

# Service Level Manual - Sportsfields 2025



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Glenorchy City Council



**Glenorchy  
City Council**

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## INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of Municipal open space, sportsfields and related assets.

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.

## DOCUMENT CONTROL

### Version control

Version	Author	Date	Approved
1	T Horton	20/12/2025	

## REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Vegetation Control specifications V1.4

## SERVICE ACTIVITY - Litter Collection



Project No.	Activity Code.	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Remove litter and Debris	Programmed collection Reported and actioned.	Activity Guidelines	High	1 day
					Medium	5 days

### ACTIVITY GUIDELINES - Litter Collection

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. 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.

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- Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
  6. All services identified during the BYDA process will be located and marked up onsite by a certified asset locator as deemed by the relevant service asset owner. The services will then be verified by potholing prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
  7. 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
  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.

## SERVICE ACTIVITY - Graffiti Removal



Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2146	Remove Graffiti	Graffiti reported to Council: Offensive graffiti High profile areas Other areas High profile areas, check daily e.g. CBD and GASP Graffiti “hotspots” i.e. areas that are frequently graffitied and identified through Council’s reporting systems	Assess and prioritize on receiving customer request. Remove or paint out graffiti.	High High Medium Low Medium Medium	<1 day <2 day <4 days <7 days Daily as per program Daily as per program

N.B. There will be occasions where contractors will need to be engaged to paint out or remove graffiti. This may affect response times due to their availability.

### ACTIVITY GUIDELINES – Graffiti Removal

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.

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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. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
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  5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
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  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.
  12. Create a record of the graffiti using current GCC software/app

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13. Use cleaning agent in accordance with the manufacturers' directions (use gloves, area well ventilated)
  14. Apply small proportion of the cleaning agent to a small inconspicuous spot as test, to determine any detrimental effects to the surface, before proceeding with graffiti removal.
  15. Use appropriate implements for activity that are fit for purpose.

## SERVICE ACTIVITY - Vandalism Repairs



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy *	Response Times*
Location based number from annual budget.	2117	Vandalism Repairs - Damaged fencing - Broken glass - Equipment damaged - Turf damage*	Reported or noted on inspection.	Activity Guidelines.	Make safe	Within 4 hours
				Assess and make safe.	High	1 day
				Initiate repairs.	Medium	5 days
					Low	10 days

\* Dependent upon location some turf damage may not be repaired.

### ACTIVITY GUIDELINES - Vandalism Repairs

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- 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.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
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  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.

## SERVICE ACTIVITY - Turf Wicket Preparation



Project No.	Activity code	Sub-Activities	Intervention Level	Activities	Response Times
Location based number from annual budget.	2160	Wicket Preparation	Prepare for play as per available rosters.  Prepare practice wickets for training sessions as per requirements.	Activity Guidelines	To reach required standards preferred by Cricket Australia and the Tasmanian Cricket Association, Grade Hand Book As required
	2161	Wicket Rolling			
	2162	Mark wicket lines			
	2163	Irrigate Wicket			
	2164	Mow Wicket			

### ACTIVITY GUIDELINES - Turf Wicket Preparation

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*.

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4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
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    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.
  5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
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  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.

## SERVICE ACTIVITY - Concrete Wicket Preparation



Project No.	Activity code	Sub-Activities	Intervention Level	Activities	Response Time
Location based number from annual budget.	2162	Mark Wicket Lines	Part of facility inspection and work program	Activity Guidelines	Check weekly, mark as required.
	2166	Inspect matting		Ensure lines are clearly and accurately marked.	Inspect wicket weekly
	2190	Cover wicket		Ensure wicket is covered and suitable for winter sport use.	Cover checked weekly

### ACTIVITY GUIDELINES - Concrete Wicket Preparation

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- Any relevant procedural guidelines.
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5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
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  11. Ensure site is made safe on the interim whilst work activities are being planned.

## SERVICE ACTIVITY - Line Marking of Sports Field



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Response Times
Location based number from annual budget.	2168	Paint mixing Machine maintenance	Part of weekly work program	Activity Guidelines	Weekly: prepare site for play
	2162	Mark Wicket Lines		Mark lines to industry (Sport and Recreation) standards	
	2217	Renew line marking			

### WORK PRACTICES GUIDELINES - Line Marking of Sports Field

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  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.

