

Program/Project	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Quarter (to be reported on at next Steering Committee meeting)
<p>Advocacy for the community club industry</p> <p><i>Regular engagement with the thirty-seven (37) peak bodies and state sporting organisations and effective representation of key sectoral issues to government and key stakeholders.</i></p>	<ul style="list-style-type: none"> • Monthly phone and face to face meetings with SSO's. • Survey to identify current priorities conducted in February 2021 • Teleconference with sporting and community clubs held in March 2020. • State Sporting Organisation meetings planned for April 2021 to collaborate and build on feedback and program so far. • Established relationship with local media and monthly article submitted for CSR "In Touch". • Regular meeting with Minister for Racing, Sport and Recreation. 	<p>Approximately 1400 community and sporting clubs benefitting from the Clubs Tasmania program.</p> <p>Ticket to Play initiative has helped increase participation with over 7000 vouchers applied to help Tasmanian families.</p> <p>Leveling the Playing Field funding has delivered \$10million in funding to over 20 projects that will help increase participation.</p> <p>Additional resources for community clubs, assists clubs to thrive and survive.</p>	<ul style="list-style-type: none"> • A series of webinars, videos, media stories, photography and audio podcasts will be developed to celebrate the contribution that clubs make in keeping communities connected.
<p>Digital Engagement</p> <p><i>Continue to update & Development of online training facilities on the Clubs Tasmania web-page and as part of the THA's partnership with Typsy and</i></p>	<ul style="list-style-type: none"> • Currently experiencing an average of 1600 users across our digital platforms per month. • Completed the series of 8 2020 Winter Webinars. • Planning of 2021 Winter Webinars commenced. • ZOOM, TEAMS and other IT platforms developed to connect with community 	<p>Increased reach of digital platforms</p> <p>Webinars loaded onto the webpage and available on a wide range of key issues impacting the sector.</p> <p>Referrals to existing Government programs (Digital ready) loaded on digital platforms.</p>	<ul style="list-style-type: none"> • Develop additional content that tell the stories of how our program is helping strengthen the community club industry (narratives and story). • Continue to be strategic in developing relationships / partnerships with

Program/Project	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Quarter (to be reported on at next Steering Committee meeting)
<p><i>its training modules, with free access for all community clubs until 2022.</i></p>	<ul style="list-style-type: none"> club industry and state sporting associations. A monthly open ZOOM conference held and add to complement the existing suite of webinars, on issues that matter for community clubs. Input into weekly radio show on RSN 92.7. A refined webpage and digital platform was established by December 2020. Further updates and loading of THRIVE program planned for second half of 2021. 	<p>Referrals to existing Government program (Business Enterprise Centre) loaded on digital platforms.</p> <p>Community clubs recognise the importance of using social media to promote their activities and drive traffic.</p> <p>Community clubs recognise that IT can help reduce the workload on volunteers.</p>	<p>stakeholders that can provide expertise and contribute to digital content.</p> <ul style="list-style-type: none"> Plan and film a series of videos on success stories, as direct follow up from club forums by end of 2021.
<p>Maintain strategic relationships</p> <p>Maintaining effective partnerships will be important in delivering the objectives of the Clubs Tasmania program.</p>	<ul style="list-style-type: none"> Maintained consistent communication with CSR, peak bodies, local government, State Sporting Associations, members and community and sporting clubs. 7 partnership agreements completed with SSO's. An additional 6 state sporting associations are in negotiations during the period. Monthly meetings held with Minister for Racing, Sport and Recreation. 	<p>Partnership agreements, shared services and collaboration have been fostered that enable community clubs to remain viable and sustainable.</p> <p>Key issues impacting the sector have been identified and key stakeholders (including the Minister) informed.</p>	<ul style="list-style-type: none"> Further develop the relationship with peak bodies, state sporting organisations and community and sporting clubs, and advocate on behalf of the sector.

