Tasks and Frequencies Annexure

Service Package – Stokes Hill Wharf Site & Food Court Management

Asset / task	Location / asset group	Frequency	Notes
Wharf and viaduct litter collection and rubbish removal	Stokes Hill Wharf, viaduct, pedestrian areas, seating, stairs, access paths, public viewing areas, food-court surrounds, car park, lower deck and other public interface areas	Daily before 8:00 am, throughout operating hours, and as required	Collect and remove litter, rubbish, food waste, packaging, bottles, cans, cigarette butts, leaves and other visible debris. Empty and reline bins where required. Maintain all areas in a clean, safe and presentable condition throughout operating hours. Complete additional litter collections following events, high patronage, adverse weather, food-court trading peaks or visible rubbish accumulation.
Wharf common-area inspection, presentation maintenance and reset	Stokes Hill Wharf common areas	Shift start, two-hourly and close of business; and as required	Inspect, actively maintain and restore presentation. Clear loose waste and trays; wipe and reset tables and shared seating; return furniture to approved layout; undertake spot cleaning and make safe hazards within routine scope.

Stokes Hill Wharf public amenity and restroom cleaning, servicing and disinfection	All public amenities and restrooms within Stokes Hill Wharf, including toilets, accessible amenities, showers, basins, change areas and associated access areas	Daily before 8:00 am, with a second full service during operating hours, and as required	Complete a full clean, disinfection and presentation service before public opening. Clean and disinfect toilets, urinals, basins, taps, showers, toilet seats, flush buttons, grab rails, mirrors, benches, doors, locks, hand dryers, dispensers, sanitary-disposal units, bins, floors and high-touch surfaces. Remove rubbish, replace bin liners, replenish consumables, clear visible debris, and leave amenities clean, hygienic, odour-free, dry, safe and fully stocked. Provide additional servicing in response to high patronage, food-court trading, events, spills, contamination, odours, vandalism or observed condition. Record defects and raise linked CMMS work orders for repair or rectification.

Verandah and waterside seating-area pressure washing	Stokes Hill Wharf eatery external verandah, public sitting area, tables-and-seating surrounds, pedestrian edges and hardstand adjacent to the water's edge	Daily before 8:00 am, and as required following food spills, events, heavy use, bird fouling, staining or slip hazards	Pressure wash hard surfaces to remove food and drink residue, grease, dirt, sand, salt build-up, bird droppings, stains and other visible contamination. Complete work outside trading hours where practicable and isolate the work area with barriers and wet-floor signage until dry and safe. Use an appropriately controlled low-pressure setting near joints, edges, furniture and waterfront infrastructure to avoid surface damage or overspray. Capture, contain and dispose of wash water, debris and cleaning residues through an approved collection or wastewater point; do not discharge contaminated wash water, detergents, grease, litter or sediment into harbour waters. Check for slip risks, pooling, blocked drainage or damaged surfaces during the task and raise any defects for corrective action.

Stokes Hill Wharf mezzanine, wooden deck and common-area floor mopping	Stokes Hill Wharf mezzanine, wooden deck, common dining areas, public circulation areas, entries, stairs, landings and associated hard-floor surfaces	Daily before 8:00 am, during operating hours as required, and after food-court trading peaks or events	Sweep or remove loose litter, food waste and debris before mopping. Damp mop hard-floor surfaces using suitable detergent and, where required, an approved disinfectant. Remove food spills, drink spills, grease, dirt, sand, marks, stains and other visible residue. Use wet-floor signage and barriers while floors are wet, and keep signage in place until surfaces are dry and safe for patrons. Complete immediate spot mopping for spills and contamination during operating hours. Do not allow wash water, food waste or cleaning chemicals to enter drains, the harbour or other receiving waters
Food-court table clearing, wiping and reset	Food-court common dining areas and shared seating	Continuous during trading periods; minimum at shift start, before peak trade, every 30 minutes during peak periods and close of business; and as required	Clear tables, remove trays and loose waste, wipe tables and seating, reset furniture and maintain a clean, orderly dining environment. This is an operational presentation service and does not replace specialist periodic cleaning.

Mechanical floor scrubbing	Stokes Hill Wharf eatery internal hard-floor areas	Daily before 8:00 am,	Use a suitable commercial floor-scrubbing machine to mechanically scrub, clean and recover wastewater from all internal eatery hard-floor surfaces. Remove built-up dirt, grease, food residue, stains, marks and other surface contaminations. Use approved cleaning products suitable for the flooring type and hospitality environment. Schedule the task outside food-court trading hours or otherwise isolate the work area to protect patrons and tenants. Use wet-floor signage and barriers until surfaces are dry and safe. Collect and dispose of wastewater in an approved manner and do not allow wastewater, food residue or chemicals to enter stormwater drains or receiving waters.
Waste and grease coordination	Wharf food court and common areas	Daily and as required	Coordinate collection, presentation and escalation of issues.
Event set-up and pack-down support	Wharf event areas	Per event	Provide only where beyond agreed baseline services.

