

Ararat Rural City Council
Recreation, Leisure, and Community
Facilities
Asset Management Plan

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1 Plan Intention and Structure

The intent of this document is to outline the approach used by Ararat Rural City Council in managing its Recreation, Leisure, and Community Facilities network. This plan covers the entire lifecycle of all elements of managing the network including but not limited to:

- Construction and Capital Works.
- Maintenance.
- Inspection and Health Assessment.
- Asset Register and Data.
- End of life/Renewal.
- Valuation.
- Incident Management.
- Reporting.

Ararat Rural City Council will execute the management of its Recreation, Leisure and Community Facilities network aligned with the approach outlined in this plan.

This plan is structured into components representing operational areas of the council called 'services'. The responsibilities that exist within those services combine towards a whole of organisation approach to asset management.

Council service lines included in this plan are:

- Asset Management
- Depot Operations
- Finance
- Engineering
- Procurement
- Customer Services
- Governance
- Occupational Risk and Safety
- Organisational Transformation

2 Introduction

2.1 Recreation, Leisure, and Community Facilities Asset Class

The assets covered in this asset management plan include land improvements and an extensive network of recreation facilities ranging from sports grounds, courts, parks, and reserves. Assets include, but are not limited to:

- Recreational parks
- four swimming pools
- one skate park
- one bouldering wall
- Sportsgrounds
- Outdoor basketball and netball courts
- Conservation and foreshore reserves
- Formal gardens
- Public Toilets
- one aerodrome

Associated assets also include access infrastructure such as pathways, stairs, boardwalks, and ramps; outdoor furniture including showers, seats and drinking fountains and foreshore assets comprising boat ramps, piers, and pontoons.

Footbridges, carparks and buildings within parks and reserves are not considered within the scope of this document.

2.2 Asset Function

The function of the recreation, leisure and community facilities for the Ararat Rural City Council grouped into the following categories:

- Recreational Parks & Facilities
- Sports Grounds
- Lakes
- Formal Gardens
- Conservation Reserves

It is noted that while open spaces are classified by a particular function, they are multi-service focused. In this respect, open space assets are different from other infrastructure assets such as the road network and stormwater drainage systems which have a singular service focus.

2.3 Future demand

The main demands for new services are created by:

- population and demographic change
- ageing infrastructure

- increased participation and use of Council's built and natural infrastructure.

These will be managed through a combination of managing existing assets, upgrading of existing assets and providing new assets to meet demand and demand management.

2.4 Key stakeholders

Our assets are used by a broad cross-section of the community. The stakeholders in the management of Council's recreational, leisure and community facilities assets are many and often their needs are wide-ranging.

The relevant key stakeholders are:

- Councillors
- Council Officers
- Residents
- Visitors to the municipality
- Sporting clubs
- Utility agencies
- Developers
- Neighbouring councils
- Government departments
- Contractors
- Council's insurers.

The community's needs and expectations are subject to change frequently and are becoming more demanding manifested by demands for services that provide better quality, value for money, environmental awareness, equal access, and relevant value adding. This plan will demonstrate to the various stakeholders that Council is managing its recreational, leisure and community facilities assets in a responsible manner.

2.5 Policy

This Asset Management Plan has a direct relationship with the following plans and policies:

- Council Plan
- Asset Management Policy
- Risk Management Policy

2.6 Legislative Requirements

The legislation relevant to the provision of services within Council's recreation, leisure and community assets is listed below. This list is not exhaustive but includes the key overarching Acts and Codes.

- Local Government Act 2020 and 1989
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Planning and Environment Act 1987
- Crown Land (Reserves) Act 1978
- Disability Act (Vic) 2006

- Environmental Protection Act 2017
- Gender Equality Act 2020
- Graffiti Prevention Act 2004
- Public Health and Wellbeing Act 2008
- Public Health and Wellbeing Regulations 2019
- Victorian Charter of Human Rights and Responsibilities
- National Construction Code 2015
- All other relevant State and Federal Acts and Regulations
- Ararat Rural City Council Local Laws
- Sports Association Guidelines

3 Asset Management

The Asset Management service is responsible for the delivery of the following core items.