Program/Project	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Quarter (to be reported on at next Steering Committee meeting)
	<ul style="list-style-type: none"> • Attended a wide range of networking events and maintain relationships with stakeholders and partners. • Established connection and meeting with DoE Regional Sport Coordinators. • Relationship developed with Variety, the children's charity. • Meeting with Business Tas every three months. • Partnered with SSO's in local Charity Golf Days and Mind Games events. 		
<p>Clubs Tasmania Conference</p> <p><i>Delivery of the Clubs Tasmania conference in 2021.</i></p>	<ul style="list-style-type: none"> • Surveyed community club industry in January 2021 to determine interest and issues of importance in delivering a conference for the sector. • Liaised with State Sporting Associations on key issues impacting their sport and key issues they would want included in the conference. • Planning commenced on format, content and delivery plan for the conference commenced, for a likely date in September/October 2021, depending on Coronavirus restrictions. 	<p>Survey completed to inform conference theme and content.</p> <p>Location of the conference finalised (Hobart).</p> <p>Theme and draft concept thinking completed.</p>	<ul style="list-style-type: none"> • Finalise running sheet at February 2021 meeting with Minister for Racing, Sport and Recreation. • Decide on and book venue. • Create a running sheet. • Confirm budget. • Invite and confirm guest speakers. • Promote conference from May 2021.

2. Expenditure									
Budget Items	2020/21 Allocation	1st quarter 30-Sep-20	2nd quarter 31-Dec-20	3rd quarter 31-Mar-21	4th quarter 30-Jun-21	Total To Date	Balance Remaining		
Management	138,000	34,102	31,600	0	0	65702	72298		
Motor Vehicle	10,000	1,254	2,400	0	0	3654	6346		
Webinars, Workshops & Industry Resources	50,000	374	4,753	0	0	5127	44873		
Sporting & Community Club Conference	30,000	500	500	0	0	1000	29000		
IT Capacity Building, Website, Communications	35,000	216	0	0	0	216	34784		
Networks & Partnership Program	14,950	1,206	2,652	0	0	3858	11092		
Totals	277,950	37652	41905	0	0	79557	198393		

Notes.

Management – Ongoing management costs are on track and within budget.

Motor Vehicle – on track and within budget.

Webinars, workshops and industry resources – additional content will be developed over the coming six months in line with this budget allocation.

Sporting and community club conference – cost for booking venue, advertising and promotion anticipated by 30 June 2021. Catering and conference to be held over.

IT Capacity Building, website and communications – expenditure to increase over the next six months as community and sporting activities recommence in earnest.

Networks and Partnership program – on track and within budget.

March 2021 Progress Report: GCE Program

	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
<p><i>Venue Engagement and Support – Over 2000 venues engaged in the program and/or contacted during the year.</i></p>	<ul style="list-style-type: none"> • The GCE program was targeted during the first half of the year to responding to the Coronavirus pandemic, supporting venues during the lockdown and subsequent restrictions. • Venue operators were provided access to Business Support through Collins SBA and the Contractors were a critical part of this through phone and messaging direct to operators. • GCE contractors were able to visit and assist venue owners to restart and continue to trade when access was re-granted. • This re-targeted GCE program provide operators and their staff being with assistance: <ul style="list-style-type: none"> ○ understand and meet the new COVID-19 compliance requirements, ○ get access to 3 separate options for Infection Control training ○ understand the regulations being made; and ○ were able to access as much support as needed to meet the challenges they faced ○ continue to provide a quality customer services and grow this capacity. 	<p>The key outcome during the reporting period has been to support hospitality businesses as they navigated their way through the crisis and to assist them in accessing the support services available and to resume trading.</p> <p>The GCE contractors were there in support of venues across Tasmania during the devastating impacts of the lockdown and the stress and mental health impacts felt across the entire industry.</p> <p>The GCE contractor team made direct contact with all venues across the industry and the main feedback was how thankful venue owners and their staff were there was someone there to share their story.</p> <p>With the restrictions now easing the GCE program is now focussed on supporting venue owners and their staff look to rebuild their businesses through the normal GCE process.</p>	<ul style="list-style-type: none"> • Increasing the participation in the program.

