachment E to the submitted development application.

In summary, this assessment concluded:

A pair of Barking Owls and several Brown Treecreepers were recorded within the study area during the survey period. These were the only threatened fauna species recorded during the survey period. Twenty-two (22) additional threatened birds, four (4) mammal species and one (1) frog species may potentially occur in the study area based on suitable habitat and distance to existing records. No (zero) threatened lizards are expected to occur in the study area due to the lack of suitable habitat.

The ephemeral wetlands dotted throughout the southern part of the study area are likely to provide suitable habitat for the threatened Sloane's Froglet, Australian Bittern, Australian Painted Snipe, Brolga and Freckled Duck – while the extensive stands of regrowth vegetation in the central and western part of the site are likely to provide important breeding and nesting habitat for many threatened woodland birds, including the Speckled Warbler, Grey-crowned Babbler, Hooded Robin, Painted Honeyeater, Scarlet Robin, Dusky Woodswallow and Varied Sitella.

Further, the small stand of Grey Box (E. macrocarpa) and Yellow Box (E. melliodora) on the northern side of Boiling Down Creek provides important habitat for Brown Treecreeper and is also likely to support Squirrel Gliders with the potential to support Bush Stone-curlews under appropriate management. The open grasslands in the central part of the site (while degraded) are likely to provide suitable foraging habitat for the Flame Robin, Diamond Firetail, Spotted Harrier and White-fronted Chat.

Notwithstanding, due to the nature and design of the proposed development, the flora and fauna assessment concluded that the works will not have a significant effect on threatened species and ecological communities and their conservation, subject to a number of environmental safeguards.

5.3 Aboriginal Heritage

Matters regarding Aboriginal Cultural Heritage have been investigated and a due diligence assessment has been prepared by Red Gum Environmental Consulting and is included as Attachment C to the submitted development application.

In summary, the report concluded that 'harm to Aboriginal objects as a result of the proposed work is unlikely'.

6. Assessment for Special Fire Protection Purpose Development

The following represents a summary against performance criteria and acceptable solutions for SFPP developments as specified in Section 4.2.7 of the PBP.

Special Fire Protection Purpose compliance table (adapted from PBP)

Performance Criteria	Acceptable Solutions	Response
The intent may be achieved where:		
in relation to Asset Protection Zones:		
Radiant heat levels of greater than 10kW/m² will not be experienced by occupants or emergency services workers entering or exiting a building.	- An APZ is provided in accordance with the relevant tables/ figures in Appendix 2 of PBP. - Exits are located away from the hazard side of the building. - The APZ is wholly within the boundaries of the development site. Exceptional circumstances may apply (see section 3.3 of PBP).	- The APZ is calculated at 50 metres based on the vegetation category of 'forested wetlands'. - The exit from the site is to the north away from the hazard along Boiling Down Creek Road. - Being a rural property, the APZ can be comfortably accommodated within the site.
Applicants demonstrate that issues relating to slope are addressed: maintenance is practical, soil stability is not compromised and the potential for crown fires is negated.	- Mechanisms are in place to provide for the maintenance of the APZ over the life of the development. - The APZ is not located on lands with a slope exceeding 18 degrees.	- The development is a tourist facility that by its nature will be maintained, including the APZ. - The site for the development is flat and has a down slope of approximately 0-5 degrees from the top of the bank of the Boiling Down Creek to the waterway (i.e. the area containing the hazard).
APZs are managed and maintained to prevent the spread of a fire towards the building.	In accordance with the requirements of 'Standards for Asset Protection Zones' (RFS 2005).	Vegetation within the APZ will be maintained in accordance with the methods outlined in Step 4 of the 'Standards for Asset Protection Zones'.
Vegetation is managed to prevent flame contact and reduce radiant heat to buildings, minimise the potential for wind driven embers to cause ignition and reduce the effect of smoke on residents and fire-fighters.	Compliance with Appendix 5 of PBP.	The tourist facility will be maintained in accordance with Landscaping and Property Maintenance principles detailed in Appendix 5 of the PBP.

Performance Criteria	Acceptable Solutions	Response
in relation to Access Roads:		
Internal road widths and design enable safe access for emergency services and allow crews to work with equipment about the vehicle.	- Internal roads are two-wheel drive, sealed, all-weather roads. - Internal perimeter roads are provided with at least two traffic lane widths (carriageway 8 metres minimum kerb to kerb) and shoulders on each side, allowing traffic to pass in opposite directions. - Roads are through roads. Dead end roads are not more than 100 metres in length from a through road, incorporate a minimum 12 metres outer radius turning circle, and are clearly sign posted as a dead end. - Traffic management devices are constructed to facilitate access by emergency services vehicles. - A minimum vertical clearance of four metres to any overhanging obstructions, including tree branches, is provided. - Curves have a minimum inner radius of six metres and are minimal in number to allow for rapid access and egress. - The minimum distance between inner and outer curves is 6 metres. - Maximum grades do not exceed 15 degrees and average grades are not more than 10 degrees. - Crossfall of the pavement is not more than 10 degrees. - Roads do not traverse through a wetland or other land potentially subject to periodic inundation (other than flood or storm surge). - Roads are clearly sign-posted and bridges clearly indicate load ratings. The internal road surfaces and bridges have a capacity to carry fully-loaded fire fighting vehicles (15 tonnes).	The internal private road network is currently constructed to a standard suitable for two wheel drive vehicles in all weather conditions (see Figure 7 in the development application report). This road will be upgraded to a sealed width of 6 metres. Other roads to the different accommodation types will be constructed to a sealed standard. These internal roads will allow for the passing of vehicles along their entire width. The existing bridge across Boiling Down Creek has been designed to accommodate heavy farm machinery and consequently can accommodate fire fighting vehicles (see Figure 14 in the development application). Sealing of internal access roads on the island is not necessary to achieve the performance criteria. There are three alternatives for access/egress to the site in the event of a bush fire. The principal access is that along the existing alignment but upgraded to a 6 metre wide sealed pavement. The secondary route is from the constructed but unsealed Boiling Down Lane along the eastern side of the subject land. In the event both these routes are blocked, the unsealed driveway of the adjoining property to the west could be utilised to access Spring Drive. There are no obstructions on any of the access routes, such as overhanging trees, that would prevent access by fire fighting vehicles. All routes are straight with the exception of the southern end of the principal access road where the curve is gradual and comfortably negotiated by vehicles. All routes are along flat ground and do not traverse any watercourses or wetlands (i.e. there are no culverts or bridges to negotiate). All access routes are constructed to a standard suitable for fire fighting vehicles.

Performance Criteria	Acceptable Solutions	Response
in relation to services – water, gas and electricity:		
Reticulated water supplies Water supplies are easily accessible and located at regular intervals.	- Access points for reticulated water supply to SFPP developments incorporate a ring main system for all internal roads. - Fire hydrant spacing, sizing and pressures comply with AS 2419.1 – 2005. Where this cannot be met, the RFS will require a test report of the water pressures anticipated by the relevant water supply authority, once development has been completed. In such cases, the location, number and sizing of hydrants shall be determined using fire engineering principles. The provisions of public roads in section 4.1.3 of PBP in relation to parking are met.	- Due to its remote location, the development cannot be connected to an urban reticulated water supply system. There are three water sources available to the development: - Raw water mechanically pumped from Boiling Down Creek. - Potable water (being treated raw water) reticulated around the resort by a pressure system. - Treated wastewater (non-potable) used for irrigation from a tank. All of these sources can be called upon for the purposes of fire fighting by being provided with the appropriate fittings. There are no public roads being constructed as part of this development.
Electricity Location of electricity services will not lead to ignition of surrounding bushland or the fabric of buildings or risk to life from damaged electrical infrastructure.	Electrical transmission lines are underground.	Power to the site from Spring Drive will be above ground and then reticulated around the resort underground.
Gas Location of gas services will not lead to ignition of surrounding bush land or the fabric of buildings.	- Reticulated or bottled gas is installed and maintained in accordance with AS 1596 – 2002 and the requirements of relevant authorities. Metal piping is to be used. - All fixed LPG tanks are kept clear of all flammable materials and located on the non hazard side of the development. - If gas cylinders need to be kept close to the building, the release valves must be directed away from the building and away from any combustible material, so that they do not act as catalysts to combustion. - Polymer sheathed flexible gas supply lines to gas meters adjacent to buildings are not to be used.	- Reticulated gas is not available to the subject land. - Bottled gas will be stored in accordance with the Australian Standard.