- Asset Management System.
- Asset Class Definition.
- Asset Data Structure and Schema.
- Intervention Definitions.
- Condition Definition and Inspection.
- Asset Attribute Data Collection and upkeep.
- General Asset Reporting.

3.1 Asset Management System

Ararat Rural City Council uses an Asset System called Confirm. Confirm has two modules that act as extensions to the Confirm software, Confirm Connect and Confirm WorkZone.

Confirm Connect is a mobility enabled software module that is built for the specific purpose of 'in the field' use. The software works on a tablet or phone and can work in both online (internet connected) and offline (blackspot or offline) modes. Primarily operators use the software to complete 'in the field' activities such as condition inspections, defect inspections or asset attribute data collection.

Confirm WorkZone is used as a management interface to schedule works. This allows for works in similar locations to be grouped, so works can be executed by a crew whilst in a specific region or zone.

3.2 Recreation, Leisure, and Community Facility Class Definition

Ararat Rural City Council Recreation, Leisure and Community Facilities are broken down into four different classes. This breakdown serves as both a separator for type and also a means to value the Recreation, Leisure, and Community Facility network.

- Regional
- Town
- Neighbourhood
- Local

3.3 Recreation, Leisure, and Community Facilities Data Schema

The following structure outlines the mandatory and optional attribute data collected specific to the Ararat Rural City Council Recreation, Leisure, and Community Facilities Network

MANDATORY DATA

- Location
- Area
- Feature Type
- Constructed Date
- Classification

3.3.1 Spatial Data

The Ararat Rural City Council Recreation, Leisure and Community Facilities network is captured spatially by position (latitude and longitude) and can be displayed on a mapping environment however the spatial representation of the bridge as a three-dimensional model (using LiDAR etc) is not available at this time.

3.4 Design Standards

Each recreation and open space asset under Council’s control has complied with various design and construction standards relevant at the time of creation. However, Council faces the need to comply with new and changing standards over time.

3.4.1 Disability Discrimination Act (1992)

The Disability Discrimination Act (DDA, 1992) makes it a legal requirement for public places to be accessible for people with a disability. DDA compliance is a key consideration in the design and construction of any new or upgraded recreation and open space asset.

3.4.2 Playground Standard AS 4685:2014

Playgrounds must be designed and constructed in alignment with all relevant Australian Standards, such as AS 4685:2014.

3.4.3 Universal design standards

The universal design policy recognises that human ability is enabled, supported, and encouraged by universally designed environments that provide everyone with the opportunity to participate unassisted or with minimal support. Any new infrastructure is intended to meet these standards.

Australian Standard 1428 also provides guidance on the minimum design requirements to enable access for people with disabilities.

3.5 Condition Inspection

Condition inspections occur via one of the following methods.

Level 1: Routine Maintenance Inspection (Asset officer or Maintenance Staff)

Level 2: Condition Assessment (Asset Officer or Engineer)

Level 3: Industry Specific Inspection

3.5.1 Condition Definition

Condition Rules (1-5 overall general condition values with definitions)

Condition	Description
1. Very Good	Not likely to need replacement within the next 10 years
2. Good	Not likely to need replacement within the next 10 years
3. Fair	Likely need to replace most or all the asset in 5-10years, or minor components or isolated sections of the asset need replacement or repair now.

4. Poor	Likely need to replace most or all of the asset in 2-5 years, or need to do substantial work now
5. Very Poor	Immediate need to replace most or all of the asset

3.5.2 Condition Inspection Routine

INSPECTION DESCRIPTION	RATE
Condition 1	Inspect once annually
Condition 2	Inspect once annually
Condition 3	Inspect twice annually
Condition 4	Inspect twice annually
Condition 5	Inspect quarterly

3.6 Attribute Collection

Asset staff will utilise Confirm Connect to check current asset attribute data and update as necessary whilst in the field assessing/visiting an asset (i.e., for a condition inspection) New assets will be recorded in confirm based on design specifications and then checked and updated in the field. Asset Attribute data collection will be in line with mandatory data collection requirements.