	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
<p>Skills and Knowledge Development Through Typsy – Over 1,000 venues accessing the platform in 2020/2021</p>	<ul style="list-style-type: none"> Some 1800 venues have now completed the GCE program, which is well on target to exceed 2,000 venues during the funding period. The THA has negotiated with Typsy, an international online hospitality training platform with over 800 training videos, to provide free access to hospitality venues across Tasmania until Easter 2022. Registered through the THA 1,682 Tasmanian venues have now signed on to the platform. 	<p>The Typsy video based learning framework provides a wide range of video based lessons, courses, playlists and mentor sessions across all facets of the hospitality industry.</p> <p>Importantly, the platform enables venues to access learning for their staff as needed, in the venue, online, anywhere and on any device. This is especially of value for rural and regional venues with limited access to opportunities, and with a limited capacity for their staff to be absent for lengthy periods.</p> <p>The THA, using GCE Contractors, created 6 COVID-19 instructional videos and a suite of lessons that constituted a COVID-19 Course content of 3.5 hours.</p> <p>The THA's Typsy platform helped to ensure venues across the state are meeting the current COVID safe requirements. During the period 964 employees across the State had engaged with the GCE created COVID-19 content.</p>	<ul style="list-style-type: none"> As the GCE program continues to reach out to venues across the state, more venues will be encouraged to take advantage of this free resource.

	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
Continued Employment Relations Support	<ul style="list-style-type: none"> While Employment Relations (ER) were a key component of the GCE program, the role was very focussed on providing ER advice to venues about their obligations during the Coronavirus pandemic. 	<p>Venue ER obligations during the Cononavirus pandemic was a major consider for business owners, and how to manage staff during the lockdown period and the Job Keeper program requirements.</p> <p>It was very much a struggle for venue owners to manage the, at times, overwhelming amount of information flowing from governments and the regulators, and the changes that occurred over time.</p>	<ul style="list-style-type: none"> Identification of key focus areas for the ER support role.
Testimonials – one operator over the next ten months.	<ul style="list-style-type: none"> With venues closed for the first half of 2020/2021, testimonials in this period were mostly focussed on the support provided by the GCE program during the lockdown. Now that the industry is looking to rebuild, a more formal promotion and communications strategy is being developed to not only promote the program but to continue gather the testimonials in support of the program. 	<p>Testimonials provide an important means of not only promoting the GCE program but also as a means of detailing the program benefits for evaluation purposes and refining the program over time.</p> <p>Testimonials collated to date demonstrate the overwhelming benefits experienced by venues and the overall value of the program across the state.</p>	<ul style="list-style-type: none"> 10 operator testimonials to be created by 30 June 2021.
Continue to analyse Program Outcomes and identify areas for improvement – a	<ul style="list-style-type: none"> The program has been reinstated in its original form with the addition of a more focused Business Health Check up front – drawing on some of the learnings from the COVID-19 experiences. 	<p>The Program will continue to assist venues to increase their capacity to provide Great Customer Experiences, and to continue a process of improvement.</p>	<ul style="list-style-type: none"> The framework in which the GCE contractors operate will be updated from time to time as the needs for the industry

	Activities completed in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
			<p>change or analysis and experience demands.</p> <ul style="list-style-type: none"> The THA/ Typsy product remains in place and will be available until 2022.
<p>Digital COVID-19 Information Packs – accessible online information available to over 2000 hospitality businesses and enterprises.</p>	<ul style="list-style-type: none"> The THA, using GCE Contractors and Typsy product have provided through the THA/ Typsy Landing Page a suite of electronic information and support materials for all venues. 	<p><i>There is a wide range of Posters, Checklists and other support information available on the Landing Page.</i></p> <p>The THA, using GCE Contractors, created 6 COVID-19 instructional videos and a suite of lessons that constituted a COVID-19 Course content of 3.5 hours.</p> <p>The THA's Typsy platform helped to ensure venues across the state are meeting the current COVID safe requirements. During the period 964 employees across the State had engaged with the GCE created COVID-19 content.</p>	<ul style="list-style-type: none"> The THA/ Typsy product remains in place and will be available until 2022.
<p>Continued Partnership with Collins SBA – A revised initiative to be developed by 30 September 2020.</p>	<ul style="list-style-type: none"> At the commencement of the lockdown, the THA was supported through a government grant to provide business and government program advice to Tasmania's hospitality venues impacted by the lockdown. 	<p>The GCE contractors played a vital role at this time, providing advice and links to venues about Business Support Programs provided by Collins SBA.</p> <p>This role continued through the subsequent three phases of the "Collins SBA program" and was critical in venues being able to navigate their way through the pandemic and survive.</p>	<ul style="list-style-type: none"> The GCE program will continue to support programs as they are developed to support the industry in the rebuilding phase.