Performance Criteria	Acceptable Solutions	Response
in relation to emergency and evacuation planning:		
An Emergency and Evacuation Management Plan is approved by the relevant fire authority for the area.	- An emergency/evacuation plan is prepared consistent with the RFS Guidelines for the <i>Preparation of Emergency/Evacuation Plan</i>. - Compliance with AS 3745-2002 'Emergency control organisation and procedures for buildings, structures and workplaces' for residential accommodation'. Compliance with AS 4083-1997 'Planning for emergencies – for health care facilities'.	An Emergency and Evacuation Management Plan addressing evacuation planning and closure during extreme and catastrophic fire danger rating days needs to be provided. A Bushfire Emergency Management and Evacuation Plan will be prepared consistent with the NSW RFS document: <i>A Guide to Developing a Bush Fire Emergency Management and Evacuation Plan</i> and the Australian Standard AS 3745: 2010 <i>Planning for Emergencies in Facilities</i>. The emergency and evacuation management plans will focus on: 1. The closure and/or evacuation of the facility during periods where there is a very high risk of bushfire threat (i.e. Leave Early); and 2. The triggers and procedures for evacuation during an imminent bushfire threat; and 3. The procedures for on-site sheltering / refuge in the event of a bushfire (last resort).
Suitable management arrangements are established for consultation and implementation of the emergency and evacuation plan.	- An Emergency Planning Committee is established to consult with residents (and their families in the case of aged care accommodation and schools) and staff in developing and implementing an Emergency Procedures Manual. - Detailed plans of all Emergency Assembly Areas including "onsite" and "offsite" arrangements as stated in AS 3745-2002 are clearly displayed, and an annual (as a minimum) trial emergency evacuation is conducted.	See above.

Performance Criteria	Acceptable Solutions	Response
in relation to eco-tourist accommodation:		
Suitable refuge areas and evacuation/management arrangements are in place commensurate with the bush fire risk.	- at least one building should be used as a local refuge area and comply with the APZ's and construction requirements for residential buildings. - cabins are within 50 metres of a refuge building and are clearly signposted. - the paths from cabins to the refuge area are safe, with management of surface fuels to ≤ 4 tonnes/ha. - the overall accommodation for tourists does not exceed 12 persons. - a mechanism for the relocation of occupants on days of a total fire ban or adverse fire activity is provided in the local area in which the development operates.	It is noted that the proposed development does not comply with the acceptable solution provisions of PBP. In response, the development seeks to comply with the requirements of PBP via a number of 'performance-based solutions'. An assessment of the proposed ecotourist facility against the requirements of the NSW RFS Fast Fact Sheet 1/14 Ecotourism has been provided in the following table demonstrating compliance with the relevant requirements. Notwithstanding, a refuge building will be provided for occupants of the eco-tourist facility during a bush fire that is able to cater for all potential persons on the site. This building will be constructed to a minimum Bushfire Attack Level of BAL 12.5 in accordance with <i>Australian Standard (AS) 3959: Construction of buildings in bushfire prone areas</i>, 2009. The building has been located and positioned to ensure that the refuge building will not experience a radiant heat level greater than 10kW/m^2 on any point of the building. The refuge building will comply with the minimum distances for APZs – SFPP developments as contained within Table A1.12.1 as contained within Attachment A. More specifically, the refuge building will be setback 42m APZ from the adjoining Forested Wetland bushfire hazard. All cabins on-site will be within an approximate 300 metre walking distance of the refuge building. All pedestrian pathways will be clearly signposted and details regarding the location of the refuge building will be included on the park map.

Compliance with Fast Fact Sheet No. 1/14 Eco Tourism

Requirement	Response	Compliance
Emergency management planning shall be provided which complies with Section 4.2.7 of PBP 2006 and shall address the use/closure of the facility on extreme and catastrophic fire rating days;	Recommendations have been made in relation to the emergency management and planning to achieve compliance with Section 4.2.7 of PBP.	Yes
The identified refuge building/s are designed to accommodate all occupants of the facility;	The proposed refuge building (mess hall) is accessible for people with a disability and is designed to accommodate all potential occupants, including firefighting personnel.	Yes
Any refuge building must comply with the occupancy levels permissible for that structure under the BCA;	The identified refuge building will achieve a minimum floor area/m ² that would be allowable for an assembly building under the BCA and is considered adequate to accommodate the maximum occupancy of residents from persons utilising the eco-studios and safari tents.	Yes
To ensure radiant heat levels of greater than 10kw/ m ² are not experienced at any external point of the building refuge buildings are provided with APZs in accordance with Table A2.6 of PBP 2006;	The proposed refuge building will comply with the minimum distances for APZs – SFPP developments as contained within Table A1.12.1 of Appendix A of PBP. More specifically, the refuge building will have a 42m wide APZ from the adjoining Forested Wetland bushfire hazard adjacent to Boiling Down Creek.	Yes
The refuge building/s are designed and sited in accordance with the principles listed in PBP 2006 and constructed to a minimum BAL 12.5 of AS 3959;	Capable of complying – a condition of the bushfire safety authority (BFSA) can be included in this regard.	Yes
Vehicular access (internal access) is to be provided from a public road to the nominated refuge building and comply with the requirements of Section 4.2.7 of PBP;	Recommendations regarding vehicular access have been addressed in the previous table and comply with the relevant provisions. More specifically the internal private road will have two wheel drive and will be provided with a 6 metre seal. Other roads to the different accommodation types will be constructed to a sealed standard. These internal roads will allow for the passing of vehicles along their entire width. There are three alternatives for access/egress to the site in the event of a bush fire. There are no obstructions on any of the access routes, such as overhanging trees, that would prevent access by fire fighting vehicles. All routes are straight with the exception of the southern end of the principal access road where the curve is gradual and comfortably negotiated by vehicles. All routes are along flat ground and do not traverse any watercourses or wetlands (i.e. there are no culverts or bridges to negotiate). All access routes are constructed to a standard suitable for fire fighting vehicles.	

Requirement	Response	Compliance
Pedestrian paths from cabins to the refuge building/s are to be provided and clearly signposted;	All cabins and accommodation sites will be connected via an internal pedestrian pathway network, which connects with the main internal roadways and key facilities on-site such as the refuge building. All pathways will be signposted, and park signage boards will be installed providing direction to visitors to key facilities such as the refuge building.	Yes
APZs are provided wholly within the boundaries of the proposed development site (exceptional circumstances for the provision of APZ's on adjoining land may apply as per Section 3.3b PBP 2006).	Due to the size of the property, all relevant APZs can be contained wholly within the boundaries of the property.	Yes
For proposals in isolated or remote areas which involve large travel distances through bush fire vegetation, the following matters should be addressed: - The traffic level likely to be generated during an emergency evacuation - The capacity of the broader road network to facilitate safe emergency evacuation - Limitations/constraints inherent in the road system	The subject land is not considered isolated or remote and does not involve any large travel distances. The property has direct access to the higher order sealed Spring Drive, which is located away from the hazard. Whilst it is acknowledged that the development will generate traffic during an emergency evacuation, the internal road network allows for two way road movement and the wider road network has ample capacity to accommodate the proposed development. There are no known limitations or constraints inherent on the road system.	Yes
Management of potential traffic conflicts (i.e. emergency vehicles vs evacuating members of the public)	As outlined above, the internal road network has provision for two way road access, which will avoid potential traffic conflicts between occupants and emergency service personnel.	Yes
Water, electricity and gas supply to the nominated refuge building/s is to comply with the requirements of Section 4.2.7 of PBP 2006.	All services and infrastructure will be provided to the refuge building in accordance with Section 4.2.7 of PBP 2006. Furthermore, it is expected that any BFSAs issued for the site will include a condition regarding services and infrastructure.	Yes
A bush fire report of how the proposed development addresses the performance criteria outlined in section 4.2.7 of PBP 2006 must be provided. This is to include documentation that the bush fire design brief process was undertaken.	As outlined in this report.	Yes
For details of what is required in a Bush Fire Report for an alternate solution the NSW RFS provides a Practice Note – 1/07 on Submission Requirements. A qualified Bush Fire Consultant can assist with these.	Noted	Yes

7. Conclusion and Recommendations

The subject land is partly identified as being bushfire prone and an assessment of the proposed eco-tourist facility has been prepared against the relevant provisions set out in PBP.

The proposal is generally compliant with PBP including Fast Fact Sheet 1/14 Ecotourism because:

- suitable setbacks for the proposed accommodation buildings can be achieved from the nearby bushfire hazard;
- a suitable fire refuge building will be provided on site capable of accommodating occupants during times of a bushfire;
- the area of land surrounding the accommodation buildings will be maintained as 'managed land';
- the subject land is provided with suitable access roads, which are directed away from the hazard that is capable of accommodating heavy vehicles and fire personnel. The development also provides several alternative routes should the primary access/egress route be unavailable;
- water supply will be provided from a number of different sources that can be used during the event of a bushfire;
- the development will be operated and maintained in accordance with an emergency and evacuation management plan; and
- the development is consistent with the Planning for Bush fire Protection Guidelines issued by the NSW Rural Fire Service.

