



Service Level Manual – Facilities 2026

Glenorchy City Council



**Glenorchy
City Council**

Contents

DOCUMENT CONTROL.....	3
INTRODUCTION.....	3
BUILDING ASSET HEIRARCHY	3
SERVICE ACTIVITY - Architectural Maintenance.....	4
Activity Guidelines - Architectural Maintenance	5
SERVICE ACTIVITY - Glazing Maintenance.....	7
Activity Guidelines – Glazing Maintenance	7
SERVICE ACTIVITY - Structural Maintenance.....	10
Activity Guidelines – Structural Maintenance.....	10
SERVICE ACTIVITY - Electrical Maintenance	12
Activity Guidelines – Electrical Maintenance.....	12
SERVICE ACTIVITY - Fire Safety Maintenance.....	14
Activity Guidelines – Fire Safety Equipment	14
SERVICE ACTIVITY - Security Maintenance.....	16
Activity Guidelines – Security Maintenance.....	16
SERVICE ACTIVITY - Plumbing Maintenance.....	18
Activity Guidelines – Plumbing Maintenance.....	18
SERVICE ATIVITY - Mechanical Maintenance.....	20
Activity Guidelines – Mechanical Maintenance	20
SERVICE ACTIVITY - Height Safety Maintenance	22
Activity Guidelines – Height Safety Maintenance	22
SERVICE ACTIVITY - Cleaning Services	24
Activity Guidelines – Cleaning Services	24
SERVICE ACTIVITY – Clean Public Toilets.....	26
Activity Guidelines – Clean Public Toilets	26

DOCUMENT CONTROL

Version control

Version	Author	Date	Approved
1	T Horton	20/11/2025	

INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of a number of buildings and related assets which include those let to external Council stakeholders.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

BUILDING ASSET HEIRARCHY

High- failure of structure or asset causing immediate danger to person. Extreme potential to injury persons or person or producing an unsafe working environment.

Medium- an asset that could cause a dangerous situation if not dealt with, failure of asset could reduce the ability to provide a safe work environment.

Low- There is a minor or no risk to persons operating in that area

SERVICE ACTIVITY - Architectural Maintenance



Project no.	Activity Code	Sub Activity	Intervention Level*	Repair/Action Activity	Hierarchy	Response Time (Working Days)
Location based number from annual budget	2054	Repair access and egress faults.	Reported hazard. Level of risk assessed on site.	Activity guidelines	High	<1Days
	2055	Ceiling maintenance		Reactive: Isolate potential hazard and provide reasonable warning.	Med	3 Days
	2056	Doors and Window maintenance	Refer to Building lease agreement	Permanent works: Repair as per building code or other relevant codes.	Med	3 Days
	2057	Flooring maintenance		Conduct six monthly audits	Low	5 Day
	2058	External fence maintenance		Internal – 6 years External – 8 years	Low	5 Days
	2059	Fittings /fixtures/cupboard locks maintenance			Med	2 Days
	2060	Insulation maintenance			Low	10 Days
	2061	Painting			Low	Patch and spot paint 3 Days
	2062	Roof cladding and membranes repair			High	2 Days Roof leak- 1day Skylight- 4 hours
	2063	Natural Ventilation			Low	10 Days
	2064	Repair wall cladding and membrane			Low	5 Days
	2065	Repair gates and locks			Med	1 Day

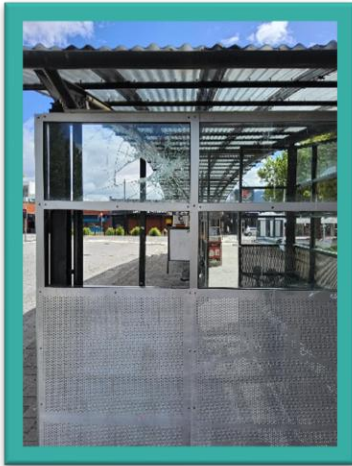
	2066	Automatic door maintenance			High	1 Day
	2111	Pest Control			Med	2 Days

Activity Guidelines - Architectural Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
8. Worksites shall be reinstated and tidied upon completion of the work activity.
9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

