



# BROADSOUND CAMP INTRODUCTION



# Welcome to Broadsound Camp



Broadsound Camp is located 179 km north of Rockhampton along the picturesque Marlborough-Sarina Road, nestled within the expansive Clarke Creek Wind Farm. The camp offers scenic views of wind turbines stretching across the horizon, creating a unique and tranquil setting.

Key local points of interest include Rockhampton Airport, less than a two-hour drive away, Marlborough town, just 40 minutes from the camp, and Lotus Creek Homestead, a short 25-minute drive.

Designed to provide modern, sustainable, and comfortable accommodation, Broadsound Camp features a central office, a fully licensed wet mess, dining facilities, recreational spaces, communal amenities, three BBQ areas, two gyms, six laundries, and 406 rooms. The camp fosters a supportive community environment, promoting well-being, productivity, and a high standard of living for all guests.



# Accommodation



Each room has a bed, air-conditioning and ensuite.

The rooms are complete with:

- Linen and towels
- Desk And Chair
- Wardrobe
- Split system air conditioner
- Bar Fridge
- 32-inch Hisense Smart TV



# Technology and Communications



Broadsound Camp leverages an Enterprise StarLink Network for all technology and communications.

- 6 Enterprise StarLinks aggregated to achieve up to 1.2 Gbps download and 180 Mbps upload and provide redundancy
- 142 Wireless Access Points provide open internet access across the camp.
- Quality of Service to ensure calling and video calling is the highest quality, while the major streaming providers are prioritised over all other traffic

Each room contains a 32-inch Hisense Smart TV

- TV's support Netflix, Stan, Disney+, Amazon Prime, YouTube, Kayo, and other major streaming providers.
- Guests are required to log on to their personal streaming subscriptions
- Each TV is speed-limited to 3 Mbps download and 0.5 Mbps upload per device\*
- Free-to-air TV is also available on each TV

Personal devices connect to a public network for internet access, phone and video calls.

Public network limited to 5 Mbps download and 0.8 Mbps upload per device to ensure uninterrupted internet access for all guests.\*

# Facilities

- Commercial kitchen
- Dining room
- Licenced bar facility (wet mess)
- Dry mess
- Wellness area / Prayer room
- Gym (male and Female)
- Laundry facilities
- Onsite paramedic
- Outdoor recreational area including half court basketball court
- 3 x BBQ areas
- Locker storage



# Retail



A shop is available to guests located in the front office, stocking basic essentials and snacks.