Accordingly, the following recommendations are made for the proposed development to ensure the requirements of the guide are satisfied.

1. The tourist accommodation buildings shall establish a 50 metre wide Asset Protection Zone which shall be managed and maintained to reduce fuel loads; and
2. Any further development of the land should be consistent with the PBP.

Attachment A

RFS APZ Calculator



PBP Appendix 2 - APZ Calculator



Inputs:	
<u>Site Address:</u>	803 Spring Drive Corowa
<u>Calculated By:</u>	Habitat Planning
<u>Development Purposes:</u>	☐ Residential Subdivision ☒ Special Fire Protection
<u>Local Government Area:</u>	Corowa
<u>Located In Alpine Areas:</u>	☐
<u>Fire Weather Area/FFDI:</u>	Southern Riverina / 80
<u>Vegetation Class:</u>	Forested Wetlands
<u>Effective Slope:</u>	Upslope/Flat (0 degrees)
Commands:	
Calculate Print Reset Help	
Outputs:	
<u>Asset Protection Zone (APZ):</u>	50 metres
<u>Inner Protection Area (IPA):</u>	50 metres
<u>Outer Protection Area (OPA):</u>	0 metres

Note to User:

The site assessment methodology used in this assessor applies for determining the construction requirements for buildings in accordance with the BCA and Appendix 3 Addendum of PBP. The APZ distances determined by the calculator, and the construction requirements determined by the Construction Assessor are separate processes and should be considered individually.

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Attachment B

Draft Warrawidgee Conservation Resort Management Plan

Warrawidgee Conservation Resort

Management Plan

October 2018

Warrawidgee Conservation Resort Management Plan

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Attachment 3 Hospitality Industry (General) Award 2010 – 1 July 20XX

Attachment 5 Small Business Fair Dismissal Code refer internet

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Attachment 37 Job description Park Managers

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DRAFT

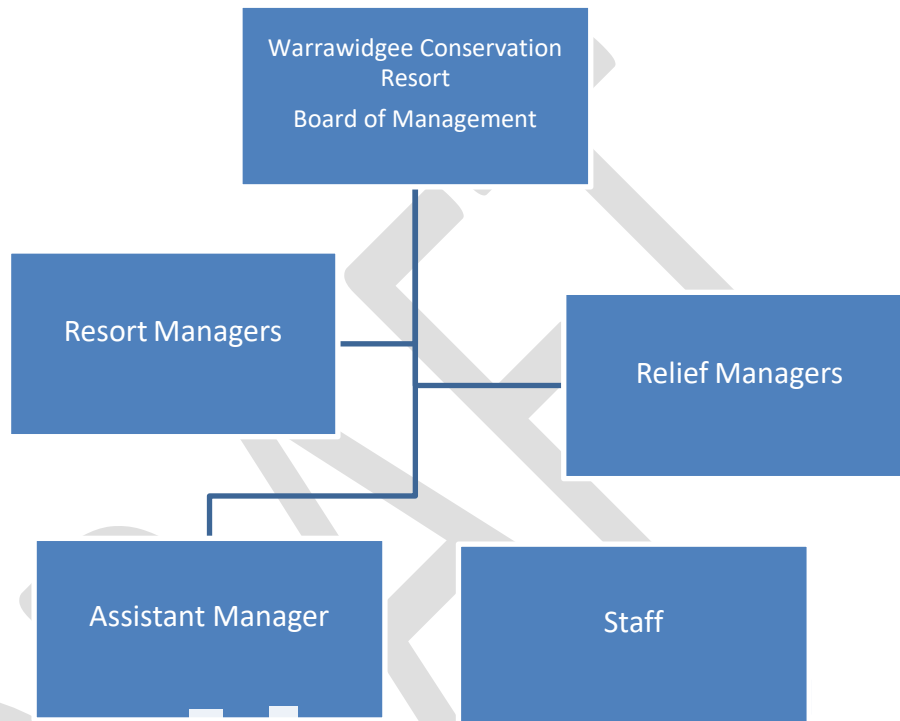
Warrawidgee Conservation Resort Management Plan

1. RESORT MANAGEMENT

The adequate and effective management of services for a Resort requires a team of resources with a range of skills. For efficiency, each role and the incorporated responsibilities needs to be clearly defined.

1.1 Management Structure

1.1.1 Structure



1.1.2 Contact Details

Warrawidgee Conservation Resort Trust

xxxxxxx
Managing Director
PO Box xxx Xxxxxx, XXX XXXX
xxxxxxxxxxxxx

xxxxxxxxxxxxx
CFO
PO Box xxx Xxxxxx, XXX XXXX
xxxxxxxxxxx

Warrawidgee Conservation Resort
Mr & Mrs X
Resident Managers
803 Spring Drive Corowa, NSW, 2646

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02 6033 xxxx, info@warrawidgee.com.au

1.2 Financial Management

1.2.1 EFTPOS:

EFTPOS daily settlement is done manually at the end of each day's trading at approximately 5.30pm to align with RMS end of day.

1.2.2 Shop Sales:

All shop sales are rung up through RMS. Include Washing machine money

1.2.3 Float:

Keep a float of \$XX in the cash register. There is no set breakup of the float, use common sense when making it up each day and make sure that there is enough change in coin and small notes to give change to customers who usually have \$50 notes, along with carrying some change for the washing and drying machines (\$1 and \$2 coins).

1.2.4 Banking:

Banking is to be done at the XXXXX bank, Corowa. Xx Sanger Street, Corowa. It should be done at least once a week. The bank is only open from 9.30am – 4.00pm week days and till 5pm Friday. Banking should also be done at month end so it may be more than once end of month week.

Where possible please ensure that no more than \$xxxx is kept on the premises at any one time.

When visiting the bank please ensure you use a different route and deposit at different times of the day for safety/security reasons.

Please use the deposit book when making deposits.

1.2.5 Daily Audit:

We undertake a daily audit to reconcile cash, EFTPOS and cheques received. Please follow these steps:

- ✓ At the end of each day print the following RMS reports:
 - Management – Cash/Charge Report
 - Accounting - Cash Transactions Report
- ✓ Settle the eftpos machine manually
- ✓ Count all cash and total the cash on hand
- ✓ Deduct \$xx for the float, the remaining balance should equal the daily cash takings as per the Cash Transactions Report
- ✓ Place cheques and cash for the day into a plastic sealable banking deposit bag, or envelope. Label with the date, seal and place securely in drawer in office.
- ✓ Bag up the float and place in safe place in office
- ✓ Check cash transactions report totals against eftpos settlement receipts
- ✓ Staple merchant copies and summaries to this and place in ring binder

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- ✓ Complete a bank reconciliation form – copy attached and email to head office admin@warrawidgee.com.au **weekly Sunday evening or early Monday morning**
- ✓ At the end of the week, print a Cash Report – the total of your 7 days cash reconciliation sheet should equal the total of your cash report. If it doesn't then it is likely a transaction has been entered *after* you have balanced for the day. Advise head office of any discrepancies. (Attachment XX: Bank Reconciliation)

1.2.6 Stock Ordering:

Ensure adequate supplies of stock and order in bulk to last until your next delivery:

- Consumables/Chemicals
xxxxxxxxxx
- Linen
xxxxxxxx
- Grocery Lines
xxxxxxxx

1.2.7 Annual Stocktake

Annual stocktake must be conducted and/or at other times requested by head office.

1.2.8 Budget

Park Managers are required to meet budget for both income and expenses. Managers are responsible for ensuring they have adequate supplies of consumables and chemicals.

Managers are able to order consumables and chemicals up to the value of \$650. Any purchases above \$650 must be approved by the Managing Director.

1.2.9 Invoices

Please send all invoices weekly and petty cash receipts on the first day of the new month for the previous month to:

xxxxxxxxxx
PO Box xxxx xxxxxxxxxx xxxx
admin@warrawidgee.com.au

1.2.10 Repairs & Maintenance

Managers have approval to arrange and if necessary pay for any repairs and maintenance up to a value of \$xxxx per day.

Any items above \$xxxxx require the approval of the Board.

Electrical/Plumbing Work – non essential please call xxxxxxxx first

Electrical Work TBA

Contact:
Phone contact:
Email contact:

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Plumbing Work TBA

Name:
Contact:
Phone:
Email contact:

1.2.11 Hardware Purchases

To be purchased from xxxxxx. Please ensure you sign for all purchases and use your card.