3.7 General Asset Reporting

Asset staff are required to provide annual asset reporting for valuations and grant application requirements. These specific reports include but are not limited to:

- Asset Listing including specific attributes
- Spatial mapping of specific assets
- Condition Reports
- Maintenance Report

4 Depot Operations

The core responsibilities of council's depot operations with relation to recreation, leisure and community facilities is the identification of defects and the rectification of those defects through routine and responsive maintenance. Defects are identified through an inspection process and assessed against intervention definitions.

4.1 Defect Inspection

Council undertakes a preventative maintenance inspection of recreation, leisure, and community facilities on Council owned assets annually. Members of Council's depot operations department undertake this process.

The results of the inspections provide Council with a way to review the condition of the built infrastructure and the natural environment. The results of which provide a list of maintenance works for Council's Parks and Gardens department to undertake in the following twelve months. All maintenance activity, inspections and works will be recorded on Council's Confirm Asset Management System.

During these audits, an assessment of the condition of the equipment using a scale of 1-5 will be utilised, based on the tables below.

4.1.1 Defect Definition

The following table is used to identify if any defect exists when undertaking a recreation, leisure, and community facility defect inspection.

Should a defect be identified it is logged as a defect within Confirm Connect which will trigger the creation of the job for works to be undertaken to rectify the defect identified.

Grass – Sports fields

Condition	General Meaning
1. Very Good	Well maintained sports field meeting standard requirements, no visible signs of wear and usage, appropriate grass species with full sward coverage and evenness; good drainage not limiting usage. No works required.
2. Good	Sports field showing slight defects and deterioration, field showing some areas (<50%) visible signs of physical wear and usage, some drainage problems infrequently effecting use. Appropriate grass species with reasonable sward coverage and evenness. Deterioration has no significant impact on the field's appearance, usability, and safety. Only minor works required.
3. Fair	Sports field generally sound but showing minor defects, field showing visible (>50%) signs of wear and usage. Water ponding temporarily but frequently. Sward coverage has some gaps and lack of consistency, and grass species mixed or somewhat undesirable. Some deterioration beginning to affect the field's appearance, usability, and safety. Some work required, renovation likely in 3-4 years.

4. Poor	Sports field has significant defects, with 40% of the field showing visible signs of physical treatment, significant signs of usage and poor drainage limiting use for extended periods. Sward coverage has significant gaps and lack of consistency, grass species is undesirable. Defects causing a marked deterioration in the field's appearance, usability, and safety. Renovation needed within 1-2 years.
5. Very Poor	Sports field has serious defects, with significant signs of wear and usage. Water ponding over >30% of surface which precludes use. Sward coverage is very patchy with more bare soil/weeds than turf grass, and/or grass species is unsuitable. Defects resulting in unacceptable appearance, usability, and safety. Priority renovation/upgrading required.

Synthetic Turf

Condition	General Meaning
1. Very Good	Synthetic turf showing slight defect and deterioration, <20% showing minor signs of wear and usage, level and smooth. Base sound with minor cracking only. Deterioration has no significant impact on appearance useability and safety. Only minor work required
2. Good	Synthetic turf showing slight defect and deterioration, <20% showing minor signs of wear and usage, level and smooth. Base sound with minor cracking only. Deterioration has no significant impact on appearance useability and safety. Only minor work required.
3. Fair	Synthetic turf generally sound but showing minor defects, >20% showing visible signs of wear and usage. Some unevenness and ponding temporarily but frequently. Some deterioration beginning to affect the turfs appearance, usability, and safety. Some work required, renovation likely in 2-3 years.
4. Poor	Synthetic turf has significant defects showing severe areas of wear and usage. Surface uneven and poor drainage limiting use. Base showing significant cracks, non-level, or other problems. Defects likely to cause a marked deterioration in the turf's appearance, usability, and safety. Renovation needed within 1-2 years.
5. Very Poor	Synthetic turf has serious defects, with serious signs of wear and usage. Water ponding over >30% of surface which prevents use. Sward coverage is very patchy with more bare soil/weeds than turf grass, and/or grass species is unsuitable. Defects resulting in unacceptable appearance, usability, and safety. Priority renovation/upgrade required.