Public-area safety, readiness and operational maintenance inspection	Wharf common areas	Shift-based and as required	Prioritise public safety and presentation. Complete routine operational actions and make-safe works within scope; escalate specialist or trade issues.
Defect reporting to Built Assets Contractor	Wharf building fabric, lifts, HVAC, lighting and services	Within 30 minutes of identification	Log and escalate defects promptly.
Open issue review and escalation	Wharf operational interface	Daily	Maintain active follow-up with DWC and nominated service providers until resolution. Direct tenant liaison is excluded.
Operational coordination meeting	Wharf and DWC/service-provider interfaces	Weekly	Increase frequency where required. Tenant liaison is excluded unless directed by DWC.
Public amenity operational-condition check	Wharf toilets, showers, accessible amenities and cleaning spaces	Opening, mid-shift and close; and as required	Check flushing, taps, showers, locks, seats, dispensers, lights, fans, bins and safe access. Complete routine operational actions and raise trade work orders promptly.
Wharf public-realm safety walk	Wharf promenades, food-court common areas, car parks, decks, stairs and access ways	Opening, every two hours during peak periods and close; and as required	Check lighting, spills, glass, furniture, bollards, signs, cables, trip hazards, access controls and handrails. Make safe and complete routine corrective actions where within scope.

Food-court services condition check	Food-court common areas, grease-trap interfaces, tenant service areas and shared amenities	Daily before peak trade; and as required	Check waste and grease presentation, obvious leaks, toilets, roller doors, common-area lighting and trading-area safety. Refer tenant matters directly to DWC.
Car park and service-deck monitoring	Stokes Hill Wharf car parks, service deck, loading/service areas, access points and pedestrian interfaces	Opening, every two hours during service periods and close; and as required	Monitor public safety, access, traffic/pedestrian conflicts, obstructions, spills, waste, lighting, loading/service hazards, unauthorised use and presentation. Take routine corrective action and report/escalate defects or incidents.
Pre-rain and post-rain readiness check	Wharf public areas, drains, paths, outdoor lighting, car parks, service deck and service areas	Before significant forecast rain; immediately after rain; and as required	Identify drainage blockages, water ingress, slippery surfaces, lighting outages, electrical concerns and trip hazards.
Wharf lighting dusk check	Wharf paths, car parks, viaduct, food court, decks and public amenities	Daily at dusk	Confirm operation of lighting, timers, floodlights, pathway lights and safety lighting; raise priority faults immediately.
Minor hardware make-safe inspection and maintenance	Public furniture, signs, bins, bollards, toilet hardware and non-specialist fixtures	Weekly and as required	Where authorised and competent, tighten minor accessible fixings, complete minor routine repairs or apply temporary controls pending technical repair.

Shuttle-bus driver service	Darwin Waterfront Precinct approved shuttle route; DWC 20-seater shuttle bus	Every day, 11:30 am–2:00 pm and 4:00 pm–9:00 pm	Provide a suitably licensed and competent driver. Conduct documented pre-start and post-service vehicle checks; operate safely in accordance with DWC directions, the approved route and timetable; assist passengers where appropriate; immediately report incidents, damage and defects; do not operate an unsafe vehicle.
Open-defect and repeat-fault review	Wharf operations interface with Packages 4 and 6	Weekly	Review outstanding defects and recurring lighting, access, amenity, plumbing and safety faults until closed.
Car park and footpath sweeping	All DWC-controlled areas, including Stokes Hill Wharf	Fortnightly and as required	Increase frequency following events, adverse weather or excessive debris.
Litter patrols	Public areas, footpaths, escarpments, beach, Wave Lagoon and Stokes Hill Wharf	Daily, event-based and as required	Include event support where required.

Public amenity consumables replenishment	Amenities Building, Changing Places, Kiosk/Wave Lagoon amenities and Stokes Hill Wharf	Twice Daily and as required	Complete the first daily replenishment and ensure all public amenities are fully stocked with required consumables before opening at 8:00 am. Replenish toilet paper, hand soap, paper towels, sanitary-disposal products and other nominated consumables. Complete the second replenishment during operating hours and undertake additional servicing as required by patronage, events, stock levels or observed condition.
Drain inlet, surface-grate and gully clean – general public areas	Public paths, car parks, Sea Wall, Kitchener Drive and Stokes Hill Wharf	Monthly; fortnightly during wet season; and as required	Remove leaves, sand, sediment and organic material. Escalate damaged or blocked assets.
Wharf eatery and mezzanine cleaning	Stokes Hill Wharf	Daily before 10am and as required	Sweep, mop, wipe surfaces and spot clean.