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5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
  6. All services identified during the BYDA process will be located and marked up onsite by a certified asset locator as deemed by the relevant service asset owner. The services will then be verified by potholing prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
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  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.

## SERVICE ACTIVITY - Irrigation of Sports Field



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2130	Irrigation repair and maintenance	Reported and noted on system check or during use.	Service activities.	High	2 h
	2131	Irrigation of sports field		Conduct repairs and maintenance promptly	Med	1 week
	2132	Irrigation system check		Run system regularly.	Low	2 weeks
					All	As required to maintain playing surface
					All	Run system once a month

### ACTIVITY GUIDELINES - Irrigation of Sports Field

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*.
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  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.
  12. Choose appropriate sprinkler to allow system even coverage of surface.
  13. Check, repair and maintain irrigation systems in a timely manner, so as not to compromise turf health.
  14. When irrigating playing surfaces with non-automated systems, sprinklers should be moved at two hour intervals.
  15. Operate irrigation systems in compliance with water restrictions as prescribed by TasWater.

## SERVICE ACTIVITY - Sports Field Renovation, Fertilising and Spraying



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2133	Renovation	Assessed on quarterly checks and required sub-activities programmed into maintenance schedule	Activity Guidelines	All	Assess sportsfields on a quarterly basis to ascertain renovation requirements.
	2134	Fertilising		Maintain sites to current industry practice		
	2135	Herbicide spraying				
	2136	Insecticide spraying				
	2137	Aerate	Determine plant nutritional requirements with soil testing.	Conduct works on seasonal changes of ground use where possible.		Lease arrangements should align with renovation program i.e. allow time between seasonal change over to allow for renovation works e.g. 4-6 weeks.
	2138	Scarify				
	2139	Top dressing				
	2140	Repair playing surface				
					Inspect playing surface and replace and tamp divots weekly.	

### ACTIVITY GUIDELINES - Sports Field Renovation, Fertilising and Spraying

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.

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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*.
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  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.
  12. Inspect, assess and renovate playing surface accordingly.
  13. Conduct soil analysis periodically.

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14. Ensure equipment is calibrated and set to the predetermined application rate.
  15. Ensure renovation equipment is cleaned thoroughly on completion of works or between work sites if deemed necessary e.g. to prevent turf disease.

## SERVICE ACTIVITY - Sports Field Mowing



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Response Times
Location based number from annual budget.	2169	Mow playing surface	Refer to GCC Vegetation Control Specifications for maintenance criteria.	Activity Guidelines	Mowing frequency is prescribed in technical specifications.
	2170	Mow perimeter			By seasonal changes but must adhere to standards
	2176	Equipment maintenance			Clean, check and adjust equipment daily.
					Back lapping cylinder mower frequency is dependent on quality of cut

### ACTIVITY GUIDELINES - Sports Field Mowing

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- Any relevant procedural guidelines.
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  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.
  12. Cut grass with appropriate plant. Mow only in the designated areas

## SERVICE ACTIVITY - Repair Playing Surface



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2140	Repair playing surface	Repair minor damage like spot dips, deformations, surface corrugations. As required.	Activity Guidelines  Inspect playing surface and repair as required.	All	Check and repair playing surface weekly.

### WORK PRACTICES GUIDELINES – Repair Playing Surface

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.
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5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
  6. All services identified during the BYDA process will be located and marked up onsite by a certified asset locator as deemed by the relevant service asset owner. The services will then be verified by potholing prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
  7. 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
  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.
  12. Identify, assess and repair damage to playing surface.
  13. Use best practice for turf repair.
  14. Ensure ground condition is suitable and safe for play.

## SERVICE ACTIVITY - Installation/Removal of goal posts



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Response Times
Location based number from annual budget.	2175	Install/remove goal posts	Part of preparation for play.  Change of seasonal sports	Activity Guidelines	As required

### ACTIVITY GUIDELINES - Installation of goal posts

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. 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.

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- 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.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
  6. All services identified during the BYDA process will be located and marked up onsite by a certified asset locator as deemed by the relevant service asset owner. The services will then be verified by potholing prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
  7. 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
  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Worksites shall be reinstated and tidied upon completion of the work activity.
  10. 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.
  11. Ensure site is made safe on the interim whilst work activities are being planned.
  12. Install goal posts as prescribed by Sport and Recreation documents.