-
10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Aesthetical appearance is not compromised
 12. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction
 13. Compromising ability to provide intended service but can be rectified with a minor repair
 14. All works to be carried out in Accordance with the Building Code of Australia.
and excepted trade and work practices

SERVICE ACTIVITY - Glazing Maintenance



Project no.	Activity Code	Sub-Activity	Intervention Level	Repair Activity	Response Time (working days)	
Location based number from annual budget	2067	Maintain glazing	Reported hazard	Service activities	High	<1 Day
			Level of risk assessed on site.	Reactive - Isolate potential hazard and provide reasonable warning.	Med	3 Days
			Refer to Building Lease agreement	Permanent works- Repair as per building code or other relevant codes – six monthly audits	Low	8 Days
			Security issues	Glaze Damage, removal and replacement		

Activity Guidelines – Glazing Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

-
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's, traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices



SERVICE ACTIVITY - Structural Maintenance



Project no.	Activity Code	Sub Activity	Intervention Level	Repair/Action Activity	Response Time	
Location based number from annual budget	2068	Repair floor faults	Reported hazard Level of risk assessed on site.	Activity guidelines	Med	10 Day
	2069	Repair foundation faults		Reactive:- Isolate potential hazard and provide reasonable warning.	High	5 Day
	2071	Repair roof structure faults	Refer to Building Lease agreement		Med	10 Days
	2073	Repair vertical structure faults		Permanent: works: Repair as per building code or other relevant codes – six monthly audits	High	5 Day
					High	1 Day

Activity Guidelines – Structural Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

-
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's, traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Minor structural deficiencies are visually observed, typically symptoms of likely future failures
 12. Ability to provide intended service is compromised but can be rectified with a minor repairs.
 13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices.

SERVICE ACTIVITY - Electrical Maintenance



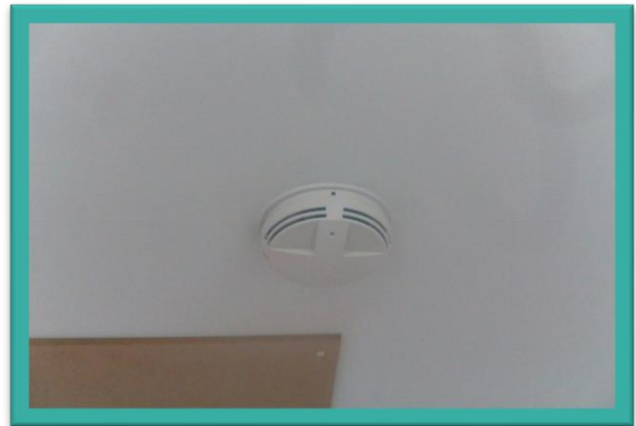
Project no.	Activity Code	Sub Activity	Intervention Level*	Repair Activity	Response Time (Working Days)	
Location based number from annual budget	2074	CCTV Maintenance/Replacement	Reported hazard Level of risk assessed on site.	Activity guidelines	Med	5 Day
	2075	Repair hard wired fixed appliances	Refer to Building Lease agreement	Reactive: Isolate potential hazard and provide reasonable warning.	High	1-2 Days
	2076	Repair electrical switchboards		Permanent works: Repair as per building code or other relevant codes	High	1 Day
	2077	General Wiring			High	2 Day
	2078	Light Fittings / security lighting			High	2-3 Day
	2079	Emergency lighting maintenance			High	1 Days
	2080	Repair power outlets			High	1 Day
	2097	Testing and Tagging			Med	5 Days

Activity Guidelines – Electrical Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

-
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
 4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction
 12. Compromising ability to provide intended service but can be rectified with a minor repair
 13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Fire Safety Maintenance



Project no.	Activity Code	Sub activity	Intervention Level	Repair Activity	Response Time (working Days)	
Location based number from annual budget	2081	Fire equipment inspections/replacement (including Hydrants)	Reported hazard Level of risk assessed on site.	Activity guidelines	High	1 Day
	2082	Fire Panel/Alarm Inspections/maintenance	Refer to Building Lease agreement	Reactive: Isolate potential hazard and provide reasonable warning. Permanent work: Repair as per building code or other relevant codes	High	1 Day

