

A background image showing a white ferry boat with a blue stripe, moving across a body of water. The boat has a cabin and a deck. The water is calm, and the background shows a shoreline with trees and buildings.

## Development of a Level of Services Agreement for the Operation and Minor Maintenance of the Raymond Island Ferry

# INFORMATION SHEET

### Purpose of the Project

East Gippsland Shire Council wants to articulate more precisely the level of service Council will provide for transport connectivity between Paynesville and Raymond Island, including the provision of services during ferry outages.

The drivers for this action are the identified needs to:

- Provide clarity of service provision for ferry patrons, emergency services agencies, utilities providers and other service providers;
- Develop a Council policy for transport connectivity and related services between Paynesville and Raymond Island; and
- Provide clarity of service delivery requirements to the Ferry Contractor in order to address ambiguity or lack of definition in the current contract.

Nick Murray & Associates (including Martin Richardson trading as The Right Man) were successful tenderers under an RFQ process and are contracted by Council as the Project Team.

### Community Engagement

Engagement with community stakeholders is critical to the success of the project. We aim to provide an effective and participative process to gather community views and input. An Engagement Plan has been drafted and will be reviewed and guided by a community-based Reference Group.

Community members will be asked to provide input via the Reference Group, focus groups, an on-line survey and direct contact with the Project Team. The Project Team will make recommendations to the Council following detailed community input obtained through this process.

### Timeframe

The project is due for completion by December 2019. Initial recommendations on ferry outage arrangements are required prior to the planned outage in October 2019.

## Q&A

### **Q. Why is the project being undertaken?**

A. Council is looking to clarify and better articulate the levels of service to be provided in the operation of the ferry, including:

- Principles for the operation of the Raymond Island ferry service.
- Definition of services to be provided during Ferry outages.
- Timetable.
- Comparative analysis of services provided by operators of similar public transport connections.
- Fee Structure.

### **Q. What is the scope of the project?**

A. The project is looking at the services provided in the ferry contract. It includes ferry operation, scheduling, alternative access and related arrangement during outages, emergency access, and fees.

The project is not about an alternative form of access to the ferry (e.g. bridge, etc.)

### **Q. Will the service be changed?**

A. The review will provide recommendations to provide a service that meets agreed principles relating to matters including cost-effectiveness, convenience, safety, risk, and community needs. Options for changes to the existing levels of service will be discussed with the community and assessed as part of the project.

### **Q. How will decisions be made about future levels of service for the ferry?**

A. Community input about the desired levels of service will be gathered, options for improvements will be identified and assessed and the Council will determine the future levels of service.

### **Q. How will the community be involved?**

A. The project aims to ensure maximum community involvement.

- A community-based Reference Group will advise on a consultation program, help identify key issues and provide a forum for discussion.
- Focus groups will be held where community members can attend and discuss all the issues relating to the levels of service for the ferry.
- A survey of Raymond Island residents, property owners and visitors will also enable everyone to have their say.

### **Q. How do I find out more?**

A. Contact the Project Team:

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