Seats and Benches

Condition	General Meaning
1. Very Good	Sound seating, well maintained with no defects. No work required
2. Good	As grade 1 but showing minor wear, tear, and deterioration e.g., slight staining of metal, minor impact damage, but no loss of protective coatings or corrosion of fastenings. Deterioration has no significant impact on Strength, functionality, and appearance of the seat. Only minor works required
3. Fair	Seat functionally sound, but appearance affected by minor defects e.g., Impact damage, loss of protective coatings, staining steel, minor corrosion and loosening of fastenings. Some deterioration beginning to be reflected in the strength, functionality, or appearance of the seat. Likely to require renewal within 3-5 years approx.
4. Poor	Seat functioning but with problems due to significant defects e.g., loss of protective coatings, corrosion of steel, welds and fastenings, impact damage, loose fastenings and supports, causing marked deterioration in strength, functionality, or appearance within 2-3 years. Likely to require renewal within 2-3 years.
5. Very Poor	Seat has serious problems and has failed or is about to fail in the near future, causing unacceptable deterioration in strength, safety, and appearance. Priority rehabilitation/renewal required.

Barbeques

Condition	General Meaning
1. Very Good	Sound barbeque constructed to current standards, well maintained with no defects. No work required.
2. Good	As grade 1 but not constructed to current standards, showing slight wear, tear, and deterioration of surfaces e.g., slight impact damage, surface weathering, hairline cracking in concrete but no damage to cooking plates and coin mechanism. Deterioration has no significant impact on operation and appearance of the barbeque. Only minor work required.
3. Fair	Barbeque functionally sound, but appearance affected by minor defects e.g., minor impact damage and vandalism, concrete cracks <2mm, surface weathering, chipping of stone, loss of mortar, staining of cooking surfaces. Deterioration beginning to affect the operation and appearance of the barbeque. Likely to require renewal within next 3-4 years approx.
4. Poor	Barbeque functioning but with problems due to significant defects e.g., cracks 2--10mm, mortar loss, loss of stone/loose stones, metal fittings and surfaces corroded or damaged, causing a marked deterioration in stability, operation, and appearance.

	Likely to require renewal within 1-2 years.
5. Very Poor	Barbeque has serious problems and has failed or is about to fail in the near future, causing unacceptable deterioration in stability, operation, safety, and appearance. Priority rehabilitation/renewal required.

Shelters/ Gazebos/ Rotundas

Condition	General Meaning
1. Very Good	Sound shelter/rotunda constructed to current standards, well maintained with no defects. No works required
2. Good	As grade 1 but not constructed to current standards, showing minor wear, tear, and deterioration e.g., weathering of timber, staining of fastenings but no decay of timber or corrosion of steel. Deterioration has no significant impact on, safety and appearance of the shelter/rotunda. Only minor work required.
3. Fair	Shelter/rotunda functionally sound, but appearance affected by minor defects e.g., vandalism, slight decay of timber, and mild corrosion of fastenings. Deterioration beginning to affect the stability, functionality, or appearance of the shelter. Likely to require renewal within 5-6 years approx.
4. Poor	Shelter/rotunda functioning but with problems due to significant defects e.g., rotting/splitting of timber, corrosion, loosening of fastening, causing a marked deterioration in stability, functionality, or appearance. Likely to require renewal within 3-4 years.
5. Very Poor	Shelter/ rotunda has serious problems and has failed or is about to fail in the near future, causing unacceptable deterioration in stability, safety, and appearance. Priority rehabilitation/renewal required.

Public Toilets

Condition	General Meaning
1. Very Good	Sound construction designed to current standards and well maintained with no defects. No works required.
2. Good	As grade 1 but not designed to current standards or showing minor wear, tear and deterioration of surfaces and fittings. Deterioration has no significant impact on stability, safety, appearance, and user satisfaction of the toilet. Only minor work required.