1.2.12 Discounts for Family & Friends

*Directors & Immediate Family**

- Bookings must be made 7 days in advance.
- Bookings must be made direct with the manager of the park.
- Directors & Immediate Family are entitled to 75% off the cost of cabin/villa accommodation to a maximum of 3 days and then 25% off.
- Directors & Immediate Family are entitled to FOC powered/unpowered sites to a maximum of 3 days and then 50%.
- *Immediate Family mean a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the director; or a child, parent, grandparent or sibling of a spouse or de facto partner of the director.

Staff

- Bookings must be made 7 days in advance.
- Bookings must be made direct with the manager of the park.
- Employees are entitled to 50% off the cost of cabin/villa accommodation to a maximum of 3 days and then 25% off.
- Employees are entitled to FOC powered/unpowered sites to a maximum of 3 days and then 75%.

Friends & Extended Family

- Bookings must be made 7 days in advance.
- Bookings must be made direct with the manager of the park.
- Friends and family are entitled to 25% off the cost of cabin/villa accommodation to a maximum of 3 days and then 10% off.
- Friends and family are entitled to 25% off the cost of powered/unpowered sites to a maximum of 3 days and then 10%.

1.2.13 Guest Feedback

Guests are encouraged to complete guest feedback forms and these must be displayed in all cabins. When a guest leaves comments please address the issue either with the guest if possible and or the xxxxx to ensure a reasonable outcome.

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Maintenance tasks identified are to be rectified and an appropriate note made on the card before returning to head office. Guest feedback forms should be returned weekly to head office. Surveys are also sent out electronically to guests on departure.

1.2.14 Quality and Consistency Toolbox

Quality and consistency inspections are undertaken every 6 weeks by the XX and/or the XXX. The results of the visit are recorded in the Quality and Consistency Toolbox. Results are collected for the following areas:

- Guest Service
- Park Presentation & Facilities
- Park Cleanliness & Safety
- Park Experience
- Park Marketing
- Budget

Questions and results are recorded under the corporate section of the Sustainable Park Solutions website. Managers are required to achieve a score of 75%.

1.2.15 Petty Cash

The park carries a petty cash amount. This is reconciled at the end of each month and is forwarded to the head office as an emailed spreadsheet at the end of the day on the last day of the month (see attachment 29) Small day to day items for the park are purchased using these funds and a receipt is obtained and submitted with the hard copy spreadsheet at the end of the month (sent by post). These funds are topped up as necessary using "park sales cash" and such top ups are recorded on the weekly bank reconciliation which is submitted weekly to head office.

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2. CUSTOMER HEALTH & SAFETY PROCEDURES

Detailed information on the execution of WHS is provided in the WHS Procedure and WHS Risk Management System documents.

The Work Health and Safety (WHS) system relates to all aspects of health and safety including (without limitation);

- WHS Strategy Plan;
- Defined WHS Responsibilities;
- Exercising due diligence;
- Health and safety training and education;
- Adopting a risk management approach;
- Consultation with customers and employees on matters relating to health and safety;
- Emergency procedures and drills;
- Workplace inspections;
- Incident/accident and near-miss reporting; and,
- Management of injured customers or employees.

2.1 Customer health & safety

All customers will have been inducted to site at check-in when they have been advised about the safety requirements of the Resort. However, it should not be assumed that any customer will 100% comply with the necessary precautions and instructions provided. All staff are required to be diligent in observing the actions of customers and as appropriate provide polite instruction and reinforcement of the appropriate procedures.

Where possible, instructional signage will be installed.

It is important, for both your welfare as well as the welfare of other employees and patrons, to report any accident/injury to the Duty Manager, who will complete a written incident report. If you have, or witnessed, an accident or injury whilst you are working please notify the Duty Manager immediately. Reporting a minor accident could help to avoid a more serious accident/injury, especially if it has occurred due to unsafe conditions or practices. If there is any possibility the victim has injured their back or neck - DO NOT MOVE THEM.

In the event of a guest/employee injury that requires medical attention, please adhere to the Injury and Illness Transportation Policy as follows.

It is the policy of resort management that there be no open fires by resort customers. A fire is only allowed in the designated fire pit and are only allowed to be lit, managed and extinguished by resort staff.

NOTE: If you see or hear something that you feel may endanger an employee or guest but have not yet done so, please alert your manager or the Duty Manager immediately.

NOTE: On days of severe or extreme fire danger there will be strictly no use of the Island.

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2.1.1 Fire Emergency Procedures

The Resort is protected with modern fire protection equipment including hose reels, hydrants and smoke detectors. Fire drills are conducted on a regular basis to ensure employees are trained in evacuation procedures. For your safety and that of our patrons, please ensure you are familiar with the procedures for evacuating the premises and your responsibilities in emergency situations. It is important, so please make sure you know the location of the closest emergency assembly place in each area of the resort, as well as the location of fire hose reels, fire extinguishers and fire blankets. Also, please ensure your work area is kept clean and tidy. Do not block pathways, roads, entrances or exits.

Refer to section 7 and the Emergency Management Plan for further information.

Fire Safety Personnel

Your Department Manager is responsible for ensuring each person in the Department has been trained in the following:

The procedure to be followed in the event of fire:

- Remain calm;
- If one is available, activate the closest fire alarm or dial switch. If one is not, call 000;
- State your name, location, the location of the fire or smoke and the type and size of the fire (ie electrical, fuel or paper);
- If possible, without endangering yourself, try to put out the fire ensuring you use the proper extinguisher (see method of operation below);
- If this is not possible, close all doors to the fire area and follow the evacuation procedure;
- If it is safe to do so, wait in an area that is a safe distance from the fire so you are able to direct personnel arriving on the scene to the location of the fire;

Things to remember in an emergency:

- Do not use the elevator
- Feel any door you are going to open (with the back of your hand) to see if it is hot. If so do not open the door
- Stay low to the floor and if necessary crawl to avoid smoke
- "Stop, Drop and Roll"
- In a fire, smoke kills 80% of people - more than the actual fire itself

What to do when you hear an alert tone activated:

- Remain calm
- Follow the fire evacuation procedure for your department and/or await instruction from your supervisor
- If guests ask what is happening, let them know there is no need for concern and the alarm is being investigated
- Never say there is a fire

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In the event you are instructed to evacuate the premises:

- Close all doors and windows and turn off all electrical equipment as you leave your area
- Escort guests from the property as per the evacuation procedures
- Make your way, via the fire stairs and exits, to the evacuation assembly point
- Roll call will be taken of all customers to ensure no one is missing
- Other specific fire instructions are located in the fire evacuation procedures manual located in your department. Please familiarise yourself with your responsibilities in the event of a fire.

What to do when you are in a guest room/ enclosed department that is not your own:

- During a fire, before you leave your guest room:
- Look at the back of the door for the location of the closest fire exit
- Take your room key in case the fire or smoke is too heavy and you have to come back
- Count the number of doors to the fire exit in case the smoke is too heavy to see so you can feel your way
- Feel the door with the back of your hand to see if it is hot; if so do not open it. The doors in the hotel have a 4 hour burn time before the fire can get through them.

If you get trapped in a cabin:

- Use the comms system to notify reception you are trapped in a room.
- Fill bathtub or sink with water.
- Wet towels and put along the bottom of the door/s to prevent smoke from entering.
- Turn off air conditioning to prevent smoke from coming into the room.
- Remain calm until the Fire Brigade arrives.

If you get trapped on the island:

- If you have signed-in to access the Island, you will be known to Management.
- If possible move away from the fire source as calmly and as fast as possible.
- Position yourself as close to a body of water as safely practical and wait to see what direction the fire is moving.
- Should the fire move closer to you, if possible, enter a body of water to a safe and comfortable depth.
- As the fire approaches, wet all your clothes and any other flammable materials. Should you have towels or blankets, wet these and place them over your head. Prepare to duck under the water if necessary.
- If the fire comes in very close proximity of you, you will need to fully immerse yourself under water to protect from radiant heat.
- Remain calm until the Fire Brigade arrives.

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2.2 Staff health & safety

The Work Health and Safety (WHS) system relates to all aspects of health and safety including (without limitation);

- WHS Strategy Plan;
- Defined WHS Responsibilities;
- Exercising due diligence;
- Health and safety training and education;

2.2.1 Fire Emergency Procedures

Staff should follow the same procedures as outline above in the customer health & safety section.

Location and Method of Operation of Fire Fighting Equipment

Each area has firefighting equipment. Please ensure you are familiar with the location of the nearest firefighting appliance in your department. If any of this equipment is ever used it must be reported to Management immediately (once the pin is removed and the trigger depressed, even if only a short burst, the cylinder is rendered inactive and would be useless if required). This equipment is for emergencies only and is never to be used as a toy or irresponsibly.

Selecting the Proper Fire Extinguisher

- Class A - Ordinary combustible material (ie paper fires)
- Class B - Flammable or combustible liquids (ie oil fires)
- Class C – Electrical fires

3. HUMAN RESOURCES

3.1 General Work Guidelines

3.1.1 Working week:

The working week for the park is Monday to Sunday. See Attachment 38 for typical days' activities of park managers.