2. Expenditure

Budget Items	2020/21 Allocation	1st quarter 30-Sep-20	2nd quarter 31-Dec-20	3rd quarter 31-Mar-21	4th quarter 30-Jun-21	Total To Date	Balance Remaining
Management	150,000	54,218	43,754	0	0	97972	52028
Marketing	65,000	0	0	0	0	0	65000
ER Component	120,000	19,081	21,740	0	0	40821	79179
Contractors	744,151	149,922	121,866	0	0	271788	472363
Totals	1,079,151	223221	187360	0	0	410581	668570

Notes

Management – budget item on track

Marketing – marketing program in development and will commence in April 2021.

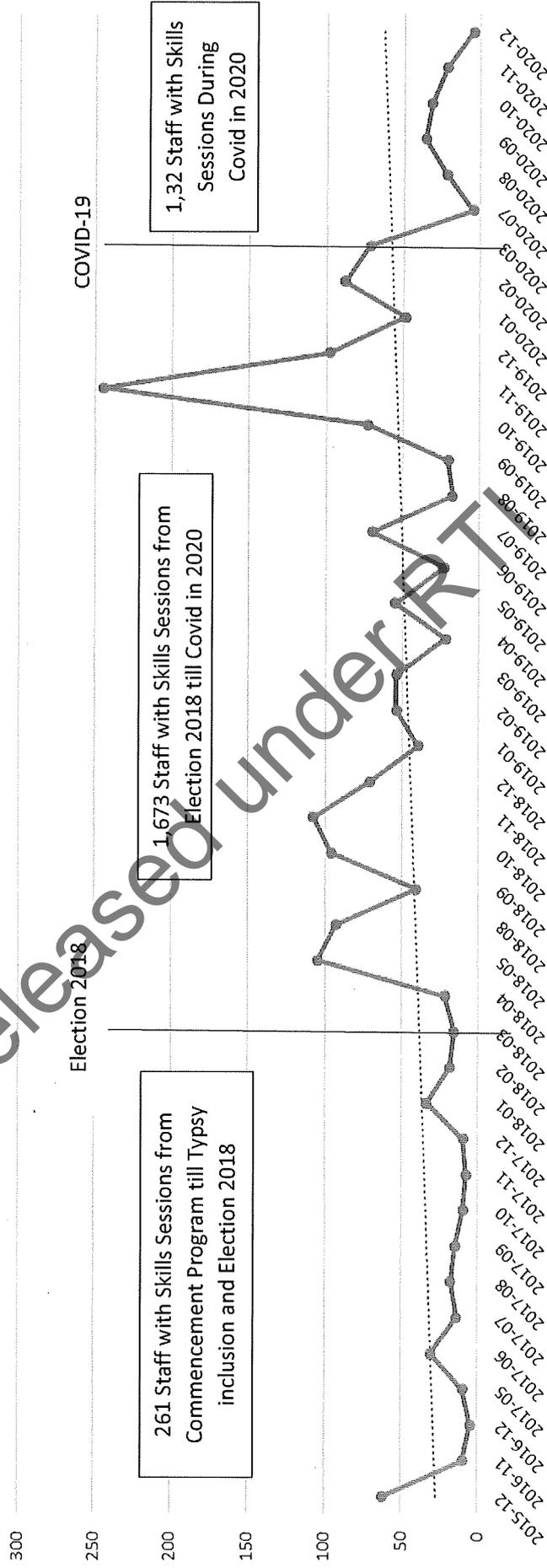
ER Component – budget item on track

Contractors – additional contractors will be engaged over the next six months as the program expands during the rebuilding phase. Some funds will be transferred to 2021/2022 however this will result in a more intensive program at a time when the industry activity is expected to substantially increase..