3. Fair	Toilet functionally sound, but appearance and reliability affected by minor defects. Some deterioration beginning to be reflected in appearance and user satisfaction, or does not meet current design standards, accessibility requirements or level of service. Some work required within 2-3 years.
4. Poor	Toilet functioning but with problems due to significant defects, causing a marked deterioration in appearance, functionality, and reliability. Does not meet current standards, accessibility requirements or level of service. Likely to require replacement or rehabilitation within 2-4 years.
5. Very Poor	Toilet has serious problems and serviceability, or structure has failed or is about to fail in the near future. Significantly below current standard, accessibility requirements or level of service. Urgent rehabilitation/renewal required.

4.1.2 Defect Inspection Routine

The following table outlines the defect inspection timeframe intervals.

Equipment	Defect Inspection Interval	Customer Request Inspection
Grass – Sports fields	Monthly	2-5 days
Synthetic Turf	Monthly	2-5 days
Seats and Benches	Monthly	2-5 days
Barbeques	Monthly	2-5 days
Shelters/ Gazebos/ Rotundas	Monthly	2-5 days
Public Toilets	Monthly	2-5 days
Skate Park	Monthly	2-5 days
Bouldering Wall	Monthly	2-5 days

- Preventative maintenance includes proactive maintenance and planned maintenance. Simple maintenance tasks
- Reactive maintenance includes corrective maintenance and unplanned maintenance. This will extend the life of asset instead of further deterioration.

4.2 Recreation, leisure and community facility Maintenance

Recreation, leisure, and community facility maintenance is triggered via response to a complaint, enquiry or event (reactive maintenance) or is routine in nature, based schedule of maintenance events.

Recreation, leisure, and community facilities inspections are aligned with relevant Australian Standards.

4.2.1 Routine Maintenance

Routine maintenance is scheduled maintenance applied to a recreation, leisure, and community facilities outside of reactive maintenance, where an operations maintenance team will visit a site and complete any maintenance works required on the recreation, leisure, and community facility where any defects exist outside of intervention levels.

- Operational inspections will be undertaken quarterly.
- Comprehensive (defect) inspection will be undertaken annually
- Impact attenuating surfacing – every three years

4.2.2 Reactive Maintenance

The depot operations team undertakes reactive recreation, leisure and community facilities maintenance. It is packaged via a works coordinator who distributes jobs using Confirm WorkZone for execution by crews in Confirm Connect based on identified defects through the inspection process.

Asset	Timeframe	Responsibility
Grass – Sports fields	2-5 days	Depot Operations
Synthetic Turf	2-5 days	Depot Operations
Seats and Benches	2-5 days	Depot Operations
Barbeques	2-5 days	Depot Operations
Shelters/ Gazebos/ Rotundas	2-5 days	Depot Operations
Public Toilets	2-5 days	Depot Operations
Skate Park	2-5 days	Depot Operations
Bouldering Wall	2-5 days	Depot Operations

5 Engineering and Projects

5.1 Recreation, Leisure, and Community Facility Intervention Definitions

The purpose of recreation, leisure and community facility intervention definitions is to describe the level of a defect which subsequently requires maintenance to rectify.

The following table outlines the response time to a recreation, leisure, and community facility defect:

Asset	Timeframe	Responsibility
Grass – Sports fields	2-5 days	Depot Operations
Synthetic Turf	2-5 days	Depot Operations
Seats and Benches	2-5 days	Depot Operations
Barbeques	2-5 days	Depot Operations
Shelters/ Gazebos/ Rotundas	2-5 days	Depot Operations
Public Toilets	2-5 days	Depot Operations
Skate Park	2-5 days	Depot Operations
Bouldering Wall	2-5 days	Depot Operations

Intervention response times apply from the time of defect identification by council that exceeds the stated intervention level. Identification by Council may be through proactive inspection, reactive inspection following a customer request, or other responsive notification. Where an interim response has been made, the intervention response time shall apply from the time the interim response is completed.

Where multiple defects exceeding intervention levels are identified, intervention shall be prioritised in asset hierarchy order. Where resources are constrained (availability of funds, materials, specialist contractors or specialist equipment), the intervention response times may be extended subject to risks being managed through temporary treatment provisions.