High-pressure washing of bin area on the lower deck	Lower-deck bin enclosure, bin pads, surrounding hardstand, bin-wash area, access apron and immediate drainage surrounds at Stokes Hill Wharf	Quarterly, and as required following spills, leakage, odour, pest activity, overflowing bins or waste-collection incidents	Remove loose litter and waste before washing. High-pressure wash the bin enclosure, concrete pad, walls, gates, hardstand and accessible bin exteriors to remove leaked waste, food residue, grease, staining, odour-causing residue, bird fouling and other contamination. Use approved detergent/degreaser and disinfectant where required, following product dilution and contact-time directions. Isolate the work area using barriers and warning signage, wear suitable PPE, and ensure bins are not being accessed or serviced during cleaning. Contain, recover and dispose of wash water, litter and residues via an approved wastewater point; wash water must not enter the harbour waters. Inspect nearby drains and grates before and after the task, prevent blockage or contamination, and report damaged bins, enclosures, drainage defects, excessive leakage or persistent pest activity for corrective action.

High-pressure washing of concrete footpaths and verandahs	All concreted public footpaths, promenades, access paths, verandahs, entry areas, stairs, landings and external hardstand areas within Stokes Hill Wharf, excluding the lower deck and car park	Six-monthly, and as required	High-pressure wash concrete surfaces to remove accumulated dirt, sand, salt, food and drink residue, staining, algae, mould, bird droppings, gum residue and other contaminants that affect presentation or slip resistance. Schedule work outside peak trading and public-use periods where practicable. Establish exclusion zones with barriers and wet-floor signage, and keep them in place until surfaces are dry and safe. Use suitable pressure settings and cleaning products for the substrate. Contain, collect and dispose of wash water, sediment and residues through an approved wastewater point; do not allow contaminated water or debris to enter drains the harbour waters. Inspect surfaces and drainage during cleaning and raise defects, ponding, damaged concrete or slip hazards for corrective action.

High-pressure washing of lower deck and car park	Stokes Hill Wharf lower deck, associated access ramps, stairs, pedestrian areas, service hardstands and car park surfaces	Six-monthly, and as required	High-pressure wash surfaces to remove dirt, sand, salt, oil and grease residue, tyre marks, stains, algae, mould, bird fouling, litter and other built-up contamination. Complete work during low-traffic periods and establish barriers, traffic controls and wet-floor signage to protect pedestrians, vehicles and workers. Care must be taken to prevent spray, runoff, cleaning chemicals and dislodged debris from affecting nearby tourist vessels, boats, marina infrastructure or harbour waters. Use controlled pressure settings, directional spray techniques, shields or screens where required, and cease or modify work if wind conditions create a risk of overspray. Capture and dispose of wash water and contaminants through an approved method; do not discharge them to stormwater, the marina or harbour. Report any damaged surfaces, drainage issues, oil contamination or other defects for corrective action.

Emergency siren operational test	Stokes Hill Wharf siren and control cabinet	Monthly, on the first Thursday of each month at 10:30 am	Open the cabinet, insert the authorised key and activate the siren in oscillate mode for three repetitions. Activate the all-clear signal for 15 seconds. Record the test date, time, operator, result, faults and corrective actions in the CMMS. Notify DWC promptly of any failed or unsatisfactory test.
Emergency siren visual inspection and preventative maintenance	Stokes Hill Wharf siren, control cabinet, key, controls, cabling and associated equipment	Monthly, at the time of the operational test, and as required	Inspect the cabinet condition, security, key access, switches, controls, labels, siren housing, visible cabling and mounting condition. Check for corrosion, water ingress, vandalism, damage, loose components or other defects. Clean and maintain equipment as required. Raise a corrective work order and promptly make safe or escalate any defect that may affect safe or reliable operation.

Emergency siren activation	Stokes Hill Wharf siren	As directed by DWC or emergency services	Activate the emergency siren only when authorised by DWC or emergency services. Use oscillate mode for three repetitions. Activate the all-clear signal for 15 seconds only once authorised by DWC or emergency services. Record the activation, authority, time, reason and any follow-up actions in the CMMS.
Bombing of Darwin ceremony siren activation	Stokes Hill Wharf siren	Annually, on 19 February at 9:58 am	Insert the authorised key and activate oscillate mode for five repetitions at 9:58 am. Activate the all-clear signal for 15 seconds. Coordinate the activation with DWC and any event requirements, and record completion and any issues in the CMMS.

Note: Every planned presentation and operational task is a check-and-do obligation. The Contractor must complete routine table clearing, wiping, resetting, waste collection, spot cleaning, minor operational maintenance and make-safe actions identified during the task. Where a matter requires specialist cleaning, trade repair, security response or other services outside the routine scope, the Contractor must make the area safe, record and photograph the issue, assign an appropriate priority, and link it to a corrective work order or escalation with a defined rectification pathway and target completion date. Direct tenant liaison is excluded unless DWC specifically directs otherwise.