3.1.2 Time Sheets:

These must be filled in every day you work, as these are used to calculate the wages. Time sheets are scanned and emailed to Head Office every Sunday.

3.1.3 Casual Staff

If you take time off during the day, for a break or for another agreed reason, this time off must be shown on the time sheet for that day. Obviously essential toilet breaks are not required to be listed.

Under Hospitality Industry (General) Award 2010 casuals are to be employed for a minimum of 2 hours per engagement, no maximum (no overtime). Regular casuals under certain conditions may request conversion to full time or part time employment after 12 months' service. If a cleaner is required to work more

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than 5 hours, then they must be offered a non-paid break of up to 30 minutes. These breaks should be recorded on the casual employee's time sheet.

3.1.4 Permanent Staff:

If you are working a full day, your hours will include set tea breaks and lunch breaks. These do not need to be recorded in the time sheets. If you are employed to work from 8am to 5pm your hours worked will be calculated less the set breaks that form part of your contract of employment.

3.1.5 Wages:

Wages are paid xxxxx, on a xxxxx, directly in the staff bank accounts. Pay slips are emailed.

3.1.6 Smoking:

Management has designated this as a non-smoking workplace with the exception of the dedicated smoking area adjacent to the staff tea area outside the reception/manager house. The staff tea area is designated as a no smoking area at all times.

3.1.7 Recruitment Procedures:

As a general rule, if we need to employ staff we will use a variety of ways to attract applications. We will:

- Advertise in the local newspaper
- Apply word of mouth to attract local applicants
- Register the job with a local job network
- All advertisement and interviews are conducted by the on-site managers and the final decision on employment is made by the on-site managers.
- The job will be advertised with an accurate description and interested applicants will be asked to apply either in writing or by phone.
- Successful applicant/s are offered a job and are employed according to the job guideline (e.g. full time, part time or casual). A letter offering the job and including terms and conditions is sent to the successful applicant.
- Unsuccessful applicants are advised that the job has been offered to another applicant and thanked for their interest.

3.1.8 Annual Leave:

Annual leave entitlements are governed by Fair Work Australia.

- All permanent staff are encouraged to take annual leave; however this cannot be taken at peak periods.
- Under the Act there is no allowance for casual employees for annual leave. All other employees are entitled to annual leave. The Workplace Relations Act 1996 calculates leave by using the usual (average) number of hours worked each week and multiplying that by 4. This is the figure to be used unless the award or agreement that the employee is on provides more benefits, then the award or agreement is to be used.
- For an agreed time of leave, at least four weeks' notice of leave is required to ensure that there is sufficient staff to fill the gap. If no time can

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be agreed for leave to be taken, the employer may decide when to give the employee leave.

- Unless decided otherwise, for those with leave entitlements all leave must be paid at the beginning of the leave period.

3.1.9 Managers RDO's:

Managers are encouraged to accrue their RDO's and to take in a row. Managers generally work 28 days straight and are then entitled to take, equivalent to the weekends they have worked in that period the number of weekend days as paid time off. A leave form needs to be completed and emailed to xxxxxxxxxxxx and arrangements made with an approved relief manager to cover these days off.

3.1.10 Confidential Staff Files:

Each staff member has an individual staff file which contains all their personal information, training and employment history. This information includes:

- Full name
- Correct address
- Employees date of birth
- Contact details – land line, mobile phone numbers and email
- Signed letter of offer of employment and employment conditions*
- Signed copy of current Job Guideline
- Pay details
- Leave details, accrued and taken according to award or employment contract.
- Any medical problems that you have been advised of that may or may not affect or restrict the work being undertaken.
- Any injuries or accidents.
- Any insurance claims.
- All training provided in-house and off-site.
- Any additional information that relates to the employee and their employment.

3.1.11 Employment Conditions:*

- Employees classification (if applicable).
- Commencement date.
- Termination dates including termination details if applicable e.g. employed on fixed term contract.

3.1.12 Pay Details:*

- Times worked by employee each rostered day including overtime.
- Details of gross and net pay and any deductions.
- Details of superannuation payment and name of the fund paid to.
- Details of allowances paid under the award or agreement if applicable.

This file is kept active while the staff member is employed and retained in a secure location when their employment has ceased.

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3.1.13 Pay Slips:*

All payslips will be issued within 24 hours of the payment date and comply with the Fair Work Australia by including:

- Name of employee.
- Classification of employee.
- Pay period for which payment relates.
- Gross and net amounts of pay.
- Any allowances included in pay.
- Details of hourly rates, penalty rates, overtime, loading and hours worked.
- Current salary for salaried employees only.
- Any deductions – the amount and purpose and account paid to.
- Superannuation – employer contribution and name of fund.

3.1.14 Roster Policy:

All rosters will be prepared in advance according to an agreed schedule, weekly, fortnightly or monthly

All rosters will be posted for all staff to see in an agreed place or given directly to each staff member affected by the roster

All rosters will take seasonal variations into account to ensure the correct numbers of staff are on duty

We have a flexible policy relating to the revision and review of rosters to take seasonal variations, staff absenteeism, leave or illness into account

We will advise all new staff of our roster policy

3.1.15 Time Sheets Policy:

- All employees will complete a time sheet showing the start time, finish time and any time taken for breaks.
- Any overtime worked will be shown on the time sheet.
- All time sheets will be checked to confirm hours worked to calculate the correct pay.
- Any errors in the time sheets will be discussed with employee concerned.

3.1.16 Overtime Policy:

- Salaried staff may work overtime only with prior agreement with management.
- All staff paid at a casual rate are not eligible for overtime unless specified under the award or employment agreement.
- Any casual staff who are eligible for overtime may only work overtime with prior agreement with management.

3.1.17 Sick Leave Policy:

- Any staff member on sick leave must supply a doctor's certificate if they are absent for two consecutive days or more.
- All staff paid at a casual rate are not eligible for sick leave payments.

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- A minimum of two hours' notice must be given if a staff member is claiming sick leave.
- We have a flexible policy on sick leave when this is caused by an accident or other unforeseen circumstance.

3.1.18 Superannuation Policy:

- All staff have the right to choose their own superannuation fund, see Choice of superannuation fund Standard choice form. Staff have the right to choose a new fund every year if they wish, but they must provide the employer with certain information before the employer makes the change.
- Sustainable Park Solutions default super fund is Sunsuper.
- All staff who are employed on a full time or contract basis and earn in excess of the amount shown in the governing federal legislation will have a 9.5% (or the prevailing rate) contribution paid into their superannuation funds on a monthly, or quarterly depending on the internal systems.
- All staff who are employed on a casual basis and earn in excess of the amount shown in the governing federal legislation will have a 9.5% (or the prevailing rate) contribution paid into their superannuation funds on a monthly, or quarterly basis depending on the internal systems.
- The amount shown in the governing legislation sets a minimum amount that must be earned on a monthly basis before a 9.5% contribution has to be made.
- A monthly contribution can be made for all full time, contract and casual staff even if they do not reach the minimum amount shown in the governing federal legislation at the discretion of the employers.

3.1.19 Employee Assessments Policy:

- Each staff member shall have one formal appraisal each year, usually on the anniversary of their employment.
- The appraisal is designed to be completed by both staff member and manager.
- A form is provided to the staff member who has the opportunity to take the form away, complete it and bring it back to the formal appraisal session with the manager.
- The Manager also completes a form or works with the one completed by the staff member. This process allows both staff member and manager to discuss their individual ratings and comments.
- It is possible that the staff member will show their own ratings at a lower level than the manager or owner has elected. This is a common outcome and allows the manager or owner to mark the appraisal up.
- Once the process has been completed, the appraisal should be countersigned by the manager or owner and the staff member.
- Countersigned appraisal forms are kept in the confidential staff file.
- An employee assessment form is provided at the end of this section.

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3.1.20 Job Guidelines:

Job guidelines have been developed for each employment position on the park. Each applicant applying to work at our park has been provided with the job guideline prior to the interview to ensure that they understand the job they are applying for. Employer and Employee are required to sign the job guideline as part of the employee induction process. Attachment 37 Park Managers.

These documents should be called job guidelines as the word guidelines provides more room to vary the tasks shown, by mutual agreement, that the former title of job description.