The identification of a defect that exceeds the stated intervention level does not oblige Council to upgrade or maintain the asset to a standard higher than that which it was constructed.

Council endeavours to identify defects that exceed the stated intervention thresholds. Where intervention thresholds are exceeded, treatment will be undertaken in accordance with the timeframes identified and subject to available resources.

5.2 Renewal and Capital Works Planning

Renewal expenditure is major work which does not increase the asset's design capacity but restores, rehabilitates, replaces, or renews an existing asset to its original service potential.

Work over and above restoring an asset to original service potential is an upgrade/expansion or new work expenditure resulting in additional future operations and maintenance costs. Assets requiring renewal are identified using a combination of an analysis of the long-term financial needs at a network level and Council's asset information to identify specific assets requiring renewal at a project level.

5.2.1 Renewal strategy

Renewal strategies are based on assessing a range of factors to ensure the appropriate level of investment is targeted at the optimum time to ensure assets remain fit for purpose and that renewal plans are efficient and effective.

The factors considered include the following:

- criticality
- maintenance and/or failure history (i.e., when do ongoing maintenance works become uneconomic)
- age
- expected life
- remaining useful life
- condition (where known)
- condition prediction
- geographical grouping
- timing in relation to linked asset renewal plans.
- Risk Assessment based on priority of renewal factors by engineers.
- Decision matrix based on the priority of renewal factors with relevant scaling decided by the engineers

As a general principle the number and cost of repairs will determine the optimum timing to invest in the renewal of assets. Every time an asset is repaired it provides information about its performance, rate of deterioration, and a prediction of the optimum time to renew. As the rate of repairs increase, a prediction can be made about the optimum time to renew an asset to keep the cost of ownership at the optimum level.

5.2.2 Renewal standards

Council's construction standards are based on various standards necessary to accommodate the demands and technical requirements placed on our assets. These standards take into consideration the extensive work previously undertaken by the various professional and industry bodies such as:

- Building Code of Australia
- Commonwealth Disability Standards
- Australian Standards

All renewal works shall comply with Council's engineering standards and specifications for design and construction that apply at the time. The design of recreational, leisure and community facilities renewal works are in all cases undertaken by suitably qualified and experienced practitioners where necessary.

5.2.3 Renewal ranking criteria

In general, renewal works are prioritised and planned by assessing the following considerations:

- safety issues
- physical condition
- risk and asset criticality
- community/user feedback; and
- location and use type and patterns.

It is possible to get some indication of capital renewal and replacement priorities by identifying assets or asset groups that:

- have a high consequence of failure
- have high use and subsequent impact on users would be greatest
- have a total value representing the greatest net value
- have the highest average age relative to their expected lives
- are identified in the asset management plan as key cost factors
- have high operational or maintenance costs
- have replacement with a modern equivalent asset that would provide the equivalent service at a savings.

5.3 Renewal Project Management

Recreation, leisure, and community facility renewals will be undertaken as individual projects. Ararat Rural City Council Engineering staff will be responsible for overseeing successful project completion, in accordance with industry best practice standards for project management, and this document.

Key stages of the project are:

- Monitor project regularly up to engineers' specification
- Condition Assessment
- Plan rectification or renewal of asset

6 Contracts and Procurement

6.1 Tender Process

The tender process for all asset management types will be in accordance with Council's Procurement Policy. [Procurement Policy FINAL 30 May 2023.pdf](#)

6.2 Financial Tracking of Renewal Projects

Financial Tracking of contracts is undertaken through Council's financial system and associated tracking numbers.

6.3 Project Milestone Reporting

Project Milestone Reporting will be undertaken in compliance with funding milestone requirements and contract hold points and key performance indicators.

7 Finance and Valuations

This section references councils Valuations Policy – Major Asset Classes

7.1 Asset Valuation

Ararat Rural City Council has a responsibility to financially represent its network of recreation, leisure, and community facility assets to fair value. Recreation, leisure, and community facility valuation is conducted by assigning unit rates to those classes on an annual basis based on real word values and multiplying the area of each individual recreation, leisure, and community facility to the assigned unit rate.