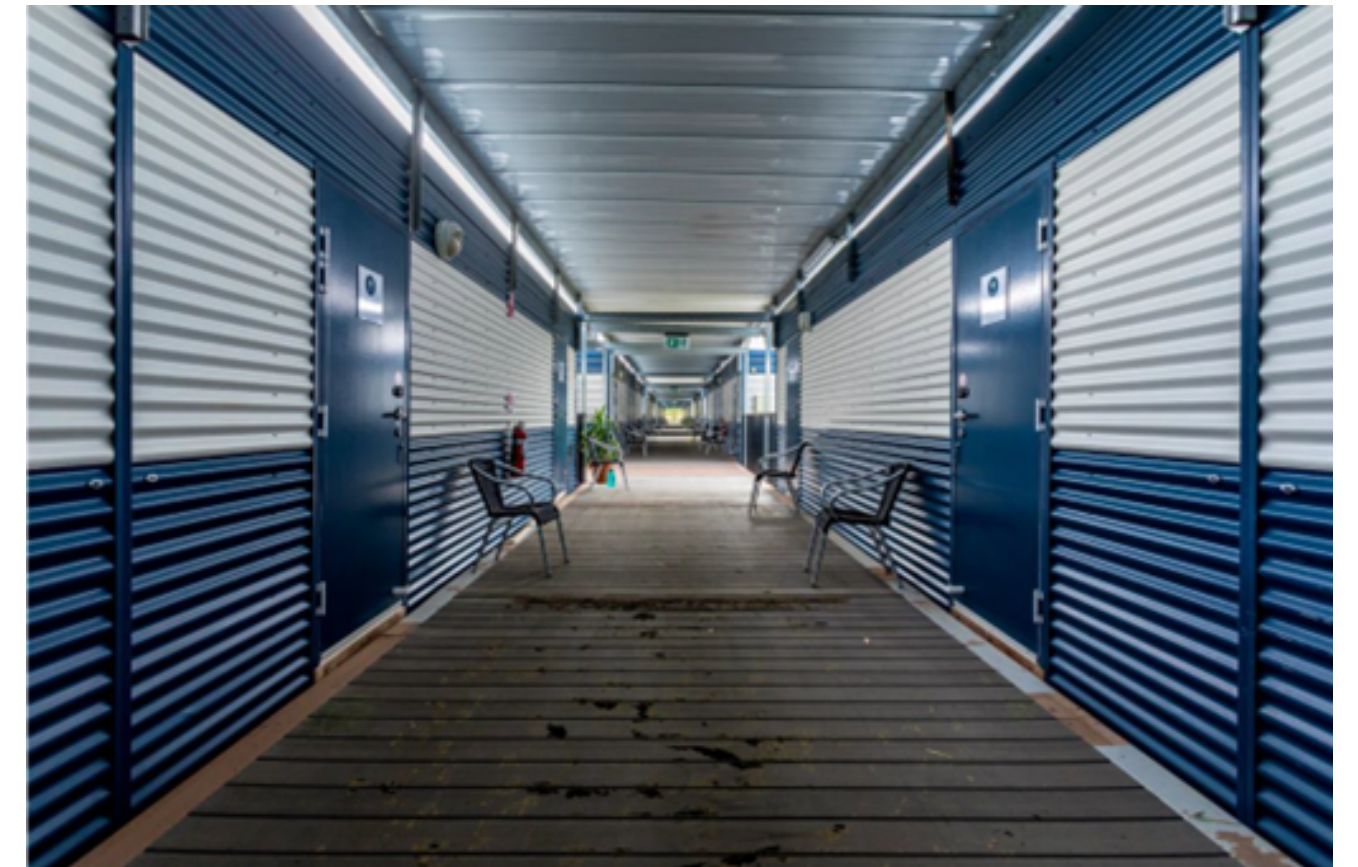
- Shampoo
- Conditioner
- Body wash
- Shaving cream
- Razors
- Deodorant
- Toothbrush
- Toothpaste
- Lip balm
- Female sanitary products
- Panadol
- Itch stop
- Sunscreen
- Assorted chips
- Assorted chocolate
- Assorted lollies

# Facility Management & Administration



## Reception Hours and After-Hours Assistance

- Reception operates from 6:00 AM to 6:00 PM. For assistance with late check-ins outside these hours, a staff member will be available.
- In case of after-hours room lockouts, please contact security.
- For any other after-hours issues or emergencies, the Camp Manager or Camp Coordinator can be reached. Contact numbers will be provided to all guests.



# Arrival at Camp



Prior to arrival, all guests will receive an SMS from reception 48 hours, then 24 hours before check in. the SMS has a link to the RMS reservation portal.

See below example of pre arrival link -

*Dear Rhys, Welcome to the Anaman Broadsound Camp Pre - Checkin. Please click on the link below to complete check in - disregard request to enter credit card*

*<https://rms.t2m.onl/gPd3wsF>*

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# Camp Rules



The camp rules and the gymnasium terms and conditions is covered in the online check in the through the RMS online portal.