Activity Guidelines – Fire Safety Equipment

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

-
5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction.
 12. Compromising ability to provide intended service but can be rectified with a minor repair.
 13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Security Maintenance



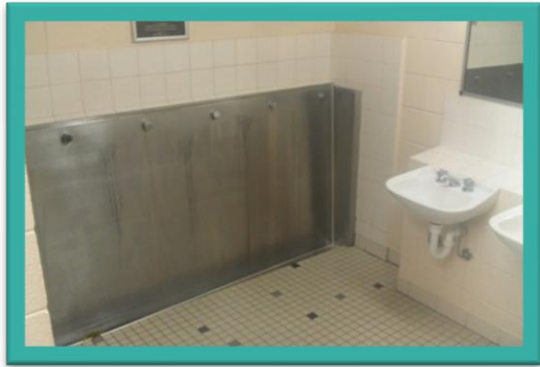
Project No.	Activity Code	Sub activity	Intervention Level	Repair Activity	Response Time (working days)	
Location based number from annual budget	2083	Repair alarm equipment faults	Reported hazard	Activity guidelines	High	1 Day
	2084	Security inspection/maintenance	Level of risk assessed on site.	Reactive: Isolate potential hazard and provide reasonable warning.	High	2 Day
	2085	Repair security locks	Refer to Building Lease agreement	Permanent works; Repair as per building code or other relevant codes	High	1 Day

Activity Guidelines – Security Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

-
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's, traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction.
 12. Compromising ability to provide intended service but can be rectified with a minor repair.
 13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices.

SERVICE ACTIVITY - Plumbing Maintenance



Project no.	Activity Code	Sub activity	Intervention Level*	Repair Activity	Response Time (working days)	
Location based number from annual budget	2086	Gas Service and Appliances	Reported hazard Level of risk assessed on site.	Activity guidelines	High	1 Day
	2087	Repair plumbing fixtures and fittings		Reactive: Isolate potential hazard and provide reasonable warning.	High	1 Day
	2088	Repair toilets and leaking taps	Refer to Building Lease agreement	Permanent works: Repair as per building code or other relevant codes	High	1 Day
	2089	Hot water service maintenance			Med	2 Days
	2090	Waste water service maintenance		Conduct six monthly inspections	Med High	2 Days
	2091	Repair broken / blocked sewer		Repair: wiring, pipe work, damaged elements, replace unit, amenities and sanitary fixtures		1 day
	2092	Boiling water systems maintenance				1 day
	2110	Roof Plumbing				
	2070	Repair general site faults				5 Day
	2072	Storm water / drainage faults / guttering				High

Activity Guidelines – Plumbing Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

-
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
 3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
 4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction
 12. Compromising ability to provide intended service but can be rectified with a minor repair.
 13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ATIVITY - Mechanical Maintenance



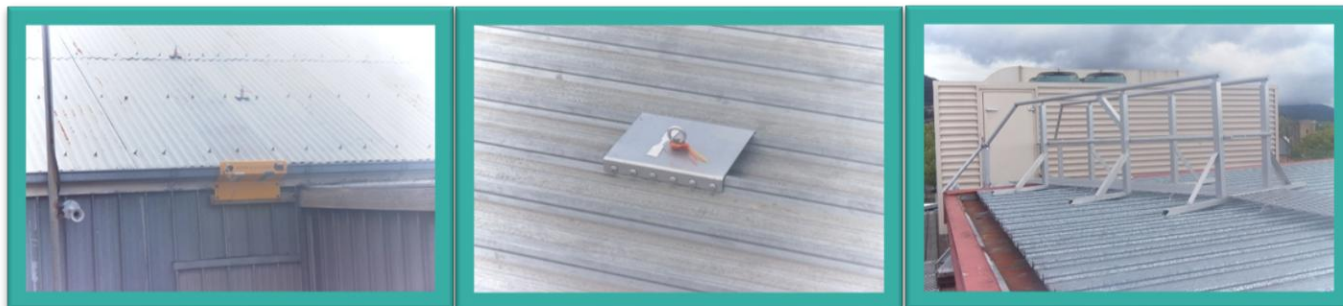
Project no.	Activity Code	Sub activities	Intervention Level	Repair Activity	Response Time (working days)	
					Med	High
Location based number from annual budget	2095	Air-conditioning maintenance	Reported hazard Level of risk assessed on site.	Activity guidelines	Med	3 Day
	2094	Fans and pump maintenance	Refer to Building Lease agreement	Reactive: Isolate potential hazard and provide reasonable warning.	Med	3 Day
	2093	Lift maintenance		Permanent repair: As per building code or other relevant codes – six monthly inspection	High	<1 Day
				Heating – repair wiring, pipework, damaged elements, clean and replace filters, replace unit		

