

Bruny Island Ferry Reference Group

Meeting #5

Date: 6 September 2018

Time: 2:15-4:15pm

Venue: Board Room, Health Centre Alonnah

Attendees: Trevor Adams, Bernice Woolley, Siobhan Gaskell, Lindon Haigh, Richard Clarke, Mathew Fagan, Paul Victory, Jeff Ellison, Drew Meinke, Alison Turner

Welcome and previous minutes

The Chair opened the meeting at 2:15, welcomed members, welcomed guests Jeff Ellison and Drew Meinke from SeaLink, and noted Paul Davis, Kim Evans and Tony Ferrier as apologies.

A motion was moved by Mathew Fagan that the minutes of Meeting 4 as circulated by DSG via email on 3 September 2018 be accepted as a true and accurate record of events. Lindon Haigh sought clarification about the decision at the previous meeting to help ensure members and public servants were not misquoted or misrepresented outside of meetings. The Chair explained the contents of the issued communique and that accepted minutes should form the basis of information shared with the community. It was confirmed that nothing prevents a member from sharing general observations about meetings or making comment about ferry issues. The motion was seconded by Paul Victory and carried.

Progress update – infrastructure

The DSG representative advised the Group that the plans presented at the last meeting are being formally drafted and costed, with development of a work schedule also underway.

The Group queried whether the scope of changes for the Kettering terminal marshalling area includes options discussed at the previous meeting and requested that a detailed update be provided by DSG at the next meeting.

The matter of the funding for the infrastructure upgrades was discussed in light of conversations the community members of the Reference Group had recently had with senior advisers to the Premier and Minister. DSG undertook to follow-up on this issue and report back at the next meeting.

Progress update – SeaLink implementation plan

SeaLink representatives provided a verbal update on operational progress. The company's Chief Executive Officer, Jeff Ellison, was introduced to the Group and indicated SeaLink is a customer driven business focussed on the safe and reliable transport of people and committed to meaningful engagement with the Bruny Island community, and to solving issues.

Mr Drew Meinke, who was recently appointed Business & Operations Manager for the Bruny Island service, was also introduced to the Group, with SeaLink representatives providing a summary of Mr Meinke's background, experience and qualifications.

SeaLink representatives advised the Group that staff interviews had been held the week prior, with job offers to be made during the week beginning 10 September 2018. The Group was advised that all current staff will be offered a position by SeaLink, with an overall increase to the staff numbers for the service.

The Group discussed SeaLink's commitment to providing opportunities for the upskilling of and qualifications for ferry service employees. SeaLink representatives indicated that the company has a training and development culture and confirmed that this issue had been discussed during job interviews.

With respect to progress with other operational issues, the Group was advised that:

- SeaLink would have a presence at the Gateway Information Centre at Kettering for the first three months after service commencement, with a longer term and more permanent office arrangement still being finalised;
- Community listening posts held on 30 and 31 August were well attended and provided an opportunity to answer many questions for those who attended, with key issues raised by the community relating to infrastructure, signage (drive times and foreign language), sustainable tourism and managing growth, funding for infrastructure, the booking system, a resident "deal" or package of benefits for permanent residents, and BI/R stickers;
- Additional community listening post sessions are being scheduled for North Bruny at Dennes Point (date and time tbc) and *Get Shucked* (12 September 2018 from 1-3pm);
- The Adventure Bay and Alonnah stores will be ticketing agents for SeaLink;
- The review of boat building tenders and designs remains ongoing; and
- Marketing and communications will commence from 22 September, noting that advertising of the new timetable in the Bruny News is already underway.

With respect to the implementation plan agreed at the previous meeting, the Group discussed, at length, the changes that are proposed to occur from November 1 and how confirmed bookings for heavy/large vehicles will impact on other ferry users, particularly residents.

SeaLink undertook to consider the issue further, including whether it would be possible to aim for allow for up to 50 per cent of non-peak services to be "booked" by large/heavy vehicles, and look at ways in which it could ensure residents are not disadvantaged. Further discussion on this matter will take place at the next meeting. Community members of the Group acknowledged SeaLink's approach to issues such as this and welcomed its willingness to be consider options and be flexible.

The Group again discussed the importance of market research and the collection of data to inform future decision making such as how much space will be made available for bookings when the booking system is fully operational. SeaLink representatives advised that while planning for on-board research is underway, data on the types of vehicles and travellers (eg R, BI, visitor, buses, trucks) will be collected as soon as SeaLink commences operations.

The issue of traffic management, particularly over this summer period, was also discussed.

Community feedback/issues

- **Priority concerns, analysis of impacts and strategic responses**
This matter was discussed as part of the progress update on SeaLink's implementation plan.
- **Specific queries regarding contract transition and service implementation issues**
The Group discussed SeaLink's new timetable and the concept of "on-demand" services. SeaLink representatives advised that the business will proactively communicate the days/periods when those services will run via the website and Facebook page. SeaLink noted, and agreed to consider, feedback relating to the presentation of the timetable on the website.

SeaLink representatives noted that they will be engaging directly with Murrayfield over the coming weeks in relation to some specific issues that the business has in relation to its use of the ferry service.

Communication

SeaLink representatives raised the content of the latest edition of the Bruny News, including the double page spread created by a “residents against booking” group, the members of which were unknown to all Reference Group members present.

The Group discussed options for engaging with this group and responding to the main points raised, acknowledging that there are people who are opposed to a booking system.

Communique/Summary of Outcomes

The Group summarised key elements of the discussion at the meeting that ought to be reflected in the communique, including: the discussion on the November 1 stage of the implementation plan, the importance of data collection to inform future decision making, insights from community listening posts, the appointment of a Business & Operations Manager and SeaLink’s promotion of the new timetable.

Other Business

The development of an emergency management plan for the Island, which is currently underway, was discussed and SeaLink representatives were asked to be involved in contingency planning and the establishment of emergency protocols. SeaLink representatives advised that the company has its own policies and procedures for incidents and the Business & Operations Manager for the Bruny Island service and the company-wide Compliance & Risk Manager could participate in the plan development process.

The Group discussed recent speeches that had been made in Parliament during the 28-30 August sitting week, noting that a number of unfortunate comments were made about the Reference Group Chair by the Greens Member for Franklin Dr Rosalie Woodruff MP. Mathew Fagan moved a motion that the Reference Group has absolute confidence in the Chair. The motion was seconded by Richard Clarke and carried.

The Group discussed the impact of the new service on brochures that had already been printed by the Bruny Island Tourism Association. SeaLink representatives agreed to liaise with the Association out of session to discuss options.

Next meeting

The next meeting will be held on 20 September 2018 at Alonnah, commencing at 8:30am.

The Chair closed the meeting at 4:10pm.