Job guidelines have been developed for the following positions:

- Management
- Groundsman
- Reception
- Cleaner

3.1.21 Terms and Conditions of Employment:

Staff are employed under the following general conditions:

- Staff are employed by Eden Gateway Caravan Park Pty Ltd
- Job Guidelines have been developed for all staff
- Staff are employed under the appropriate award, a copy of the full award must be displayed in the workplace
- Superannuation is paid on a monthly basis according to the current requirements under Work Choices
- Income tax is paid on a quarterly basis, as agreed with ATO
- Employee appraisals will be undertaken on an annual basis

3.1.22 Training:

All staff are to undergo training to cover:

- Emergency management and evacuation procedures
- Risk Management and Occupational Health and Safety Training
- Job specific areas as required
- Safe use of hazardous substances including chemicals
- Safe use of machinery, plant and equipment
- Induction and general orientation

Within one month of the commencement of their job each staff member is to be trained in the fire safety and evacuation procedures of the park. This training is to be repeated no less than every 12 months subsequently for each staff member. This includes running fire drills.

3.1.23 Training Records:

A full training record may be kept for all training provided showing:

- The persons being trained
- The training provided
- The date it was provided (or started and ended)

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- The signature of the trainee
- The signature of the trainer
- A statement showing that the trainee, upon signing the training record, confirms that they understand the training they have been given

The training records will be kept in the staff members individual confidential staff file

3.1.24 Training Providers:

A range of training providers can be used to ensure adequate training is given. These include:

- Representatives from suppliers – e.g. cleaning chemical suppliers
- Other staff members who have good working habits and an excellent knowledge of the job
- TAFE and other educational bodies
- Managers or other group members
- Plant and equipment manuals
- Government publications (either hard copy or PDF files)

3.1.25 Discipline Procedures:

Discipline can be conducted in two formats, verbal and written. In either case, the actions that are taken must be recorded both in the daily diary and in the employees' confidential staff file.

Disciplinary action may be taken if an employee's work performance is not up to the standards that are required of them, or they breach one of the policies and procedures that have been set in place for Warrawidgee Conservation Resort Pty. Ltd.

It is expected that verbal warnings will be used when the employees' performance does not reach standards in small ways, however if there is a cleaning check performed and there are major gaps between performance and expectations, a written document will be provided detailing where the short falls in performance occurred. A template of this has been included in the cleaning section of the operations manual. Official written warnings will be issued for breaches of Name of Park Policies and Procedures that include, but are not limited to the Behavioural Code of Conduct, Anti-Discrimination, Drugs and Alcohol, Safe Working Practices, Workplace Health and Safety Statement etc.

3.1.26 Termination Procedures:

There are set steps that must be taken when a staff member is no longer suitable. The retention of various records assists with this process, these records include;

- The employment offer setting out terms and conditions;
- The training record;
- The employee appraisals;
- Any other specific records in the confidential staff file.

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All terminations must follow the Fair Work Dismissal Code which applies to small business employees with fewer than 15 employees (calculated on a simple headcount of all employees including casual employees who are employed on a regular and systematic basis).

See Attachment 5 refer internet: Small Business Fair Dismissal Code

3.1.27 Termination Policy:

We will supply a reason to any employee that we dismiss to ensure that the employee is aware that we are not discriminating against that employee. We will ensure that any dismissal is within the current legislation.

Termination procedures are included in contracts for all managers.

3.1.28 Contractors Compliance:

This is an important area and should not be underestimated because: If you employ or contract any person to undertake a specific job on the park, and that person does not have appropriate qualifications (if available) or public liability insurance, and an accident or injury occurs because of that contractor or the work, you and the park owners will be held responsible.

To ensure that you are making the best decision on who should work on your park you need to gather the following information:

- Details of the contractor, including name and address of the business and the person and the ABN.
- Details of any people working for the contractor*.
- Details of the qualifications of the contractor.
- Details of the public liability insurance, including policy number and amount insured for. Also workers' compensation insurance to ensure any staff working on your site are covered. The contractor can supply you with a certificate of currency which shows the required information for the insurance.
- Information on the job being undertaken and how it will be managed and assessed for safety.

If you have a stable group of contractors, such as plumber, electrician, painter, arborist contractors etc. then you can gather the information and update it annually rather than gather it each time the person comes onto the park.

3.1.29 One-off Contractors:

If a contractor is coming to the park for a one-off job, it may not be possible to gain all of this information when they arrive at the park. However, all contractors should register with the park managers and provide the appropriate information such as:

- Date on the park;
- Name and address of the company and the ABN;
- The job being undertaken;
- The time of arrival;
- The time of departure;

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- The licence or 'ticket' details covering the appropriate qualifications.

A contractor's compliance form is provided at the end of this section see Attachment 6: Contractors Compliance Form

*If the people working for the contractor are sub-contractors you should ensure that your contractor has the sub-contractors' information on their files.

3.1.30 Contractor or Employee:

You need to make sure that the person is a contractor and not an employee. If they earn more than 80% of their income through you they are an employee and must be employed as such. This does not apply to a person who is employed on a contract for a set period of time, but to a person who appears to be a contractor for on-going work.

3.1.31 Fair Work Australia:

Fair Work Australia is the national workplace relations tribunal that was established under the Fair Work Act 2009. It is an independent body with the power and authority to carry out a range of functions that include:

- The safety net of minimum wages and employment conditions
- Enterprise bargaining
- Industrial action
- Dispute resolution
- Termination of employment

The Fair Work Act established a new system of regulation that attempted to create a more national system for regulating industrial relations in Australia. Each state has the discretion to hand over some or all of their industrial relations powers to the Commonwealth, and should a state decide to refer their powers to a centralized and national industrial relations system, all the employees of that state will effectively be covered by the national Fair Work Act. This new national body has taken over the roles of the Australian Industrial Relations Commission (AIRC) in the workplace when dealing with workplace dispute and industrial actions, and in the process determining national industrial relations policies that include setting minimum wages and regulating the award system. Since the introduction of the Fair Work Act, all states have referred their powers to the Commonwealth with the exception of Western Australia.

All park managers and staff must follow the Fair Work Act 2009.

3.2 Induction

3.2.1 Staff Induction Checklist

All staff must read and sign the induction checklist. The employer/manager must also sign the induction checklist.

See Attachment 7: Induction Checklist

3.2.2 Customer Induction Checklist

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If not more importantly, all customers must be briefly taken through and acknowledge the induction procedure. At check-in the customer should be provided with the current map of the Resort, instructed on how to access the applicable accommodation location, and then taken through the checklist to advise of access/egress requirement, no-go areas, emergency procedures etc. The staff/manager must also sign the check-in induction form.

See Attachment 7: Induction Checklist

3.3 Job Role & Responsibility

3.3.1 Customers are our first priority - Never leave a customer waiting

- All customers are to be served as quickly and efficiently as possible
- Approach customers in a warm, friendly manner and don't forget to ...SMILE!
- Greet customers with a "Good Morning/Afternoon/Evening, Hello, only ever use respectful titles, such as Sir or
- Madam, unless the guest gives you permission to do otherwise. Mate, Champ etc. are not acceptable titles with which
- to greet guests.
- Never leave service areas unattended
- Be aware of your surroundings and try to foresee the customers needs □ Complete all tasks quietly and efficiently
- Never enter a guest's room without knocking and announcing yourself
- No personal conversations are to be had in front of customers
- REMEMBER... no-one ever wins an argument with a customer, they will just go somewhere else
- Report any customer complaints or problems to your Duty Manager as soon as possible

We expect our Team Members to:

- Be attentive to their appearance;
- Be self-motivated with a strong work ethic;
- Be a team player but be capable of independent work;
- Be responsible, dependable and honest;
- Develop a strong knowledge of products;
- Have an excellent focus on customer service;
- Develop good sales and customer relation skills;
- Be enthusiastic about their self-development;

Keep a clean and safe workplace:

- All work stations and areas are to be kept clean at all times
- Cleaning and daily maintenance checklists are to be followed
- Any damaged, broken or unsafe equipment must be reported to Management immediately and labelled "Out of Order"

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- Spills or debris are not to be left unattended. Inform other staff and attend to the problem immediately

Customer Service:

Our employees need to deliver a standard of customer service that is exceptional to ensure our guest's needs and expectations are met. To do this, it is essential employees not only effectively interact and communicate with guests but also with fellow team members and other departments.

In ensuring we met the guest's needs, we collect information that helps us have a better understanding of what our guest's needs may be. In collecting these descriptors, we must be mindful of not stereotyping our guests and ensure that we adhere to the Privacy Amendment (Private Sector) Act 20 (Cth).

The main objectives of this Act are: To ensure the appropriate collection, holding, use, correction, disclosure and transfer of personal information and to do so in a way that:

- Meets international concerns and Australia's international obligations relating to privacy;
- Recognises individuals' interests in protecting their privacy;
- Recognises important human rights and social interests that compete with privacy, including the general desirability of a free flow of information (through the media and otherwise) and the right of business to achieve its objectives efficiently.

