

APPLICATION GUIDE

COMPLEMENTARY COMMERCIAL
USE OF PARKS

1. Introduction

The Gold Coast is synonymous with strong tourism and a healthy, outdoor lifestyle. We are committed to promoting an active and healthy outdoor lifestyle through the provision of a range of well planned, managed and maintained public open space, parks, natural areas, sport and recreation facilities, paths and trails etc. We seek to ensure that the community use of these parks and facilities remains paramount, while allowing for the operation of commercial activities in circumstances that provide a benefit to the wider community.

2. Assessment Criteria

Applicants seeking approval to conduct a regular commercial activity in a park will be assessed against the following criteria:

- Mandatory criteria
- Local benefits
- Site impact and suitability
- Professionalism and capability
- Community contribution and social benefit
- Risk management and safety processes

2.1 Mandatory criteria

Applicants must fully address the mandatory requirements before the application can be further considered.

- Certificate of currency for Broadform public liability insurance for at least \$20 million
- Does the applicant / operator hold the valid, relevant and required licences e.g. food safety, Blue Card (Working with Children Check), other?
- Event, risk management and safety processes (please refer to point 2.6)

2.2 Local benefits

In accordance with Council's Procurement Policy and Contract Manual, we encourage the development of competitive local business and industry.

Businesses will be categorised as follows:

- Gold Coast based business
- South East Queensland or Tweed Shire business
- Queensland business
- Australian business
- overseas business

2.3 Site suitability and impact

2.3.1 Site suitability

A use that contains a commercial component will only be considered where it complements and is consistent with the current designated purpose of the park and does not overpower or dominate the park.

When determining whether your proposed commercial activity complements the designated purpose of the park and is suitable, please consider what the existing current regular uses are:

- sports park
- aquatic permit / activities
- specialised sports facility e.g. skate park, equestrian
- city events
- dog exercise (off leash) area
- Active & Healthy program activities
- fitness professionals
- markets
- designated ceremony/wedding site
- social gatherings
- surf lifesaving activities/nippers
- other

The proposed use must meet City Plan requirements.

2.3.2 Site suitability

The use of public open space by any individual, group or organisation must not cause adverse impacts.

Specifically, the use must not:

- compromise the wellbeing, health and safety of participants, spectators, or other parks patrons
- result in the excessive degradation of the space, cause damage to parks infrastructure or harm the natural environment
- cause a nuisance to the surrounding neighbourhood e.g. noise
- adversely impact the amenity and aesthetics of the area
- unreasonably compromise the economic viability of existing businesses in the area
- unreasonably exclude or restrict access to general park patrons or other that have permission to use the park.

In your application you will need to outline how you minimise the abovementioned, adverse impacts. Considerations include (but not limited to) parking, noise, site setup, access, impact to vegetation etc.

Please provide a site plan indicating placement of any infrastructure and where you intend to operate.

2.4 Professionalism and capability

Any individual or organisation (and their key personnel) providing a product or service to the public (whether free of charge or for a fee) on Council controlled land must have the relevant qualifications and/or experience e.g. coaching qualifications, first aid, event management etc.

2.4.1 Experience

The applicant will be required to provide details of their (and key personnel's) relevant experience including, but not limited to:

- number of years industry experience
- types of relevant activities i.e. what and where were they? What was the applicant's role and how long was the applicant in this role?
- any other relevant experience?

2.4.2 Qualifications

The applicant will be required to provide details of any formal training such as; qualifications, registrations, certificates, professional memberships etc. that they, and any key personnel have.

2.4.3 Knowledge and experience in working with Local Government

You will be asked to detail your ability to operate in a regulated environment, including previous experience working in partnership with Local Government and your ability to comply with permit terms and conditions.

2.5 Community contribution and social benefit

Community benefit is defined as programs or activities that promote positive outcomes for the community such as health and wellbeing, educational or economic benefits. We acknowledge the positive contribution that well-managed, complementary commercial use of parks makes when it provides benefit to the community. Risk management and community benefit are deciding factors in the assessment criteria of permit applications.

When making your application, consider how your proposed market could provide community benefit in areas such as:

- promote health and wellbeing
- create opportunities for social interaction
- create opportunities for arts and cultural celebration
- support diversity and inclusiveness
- support the gold coast economy (tourism and eco-tourism) and local employment opportunities
- provide community education experiences
- create opportunities for respite and to connect with nature
- support non-profit organisations, community groups or charities
- increase community safety
- other?

When thinking about community benefit, consider how you currently or propose to support for example:

- specific groups e.g. seniors, youth, culturally and linguistically diverse
- non-profit / charity organisations
- local artists and talent
- general community
- health and wellbeing
- the environment
- tourism and economy

Include the name of the organisation / group, activities provided, number of participants, community benefits, discounts etc. where possible.

If relevant, can any of your activities can link into the City's Active and Healthy or Naturally GC programs?

- <https://new.goldcoast.qld.gov.au/Things-to-do/Active-Healthy-program>
- <https://www.goldcoast.qld.gov.au/council/naturallygc-program-24575.html>

2.6 Risk Management and Safety Processes (mandatory requirement)

This section is a mandatory requirement as we are committed to ensuring a safe and accessible environment for park visitors.

2.6.1 Risk and Safety Management Plan

On the application form it will ask you whether you have a current risk management plan (or similar) implemented for operation of activities that are the same or similar to what is being offered in this application. You will need to provide a copy of this plan and also state how long this plan has been in place.

However, if you don't have a documented risk management plan currently implemented, then you will need to briefly detail how you would plan and implement such a plan if successful with this application.

Provide detail of the following:

- identifying site risks including (but not limited to):
 - a. environmental - weather
 - b. site constraints and/or specific site conditions (refer Requirements document)
 - c. patrons (personal injury, incident)
 - d. pandemic
- methods for managing identified risks
- any training or formal skills required.

Outline timeline for implementation, training of staff etc.

Some helpful resources and risk management, information, resources and templates which may be of assistance can be found on the following websites:

- <https://www.worksafe.qld.gov.au/safety-and-prevention/creating-safe-work/managing-risks>
- <https://www.goldcoast.qld.gov.au/thegoldcoast/events-toolkit-resources-24648.html>
- <https://www.qld.gov.au/about/events-awards-honours/events/running-events>

2.6.2 Work Health and Safety (WHS) performance

Provide full particulars of any WHS

- improvement, prohibition or infringement notices issued to the Applicant
 - Convictions that are part of the Applicant's criminal history
 - Enforceable undertakings
- within the last five (5) years or note not applicable

3. Requirements

For arts and crafts markets and commercial aquatic recreational activities, please ensure that you thoroughly peruse the relevant 'Requirements' document as this contains critical information for your application response. It is essentially a specification document.

4. Submitting an Application

Please make sure that you complete your application in full:

- Signed application form (by a duly authorised person)
- Provide copies of supporting documentation e.g. certificates, qualifications, or licences
- Copy of risk management plan
- Site plan

PLEASE NOTE: Failure to submit a complete application or provide essential documentation may result in your application being deemed 'non-conforming'.

5. More Information

If you have any questions about this guide, please contact:

Parks Business Improvement Officer

Parks and Recreational Services

ParksRecreationalServices@goldcoast.qld.gov.au

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If you have difficulty speaking English, please call the National Translating and Interpreting Services (TIS) 131 450. To use this service you will need to tell them your preferred language. This is a free service for City-related business.

People who are deaf or have a hearing or speech impairment can contact the City via the [National Relay Service \(NRS\)](#).

FOR MORE INFORMATION

Parks and Recreational Services

E: ParksRecreationalServices@goldcoast.qld.gov.au