Activity Guidelines – Mechanical Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

-
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's, traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.
 11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction
 12. Compromising ability to provide intended service but can be rectified with a minor repair
 13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Height Safety Maintenance



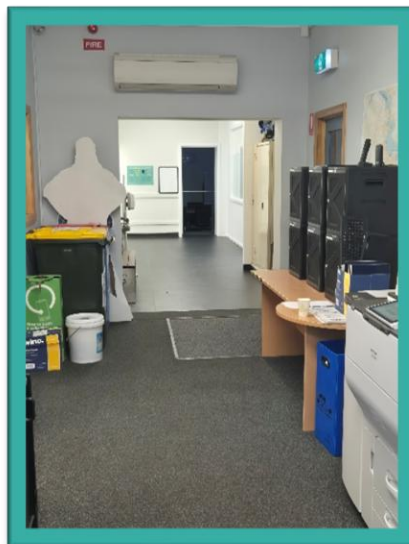
Project no.	Activity Code	Sub activity	Intervention Level*	Repair Activity	Response Time (working days)	
Location based number from annual budget	2096	Height safety inspection/replacements	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. PERMANENT works- Repair as per building code or other relevant codes	High	2 Day

Activity Guidelines – Height Safety Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist

-
- Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY - Cleaning Services



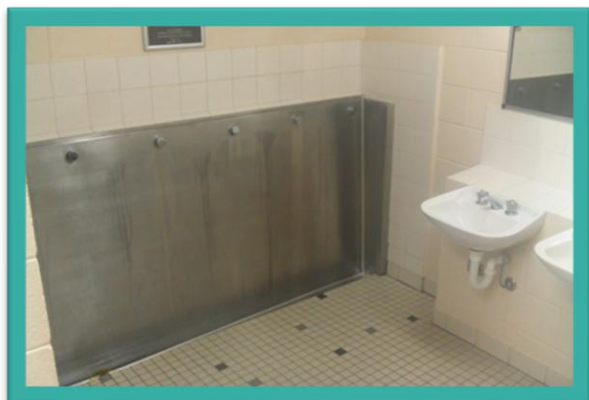
Project No.	Activity Code	Sub-activity	Intervention Level*	Repair/Action Activity	Response Time (Working days)	
Location based number from annual budget	2098	Sanitary services	Reported hazard Level of risk assessed on site.	RE-ACTIVE- Isolate potential hazard and provide reasonable warning.	Med	2 days
	2099	Clean toilets			High	<1 day
	2146	Remove graffiti	Refer to Building Lease agreement	PERMANENT works- Repair as per building code or other relevant codes	High	1 day
	2102	Waste removal (Cleaners Waste Only - Council Chambers)			High	1 day

Activity Guidelines – Cleaning Services

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

-
5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY – Clean Public Toilets



Project No.	Activity Code	Sub-activities	Repair/ Action Activity	Intervention Level	Response Time
Location based number from annual budget	2101	Clean Public Toilets	Inspect and assess. Then action repair works. Clean as per contract	Activity guidelines Frequency based and also based on customer requests	Cleaning conducted as per contract specifications

Activity Guidelines – Clean Public Toilets

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.

-
- Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 8. Worksites shall be reinstated and tidied upon completion of the work activity.
 9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
 10. Ensure site is made safe on the interim whilst work activities are being planned.