3.3.2 Cleaner

See Attachment 8: Position Description Cleaner

3.3.3 Grounds person

See Attachment 9: Position Description Grounds person

3.3.4 Reception

See Attachment 10: Position Description Reception

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4. FACILITIES CLEANING PROCEDURES

4.1 Cleaning Procedures for Amenities

See Attachment 11: Cleaning Procedures for Amenities

4.2 Cleaning Procedures for BBQ Area

See Attachment 12: Cleaning Procedures for BBQ Area

4.3 Cleaning Procedures for Cabins

See Attachment 13: Cleaning Procedures for Cabins

4.4 Cleaning Procedures for Camp Kitchen

See Attachment 14: Cleaning Procedures for Camp Kitchen

4.5 Cleaning Procedures for Laundry

See Attachment 15: Cleaning Procedures for Laundry

4.6 Smoke Alarm Testing and Recording

It is the policy of this park that smoke alarms will be tested each time the accommodation is cleaned. This applies to battery only and hard wired alarms.

The test will be conducted by the cleaner who will manually press the test button. If the alarm is 'beeping' this is to be reported so that the battery can be replaced or system checked.

If the alarm does not respond to the test, this is to be reported so that a new battery can be put in. If the alarm is faulty or non-responsive for any obvious or un-obvious reason this is to be reported so the fault can be rectified or a replacement alarm put in the accommodation.

A record of each test is to be entered onto the smoke alarm test record sheet. This sheet is to be handed into the office at the end of each day's work, and collected the following morning with the cleaners list of accommodation to clean.

See Attachment 16: Smoke Alarm Test Record

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5. RESORT ENVIRONMENTAL MANAGEMENT PROCEDURES

5.1 Environmental Policy Statement

The Warrawidgee Eco-resort Management Board will strive to manage the Resort's natural and cultural values in an ecologically sustainable framework that protects, enhances and restores those values.

The Board and Management are responsible for the protection, enhancement and restoration of the natural and cultural heritage of the Resort. As such it is committed to sustainable management practices which achieve compatibility between the operation and development of the Resort and the natural and culturally significant values of the local environment. To fulfil this commitment the Board and Management ensures that proper consideration is given to the care and protection of the flora and fauna, land, water, air, cultural and landscape values of the Resort by:

Implementation

Striving for continual improvement of environmental performance and for the prevention of pollution through the implementation of this EMP.

Review

Annually reviewing environmental objectives and actions by applying a systematic environmental risk assessment procedure and developing annual programs for the implementation of those objectives and actions listed in the EMP.

Compliance

Complying with all relevant environmental legislation and regulations and with other requirements to which the Board and Management formally subscribes.

Awareness

Promoting environmental awareness and improved performance by ensuring all Resort personnel and contractors are aware of this policy and the actions outlined in the EMP.

Partnerships

Incorporating environmental provisions into business, planning and operating procedures and ensuring all costs associated with meeting environmental objectives and implementing actions are budgeted.

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Consultation

Consulting and involving external organisations & groups in the environmental management of the Resorts by entering into partnerships and fostering strong relationships with all stakeholders, including other relevant agencies, land managers and the wider community.

Communication

Communicating environmental management programs to stakeholders by publishing and promoting this policy and annual objectives and actions.

Promotion

Promoting a greater understanding of the values of the Resorts through education and support of research.

Any sensitive work must first have consideration for the Environmental Management Plan.

Before any management works occur, a risk assessment should be complete, and appropriate pedestrian/customer management assets be put in place, including signage, witch's hats/bollards, and/or butting and safety barriers.

5.2 Resort Management

5.2.1 Personal Protection Equipment

PPE is extremely important, and no works are to occur without the appropriate PPE being worn by staff and or contractors.

PPE includes; Ear muffs, eye protection, wide brimmed hat, long sleeved shirt, steel capped work boots and long trousers must be worn at all times. For any areas that may deem specific/non-standard PPE to be used, signage will be put in place to communicate the required standard.

When spraying herbicides coveralls must be worn plus gloves and a face mask.

5.2.2 General Maintenance

All minor maintenance is undertaken in-house. If we cannot do the work the appropriate contractor is called in. Their contact details are included on the Contractors list.

5.2.3 Vegetation Maintenance

Any weeding, general pruning/cut back and fertilizing will be performed in-house.

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All tree maintenance and will be undertaken by a qualified arborist. In accordance with the annual risk assessment report, limb removal or tree lopping must be undertaken for safety or tree preservation reasons, and appropriate certificates and sign offs must be obtained as required.

No native vegetation is to be removed without consultation with a qualified arborist.

Trees: Any native tree, and in particular those that existed before the resort, must be managed in consultation with a qualified arborist. Non-native or planted trees should not require significant maintenance other than some 'dead wooding'.

5.2.4 Irrigation/Watering

An automatic watering system is utilised throughout the resort. Appropriate staff are trained in its operation and maintenance. Watering and irrigation is utilised on garden beds and the establishment of tree plantings directly around the resort. The system consists of underground drip irrigation directly to the root ball.

The system will primarily use treated effluent water from the sewer treatment system that will be pumped from an underground holding tank.

5.2.5 Equipment Care

Mixing 2 stroke fuel (25:1)

To empty unleaded petrol can add:

- ✓ 200mls 2 stroke oil
- ✓ Fill can to 5 litres with unleaded petrol

Mixing 2 stroke fuel (40:1)

To empty unleaded petrol can add:

- ✓ 100mls 2 stroke oil
- ✓ Fill can to 4 litres with unleaded petrol

Mixing 2 stroke fuel (50:1)

To empty unleaded petrol can add:

- ✓ 100mls 2 stroke oil
- ✓ Fill can to 5 litres with unleaded petrol

Any time you are working with fuel you must ensure that the area is well ventilated and that there are no naked flames

5.2.6 General Equipment

Before using any equipment, you must conduct a visual check to ensure that it is safe to use. Oil and fuel levels must be checked in the machinery prior to use,

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and all machinery should be cleaned after use and prior to return to the maintenance shed.

All electrical equipment must be in current test and tag and run through an RCD. If the equipment is tagged with a faulty or out of use tag, or any other tag indicating that the equipment is not safe to use, it must not be used again until it has been repaired and the tag removed by an authorised person

5.2.7 Equipment Manuals

All equipment manuals are kept in the filing cabinet in the office. The manuals are to be referred to when the equipment is being serviced or repaired.

5.2.8 No Smoking

The maintenance workshop and yard are strictly no smoking areas – no exceptions.

5.2.9 Gas Maintenance

All gas maintenance and new work will be undertaken by a qualified person. Appropriate certificates and sign offs will be obtained as required.

5.2.10 Gutter Maintenance and Cleaning

All gutter maintenance and cleaning is handled in-house. Care must be taken when working at height to ensure that if you are working at heights you have the correct restraints or harnesses to avoid falling from a height.

A job safety analysis will be undertaken on all work at height to identify and manage the risks involved.

All gutters must be at least inspected and cleaned annually in Spring to ensure they can handle any spring rains, and are not a fire hazard during bushfire season.

5.2.11 Painting

Care must be taken that all indoor painting is undertaken in well ventilated areas. Care must be taken with outdoor painting to ensure that any work at height conforms to the required safety standards.

A job safety analysis will be completed for any painting undertaken in house to identify and manage the risk involved.

Paint must not be stored where there is a risk of combustion. When any painting is being done, it is important to ensure that there is no dust around that will mix with the paint and adversely affect paint. Any painting contractor is required to complete their own job safety analysis and conform to the outcomes.

5.2.12 Ladders

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All ladders must be commercial ladders with the appropriate loads weight shown. They must all comply with the requirements for working at height within the Workplace Health and Safety Act.

5.2.13 Lending of Tools

At no time do we lend tools to guests, this includes permanents and annuals. If they need a tool and it is something that they do not have we either direct them to the local hardware store or, if they do not wish to buy the tool, give them the phone number of someone who is able to carry out the repair that they wish done.

5.2.14 Grounds - general

The lawns are mowed as required. All care must be taken to ensure that the ground is clear of any objects that may cause damage to property or injury to people if the mower runs over it.

All equipment is to be checked prior to use to make sure that it is ready for use, particularly that sufficient fuel is in the equipment and that the blades are secure.

A job safety analysis will be completed for mowing undertaken in-house to identify and manage the risks involved.

Any mowing contractor is required to complete their own job safety analysis and conform to the outcomes. At Yea it is important that the long grass on the outlying parts of the park be kept at a safe level and this may require contracting a slasher to come in during the growing season.

Lawns must be kept tidy and grass length suitable for the time of year. Lawn areas should be free of any fallen stick/branch's or any significant piles of leaf litter. Where grass adjoins a hard landscape surface it must be kept low and/or edged to minimise trip hazards.

5.3 Gardens

The gardens are maintained as required.