7.2 Asset Capitalisation

All assets captured and represented within the Asset Management System are capitalised assets within councils financial reporting.

7.3 Asset Written Down Value

The current written down value of the recreation, leisure and community facility asset is defined as the current cost of replacement minus the amount the asset has already depreciated.

7.4 Recurrent and Non-Recurrent Assets

All recreation, leisure and community facility assets are treated as recurrent and financially planned for as a renewal asset.

7.5 Asset Depreciation

Recreation, leisure, and community facility Asset Depreciation is the value (\$) of the already consumed portion of the asset. For example, if the recreation, leisure, or community facility asset is expected to last 100 years and it is currently 50 years old then it is determined that 50% of the asset is already depreciated. It is calculated in by taking the current unit rate of replacement and multiplying it against the unit rate of replacement connected to the asset and then against the percentage of the asset already consumed.

7.6 Representation of Asset Costings within Finance System

Recreation, leisure, and community facility renewal projects are tracked within the council finance system using 'tracking categories. Maintenance and general works expenses are tracked at a network layer within the finance system; however, individual works costs can also be reported through the Asset Management System (Confirm).

8 Customer Service

8.1 Complaints

Complaints will be logged via Council's customer request management system (CRMS).

8.2 Request for Service

Customer request for service will be logged via Council's customer request management system (CRMS). Examples of request for service specific to recreation, leisure and community facilities are:

- Broken or damaged facilities
- Vandalism on facilities

8.3 Customer Request Management System (CRMS)

Council's customer request system (CRMS) will be used to report and record customer/public requests related to Council assets, including recreation, leisure, and community facilities. Customers have the ability to log a request online, or phone the request into customer service, who log the request on the customer's behalf. The request is then assessed by the responsible member of staff, and work scheduled accordingly. Once the request is complete, Council staff will notify the customer.

9 Risk/Occupational Health and Safety

9.1 Safety and Risk Management

All management and operational work related to asset management (including risk, incident reporting and safe work methods) will be undertaken in accordance with Council's OH&S Policy and associated procedures.

[OHS Policy FINAL 19 January 2021](#)

10 Governance/CEO's Office

10.1 Management of Plan

This plan will be adopted and managed on a formal four-year cycle of review.

This plan will be stored under councils Governance SharePoint policy manual, owned by the Office of the CEO and be subject to out of cycle review at the discretion of the CEO.

10.2 Audit

This plan will be available for all standard audit requirements.

11 Organisational Transformation

11.1 Asset Digital Monitoring

Taking a 'Smart Cities' approach Ararat Rural City Council looks to take advantage of technology that supports the use of Asset Monitoring in particular the ability to:

- Enhance the accuracy of estimated remaining useful life.
- Enhance the accuracy of current asset condition.
- Enhance the accuracy of measuring asset health.

11.2 Asset Alerting Services

It is Ararat Rural City Council's intent include all asset classes in asset monitoring and tracking technology into the future.

11.3 Public Data Access

Road based bridge structures are publicly displayed through the public roads register.

Ararat Rural City Council is currently undertaking an assessment to establish additional data sets related to recreation, leisure and community facilities that may be considered for future public access including

- Condition.
- Attribute.
- Defect.
- Maintenance.
- Financial.
- Spatial.
- Civil and Design.

11.4 Predictive Asset Management

The Rural Councils Transformation Program is a state government funded initiative that is funding the current development of Ararat Rural Councils predictive asset management platform. The platform is intended to have development completed in Q3 2023 ready for testing and organisational use in Q4 2023. The core functions of the predicative asset management platform are

- Analytics at both a network and individual asset level to determine if useful life estimates are trending accurately to current useful life valuation predictions.
- Asset in the annual construction of asset financial valuations for calculated assets.
- Forward predict a rolling 10-year roads and bridge capital works program based on current degradation rates of council assets.
- Detailed reporting including spatial insights across asset classes.

11.5 Key Performance Indicator Platform

The management of all Council's assets will be measured and tracked via Council's service level key performance indicator system within PowerBI. This system will enable monthly tracking of data identified as

critical to success related to the Assets service. This key performance indicator information is viewed and monitored by the CEO.