Performance Data

1. Progressive Performance

Awareness and Skill Sessions December 2015 to December 2020



Number Elements - Summary

Tourism and Brand	19	Wine Knowledge	177
Social Media Basics	98	Dealing with Unhappy Customers	202
Beer Knowledge	110	Employment	226

The Customer Experience	129	Coffee Skills	289
Upselling to Customers	136	Dealing with Customers	333
Management	162	Service Skills	629
		GCE Awareness at venue	4341

Grand Total = 6,851 Total Elements

2. Venues completed in Program and Targets 2020/2021

	Pre COVID-19	COVID-19	Post COVID-19
Venues Completed	869	840	32

Venue Target by next Election of 2,000 venues to Completion Stage will be met and exceeded.

Contractor Fleet includes 3 new contractors who will assimilate slower than others, and issues with Contractor weariness resulting in some time off after a very comprehensive COVID-19 process. Target will be met.

Venue re-visits have demonstrated significant improvement, including social media ratings.

3. Engagement as Part of the Collins SBA program

A major focus of the GCE program and the program contractors during the reporting period was direct, personal and one on one engagement with venue owners and operators as part of the Collins SBA program, assisting them in navigating their way through the lockdown and operating restrictions during the Coronavirus pandemic, and then our Venue Revival Program.

The Venue Revival Program provided information, links and assistance through the rest of the calendar year. Full details regarding the content of the program can be provided on request and via secured access.

Collins SBA Round 1

Row Labels	Count of Engaged - Yes/No
Continuity Guide	295
Continuity Guide and Explanatory Video	8
Webinar	70
Webinar with Continuity Guide	133
Webinar with Continuity Guide and Explanatory Video	328
Webinar then Appointment	3
Appointment	227
Contacted - Waiting for more detail	49
No Engagement - Already Covered	279
No Engagement - Closed	647
No Engagement - No Response	293
No Engagement - Not Interested	155
Grand Total	2,487

Colins SBA Round 2

Row Labels	Count of Engaged - Yes/ No
Coaching Sessions	19

Peak body sending out and encouraging take up	187	Venues with
Webinar	140	Engagement
Webinar then Coaching Sessions	54	555
Webinar Video	50	
Engaged but no follow up	105	
No Engagement	41	
No Engagement - Already Covered	234	Venues with no
No Engagement - Closed	308	Engagement
No Engagement - No Response	273	963
No Engagement - Not Interested	107	
Grand Total	1518	

4. Venue Feedback

Venue re-visits have demonstrated significant improvement, including social media ratings.

Venue feedback about the THA and GCE contractors during the Collins SBA program.

“Perfect! Thanks to THA - there is so much information we needed someone to sort through it and it makes our lives a whole lot better.”

“As a smaller venue we were very happy that the THA worked across all the industry and included us in this process. Grateful for the lobby strength of THA helping the whole of the industry get through this situation.”

“Thought the THA’s effort was fantastic - quote “I’m a little guy I do everything got no-one to help me, now I have, great feeling.”

"Repeated thanks to the THA they stood up and pulled the industry together. "

"The call came out of the blue and it was nice to know someone cared. ""

"From the information at hand the lobbying being done by the THA is proving that the THA are there for all within the industry. Fantastic initiative by the THA and Government to ensure someone is listening and willing to offer assistance."

"Thank you so much for reaching out to us. We really appreciate the assistance, plus all the information given."

"Once again, I would really like to say thank you to the THA for throwing us the lifeline during this crisis."

"I think it is good that the THA is lobbying on behalf of the whole industry. Someone needs to be doing it for everyone and the THA is in a good position to represent it."