Garden beds will contain a variety of plant species with different needs. Typically, these garden beds will need to be weeded, and shrub type plants pruned or hedged.

New plantings are to be of native plants only and must be drought resistant.

5.4 Workshop Rules

Maintenance is handled in-house when possible. The tools and equipment are kept in the lockable maintenance workshop within the fenced yard behind the

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residence. There are some general rules that must be followed when undertaking maintenance and using the machinery and these include:

- ✓ As the maintenance shed is left unlocked during the day, all hazardous substances must be kept in a locked area within the shed.
- ✓ All equipment is to be checked prior to use to ensure that it is in good working order.
- ✓ All electrical equipment must have a current test and tag label showing dates that comply with the legislative requirements.
- ✓ Any equipment with a 'do not use' or 'out of order' or any other form of faulty equipment tag is not to be used.
- ✓ All electrical equipment must be run through an RCD. There is no exception to this rule.
- ✓ The appropriate PPE (Personal Protective Equipment) for the job and the equipment must be worn at all times.
- ✓ At no time should any chemicals or hazardous substances be left unattended or in the open.
- ✓ At no time should any chemicals or hazardous substances be used in a confined space without the appropriate ventilation.
- ✓ Only industrial rated ladders are to be used.
- ✓ When you are required to lift anything heavy, the manual lifting policy is to be followed at all times to avoid injury to your back.
- ✓ You must not use any plant or equipment that you have not been trained to use.
- ✓ If you do not know how to do the job you have been asked to do – you must ask for help and advice, plus receive the training necessary to do the job.
- ✓ Appropriate footwear must be worn at all times, mainly steel capped boots, and it is the responsibility of the employee (when employed) to provide these.
- ✓ Care must be taken to avoid working in the direct sun without the appropriate sun block and clothing.
- ✓ No guards or protective rails are to be removed from the plant and equipment.
- ✓ All plant and equipment must be rendered safe (that is turned off) prior to any maintenance or repairs.

5.5 Rubbish Waste & Removal

5.5.1 Rubbish

We have nominate locations for bins for customer disposal of rubbish and recycling. There are other general waste bins placed in key customer congregation locations for strategic waste disposal, along with all accommodation buildings having bins inside.

The rubbish is collected by the engaged contractor fortnightly. There is a local tip and where appropriate it may be necessary to do a trip to the local refuse station to get rid of excess rubbish.

The nominated contractor is;

xxxxxxx

xxxxxxx

xxxxxxx@xxxxxxx.com.au

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xxxxxxxxxxxx

All wheelie bins must be emptied weekly and placed into the main skips.

5.5.2 Gloves

Gloves must be worn at all times when dealing with rubbish.

5.5.3 Hazardous substances and items

Empty cleaning chemical containers can be returned to the suppliers.

Any hazardous substance will be disposed of according to council hazardous substance disposal system. Check with the council transfer station to find out the requirements. This policy covers items such as old gas cylinders, batteries, oil, pesticides, herbicides, chemicals, paint etc.

If you are in doubt about a substance or item check with the staff at the transfer station to see if it is included in their list of hazardous substances or items.

5.6 Lifting

Summary

Manual handling is a common cause of injury in the workplace. Attention to posture and lifting technique can help, but research indicates that changing workplace design is the most effective way of preventing injuries.

Some factors in the workplace may increase the risk of an injury occurring. These hazards can be identified in different way:

- Walk through the workplace and look for potential hazards
- Talk over risks with workers
- Check through injury records to help pinpoint recurring problems
- Regularly monitor and update risk identification

Protecting your back

The back is particularly vulnerable to manual handling injuries. Safety suggestions include:

- Warm up cold muscles with gently stretches before engaging in any manual work.
- Lift and carry heavy loads correctly by keeping the load close to the body and lifting with the thigh muscles
- Never attempt to lift or carry loads if you think they are too heavy
- Pushing a load (using your body weight to assist) will be less stressful on your body than pulling a load
- Use mechanical aids or get help to lift or carry a heavy load whenever possible
- Organise the work area to reduce the amount of bending, twisting and stretching required

Warrawidgee Conservation Resort Management Plan

- Take frequent breaks
- Cool down after heavy work with gentle, sustained stretches

5.7 ISLAND ENVIRONMENTAL MANAGEMENT

The island has particular environmental qualities that must be carefully protected, maintained and enhanced. In consultation with the Bio-diversity Conservation Trust, the attached Island Environmental Management Plan has been prepared to identify actions for the protection, maintenance and enhancement of the Island.

All works on the Island must be determined in consideration for the EMP and a risk assessment.

5.7.1 Rubbish Waste & Removal

Rubbish

All customers at registration/induction will be advised of the strict requirement to keep all rubbish with them when using the island.

Bins will be placed at the bridge for rubbish disposal prior to, or directly on leaving the Island.

6. TRAFFIC MANAGEMENT

The Resort will have a posted speed limit of 40km/hr.

When a customer enters the site they are required to park and check in, they are then directed to their accommodation which will have a dedicated car park. It is expected that customers would have no further need to drive around the site.

Separate walking tracks are provided to help avoid conflict between cars and pedestrians.

A range of traffic management devices are provide to assist in the lowering of vehicle speeds, these include, boom gates, speed humps and dips.

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7. EMERGENCY MANAGEMENT PROCEDURES

The Resort is protected with modern fire protection equipment including hose reels, hydrants and smoke detectors. For the safety of our patrons and staff, specific procedures for evacuating the premises in emergency situations as part of the Resort Emergency Management Plan.

All staff are trained in First Aid and operation/use of fire fighting equipment.

Refer to the Resort Emergency Management Plan for further information.

Fire Safety Personnel

Your Duty Manager is responsible for ensuring each person in the Department has been trained in the following:

The procedure to be followed in the event of emergency:

- Duty Manager to call 000;
- Staff to move through their assigned resort area to notify and instruct patrons on moving to the appropriate evacuation point;
- Staff nominate to the Island emergency management are to check the sign-in register to determine how many patrons and/or staff are on the Island. Ring the warning siren for 30 seconds, enter the Island along the main tracks for 500m east & west and sound the warning siren again, gather the patrons & staff at the bridge and do a roll call.

Emergency assembly points:

- A number of points are located all around the Resort.
- All assembly points are marked on the park map provided to patrons at check-in as well as physically at the assembly location.
- A staff member will be assigned to each of the assembly points to undertake a roll call and report back to the Duty Manager.

If you get trapped on the island:

- If you have signed-in to access the Island, you will be know to Management.
- If possible move away from the fire source as calmly and as fast as possible.
- Position yourself as close to a body of water as safely practical and wait to see what direction the fire is moving.
- Should the fire move closer to you, If possible, enter a body of water to a safe a comfortable depth.
- As the fire approaches, wet all your cloths and any other flammable materials. Should you have towels or blankets, wet these and place them over your head. Prepare to duck under the water if necessary.
- If the fire comes in very close proximity of you, you will need to fully immerse yourself under water to protect from radiant heat.

Warrawidgee Conservation Resort

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- Remain calm until the Fire Brigade arrives.

8. INFRASTRUCTURE MANAGEMENT

Water supply & treatment:

A licence is in place to draw water from Boiling Down Creek, water will also be captured from roofs in rain water tanks. Because of the use of treated effluent water for irrigation purposes, it is expected that the demand to draw water from Boiling Down Creek will be reduced.

A modern state of the art treatment system is proposed to be used within the resort. The treatment system uses a range of technology to treat the raw water to create Class A water, which will be stored in a tank and pumped around the resort.

Because of the technical nature of the plant, training on general use/operation will be provided. Any maintenance or faults will need to be addressed by a qualified technician.

An automated alarm is fitted to indicated if a system fault occurs.

Effluent capture & treatment:

A state of the art treatment system is proposed to be used within the resort. All sewer will be captured and conveyed to the treatment system by standard piped gravity. The treatment system uses a range of technology to treat the effluent to create Class A water.

Final discharge of treated water will be stored in a tank and pumped to the irrigation system.

Because of the technical nature of the plant, training on general use/operation will be provided. Any maintenance or faults will need to be addressed by a qualified technician.

An automated alarm is fitted to indicated if a system fault occurs.

Drainage conveyance & treatment:

The resort uses roadside swales and table drains to collect rain water and direct it to treatment locations.

An important part of the rain water treatment process are the vegetated/landscaped swales & table drains, as this slows the passage of water to avoid erosion and well as stops contamination.

Before any stormwater from the resort enters Boiling Down Creek, it will be captured in one of two wetlands to allow final treatment to occur. Discharges will be controlled by the natural topography, when the water reaches a particular level.

Electricity supply & generation:

Overhead electrical lines provide general supply as needed.

All major buildings have solar panels to capture power and back feed throughout the resort.