The 5 key elements for the camp rules are –

- To agree and understand the camp terms & conditions provided.
- To understand that Broadsound camp is a licensed premise and as such no alcohol is to be brought into the camp from an outside source.
- To agree and understand the Broadsound camp gym terms & conditions
- To understand that parking of a vehicle in the car park provided is entirely at their own risk
- That all guests will continue to make themselves familiar and aware of the camp / site's evacuation plan and muster point



# Behaviour Expectations



- We have zero tolerance for abuse or unsafe practices towards our staff and other guests. Please treat everyone with respect and courtesy.
- Possession and use of illicit substances is strictly prohibited on camp grounds.
- Unsanitary use of any facility or camp surroundings is unacceptable behaviour.
- Damages or theft of camp property may result in breach of your agreement, which may cause disciplinary action being taken by your employer and/or withdrawal from the camp.
- Please keep your accommodation room and facilities in a clean and hygienic condition
- Please minimise disruption to the environment and wildlife around the camp.
- Report any suspicious or unacceptable behaviour to the staff.



# Kitchen / Dining Operations



- All our produce is sourced locally from local suppliers.
- All our meals are prepared under the guidance of trade qualified chefs.
- Our kitchen operates to certified HACCP standards.

## Meal Times

- Breakfast and Crib 4.30am to 6.30am (crib room adjacent to dining room)
- Dinner 6.00pm to 8.00pm
- Ice machines are located near reception and opposite the locker rooms.
- The potable water (drinking water) is Rockhampton town water.
- Crib / lunch to be taken from the crib during breakfast hours.
- Tea and coffee outside of dining room hours can be accessed in the dry mess.



# Gym



## Gym Hours 4.00am to 9.00pm

- Gym facilities is to be used by registered camp guests only.
- The use of the gym is at your own risk. It is up to you to determine if the equipment is suitable to your own fitness level.
- Please sanitise hands upon entry, use a towel and wipe down equipment after use.
- Be considerate of your neighbours. Keep the noise level down and refrain from dropping the weights.
- Once you have finished using a machine / equipment, please restack or return the items for storage.



# Housekeeping & Janitorial Services



In-house guests receive various cleaning services over the course of their stay:

Half cleans - are carried out every 5 days, where the bed is made, consumables are replenished, bins are emptied, and floors are swept.

Full cleans - are carried out every 10 days, where bed linen is changed, consumables are replenished, bins are emptied, floors are swept, surfaces are wiped, and bathroom is cleaned.

Departure cleans - are carried out once the guest checks out of the room, ensuring a deeper clean of the room and bathroom in preparation for the next arriving guest.

Common areas are cleaned daily along with general grounds upkeep. Laundries, all wet and dry messes and outdoor common areas are wiped down and floors cleaned daily, while the yardman empties all external bins daily and alternates additional tasks regarding grounds upkeep, including but not limited to; lawn mowing, leaf blowing, weeding, pressure cleaning, and tending to maintenance requests.



# Security, Paramedic & 1st Aid Services



## Emergency services and paramedics

R25 Medical & Emergency Response supply suitably qualified and registered paramedics, a provision of 4WD ambulances, medical consumables and staffing logistics. Additionally, 24/7 doctor telemedicine services and clinical governance including Queensland Health medication approval is also available.

## First Aid

Various staff members have first aid and CPR training, ensuring a 1:100 ratio of qualified responders to guests on site at all times.

## Security

x security guards are on site at all time, working 10 hour split shifts; 4am-6am and 4pm-12am.

Security patrols campgrounds and dining hall during breakfast service, then begin patrols again leading up to, during and after bar opening hours and dinner service.



# Laundry Services

- Equipped with washing machines and dryers.
- Laundry detergent is provided for your convenience.
- All bedding linen is sent offsite to be laundered by a commercial linen provider in Rockhampton.



# Bar / Recreation Area



## Bar Hours - 5:00pm - 8:00pm

- No outside alcohol can be brought into the camp as per the Liquor Licensing Law
- Alcohol is only to be consumed in the bar and outdoor common area
- No alcohol consumption in the breezeway or dining room
- This is a licensed premises, all normal hotel rules apply.