"I was very happy to be included in the program. I needed some help."

"I am all for the THA representing the whole industry. I have been in the industry for 30 years but still needed help so it is good the THA has assisted us. We need that support network."

"I was really happy to be contacted about this program and more so afterwards!"

"I am all for the THA taking the lead in lobbying especially when things vary state to state."

"I was very happy the THA reached out to offer support."

"I am very happy that the THA is lobbying for support for the industry. We definitely need it."

"I was very happy the [REDACTED] was included in the program."

"It is good that the THA is lobbying for the whole industry because they know what the industry is needing & thinking."

"I was very happy to be included. [REDACTED] may be a large brand but I am only a small business franchise so I needed help."

"The THA is well positioned to lobby for the industry. A whole industry approach is always the best. A collaborative effort which is what the THA seems to have been able to do."

"I was very pleased to be included & contacted."

"I was able to pass on information to my boss. They have a 6 property business so they were on the mark with information but still thought it was great assistance for the THA as a whole of industry body."

"It is good that the THA is lobbying for us all. Someone has to represent the whole industry and the THA is in a prime position to keep in contact. I think they can help us with Typsy training during the downtime to improve staff training for when we resume."

"I was very happy to be included."

"It is good that the THA lobbies, they are in a good position to represent us as they are in contact."

"I was very happy to be included."

"It is fabulous that the THA is lobbying for the industry."

"I was very happy to be included."

"It is a massive benefit for the THA to be lobbying. They need to continue to assist the industry to survive and lobby to refine the support criteria."

"I was very happy to be approached."

"It is good that the THA is lobbying and I was very happy to be included."

"The THA lobbying is fantastic. We need it, are desperate for it."

"I was very happy to be contacted about this program."

"The THA have been very helpful. The THA is brilliant and as a member they explain and help me all the time. The cost of membership has paid off well & truly."

"It was great to be included."

"Should the THA be lobbying for the industry? Hell yeah! The THA needs to be lobbying to stop people being financially crippled by this."

"It was great to be involved."

"The THA lobbying for us gives more scope & options to get advice to get feedback for us."

"I was very pleased to be included."

"In terms of lobbying for all levels of tourism and business, there is a vacuum there that the THA can fill because they have been more effective than other industry organisations."

"I was very happy to be included."

Released under RTI

Great Customer Experience Program

What is a customer experience?

A 'Customer Experience' is developed through every single engagement a customer has with a business.

A 'Great Customer Experience' relies on each component of the customer experience meeting or exceeding the customers' expectations.

What is the Great Customer Experience Program and How is it Delivered?

Positive customer experiences are critical to the success of Tasmanian hospitality businesses because a happy customer is likely to become a loyal customer who can help boost revenue, promote the state as a destination of choice through word-of-mouth marketing and advocate the Tasmanian Brand, produce and services.

The Tasmanian Government task for the Tasmanian Hospitality Association is to enhance Tasmania's visitor experience through the delivery of Great Customer Experience Program to more than 2000 venues by 31 July 2022.

We do this by supporting business operators to assess their performance from an operator and from a customer's perspective by providing the operator with a detailed analysis of their customer reviews sourced from active social media channels, paired with a Business Health Check of the venue to identify the individual businesses operational practices, customer and staff dynamics, business strengths, and weaknesses.

We support the business to improve through recommendations and referrals and by identifying other areas where we can assist to grow their Brand. We provide a Seal of Approval where warranted or offer further assistance to get venues to a stage where an SoA is awarded.

This is the point where the GCE program ends for a venue if that is their choice or they can choose to participate further.

Venues can choose to undertake Venue Awareness Sessions that have great scope to engage staff and identify further areas for improvement and use our Typsy product to provide Skill Improvement sessions that improve skills across a number of areas, and for long term sustainability we provide to each staff member a Typsy membership and support to promote continual learning.

Program Participation and Completion

Includes a stepped process:

1. Social Media Review of the Business
2. Contact and Business Health Check

3. Business Support Plan developed and negotiated
 - o Supporting increased Great Customer Experiences in the Venue
4. Completion
 - o Business Opportunities referred
 - o Mental Health referral
 - o Seal of Approval Status determined
 - o Brand Enhancement and Support Processes agreed, if required

This constitutes Venue Completion of the program and will include a Seal of Approval presentation if warranted, or the development and engagement of Brand Enhancement strategies that include awarding of the SoA once further engagement is undertaken.

5. Brand Enhancement and Support Processes delivered
 - o Venue Awareness and/ or Skills Sessions
 - o Ongoing Training Plan Developed (Brand Growth)
6. Growing the Brand – Training Plan implemented through Typsu Support

Social Media Analysis

A Social Media review focuses on the Customer rating of the venue. It includes comments and Keyword analysis of the main factors that are both good and bad across the review spectrum.

The SM feedback is now more timely. Previously the reviews were done and left till the venues were engaged, in many cases this produced a less than timely engagement.

Under the new structure SM reviews are done as and when the venue is about to be visited, and can be requested urgently.

Contact and Business Health Check – originally known as "Survey"

Contact arrangements have not varied – phone, email or Cold Call.

Question and answer sessions that are now tied to specific solutions that result in Contractor follow up for Venue Awareness Sessions, Skill sessions and Typsu support, and referral by the Contractor to THA for follow up.

The Business Health Check has been enhanced by experiences of the COVID era and is now more targeted to Customer, business, staff and other issues that create "business health". Questions are generally Yes/ No and there are drop down boxes for most of the others. Some free text fields are allowed but in general the Business Health Check is now more focused and easier to get through.

Importantly there is now a Mental Health Component included.

Business Support Plan developed and negotiated

Contractors, once the Business Health Check is done, will then take the issues away, formulate a plan of action and revisit the venue.

Once "the Plan" has been presented to Venue operators and key set of recommendations or assistance will be put into place. This includes the referral of issues to the THA to follow up where appropriate, or referral on to

others (like Mental Health). At this stage recommendations about presentation of a Seal of Approval will be made – venues may qualify at this stage or be deemed to need further work to be done before it is awarded.

Venues will be able to declare their involvement. Complete at this stage or seek further assistance.

- Further assistance is provided by Contractor assistance with Venue Awareness and Skills sessions, and a long term option that will continue to grow their Brand by setting up a Typsy Training Program that will be supported long term to continue to improve the Customer Experience in the venue.

After Venue Completion plan we continue to assist venues in:

Brand enhancement

Driving up employee engagement and lifting skills.

Venue Awareness Sessions

Includes:

One or more sessions at the Venue that includes Venue Management and Staff. The Session continues to focus on Staff engagement with the Venue and on what would be of advantage to support the venue improve its Customer Experience.

Contractors have the capacity and approval to modify the presentation to suit individual, venue or other needs. The underlying requirements of major efforts to get engagement and participation have not varied.

Skill Sessions using Typsy

Skill Sessions:

One or more sessions at the Venue that address issues of Venue Management and Staff. The Sessions focuses on Typsy capacity, with other materials or knowledge being used where required.

Brand Growth

Typsy Membership:

Has been made available as a result of COVID-19 funding - includes a membership package that is free to users till Easter 2022 – it's long term assistance product that will keep venues using Typsy and includes a dedicated Training Plan and Contractor support to keep venues focused on ongoing improvement.

Progress Report - Strategic Plan and Workforce Development March 2021

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
<p>Industry Forums/Webinars</p> <p>Five (5) forums/webinars, one for each regional area, the content to focus on COVID-19 and key issues focussed on rebuilding Tasmania's hospitality industry.</p>	<ul style="list-style-type: none"> • All industry forums were cancelled from March 2020 due to the Coronavirus pandemic and will recommence in June 2021. • During the period the focus shifted to hosting monthly zoom meeting sessions from September 2020 with the accommodation, pub and restaurant sectors, with 12 meetings hosted during the period. 	<p>The key focus of the zoom meetings was to better understand the impacts the lock down and restrictions were having on each of the sectors.</p> <p>This helped inform the THA and government on their responses, including stimulus measures needed to support the industry during this critical period.</p> <p>The format of future forums will be revised based on feedback from pre-COVID events.</p> <p>The inaugural forums were two-day events and while very successful, the second series of forums experienced a marked decline in participation. Advice from the industry indicated much shorter and more accessible events were needed.</p>	<ul style="list-style-type: none"> • Forums will be recommenced in June 2021 and will include King and Flinders islands. • The format will now involve the THA and selected representatives of government organisations, industry experts and corporate organisations travelling to a larger number of regions, for shorter periods of time (2-3 hours).
<p>Delivery and finalisation of key initiatives commenced in 2019/2020 and practical outcomes achieved for key issues identified in the regional industry development plans.</p>	<ul style="list-style-type: none"> • With the lockdown of the hospitality industry and the restrictions from March 2020 still ongoing, the industry development plans largely became redundant. • Since March 2020 the focus has largely been to work with the Tasmanian government in assisting venues around the state managing their way through the lockdown and restrictions. 	<p>During the lockdown and ongoing restrictions the focus has primarily been on supporting hospitality businesses across Tasmania – venue owners, operators and their staff – to assist them in managing their way through the crisis.</p> <p>A major focus during the period has been to develop the mental health resources needed during this very stressful period.</p>	<ul style="list-style-type: none"> • Further development of the mental health resources to assist the industry as it re-emerges from the Coronavirus pandemic; • Continue working with the Minister on the poor mobile

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
	<ul style="list-style-type: none"> Other key initiatives continued from the industry development plans include: Advising the Minister for Hospitality on critical internet and mobile phone service issues; Further developing the relationship with OTAs, such as AirBnB; and Finalising the review of Modern Hospitality Technology. 		<p>phone and internet services in rural and regional areas;</p> <ul style="list-style-type: none"> Working with the Sharing economy; The technology loaded onto the THA website.
<p>Mental Health Program</p> <p>Online mental health resources available for hospitality businesses and enterprises across Tasmania.</p>	<ul style="list-style-type: none"> Stage 1. Development of an online mental health portal completed August 2020. Stage II Following the successful development of the THA web based mental health resources, work commenced on Stage II, the development of a "Lived Experience" series of videos to provide Tasmanian hospitality businesses with confidence in being able to manage mental health issues in their workplace, and manage them well. Following funding approval from the Tasmanian government the THA has expanded the Stage II mental health program to include the development of a mentoring 	<p>Stage 1</p> <p>The online portal was developed and has been highly successful, achieving a high degree of traffic in its first week and ongoing.</p> <p>Feedback has been that the site is well developed and user friendly.</p> <p>In particular the site assists the user in quickly navigating their way through what can- only be described as an overwhelming array of mental health information and services on the internet.</p> <p>The success of the website resources has been achieved by focussing on three key areas:</p> <p>Assisting venue owner and their staff</p>	<ul style="list-style-type: none"> For the purposes of the steering committee's oversight of the Strategic Plan and Workforce Development grant deed, this initiative is now complete. Stage II now subject to a separate grant deed and associated reporting requirements.

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
	<p>service, and partnership with Lifeline Tasmania and their Minding Your Business program.</p>	<p>understanding what is mental health;</p> <p>How to help yourself or your staff if you are experiencing mental health issues;</p> <p>How to create a mentally healthy workplace.</p> <p>Stage II will now be progressed under the auspices of a new and larger grant initiative agreed with the Tasmanian government, to develop and provide mental health resources and support for the Tasmanian hospitality industry.</p>	
<p>Profitability Program</p> <p>Better marketing and business guides completed and five profitability forums/webinars presented by 30 June 2021.</p>	<ul style="list-style-type: none"> With the operating limits and restrictions still in place the hospitality has had to develop a range of new business models, and the nature of the better marketing and business guides, and the proposed profitability forums, will now be reviewed. The review will also look at the proposed fourth phase of the Collins SBA program and whether the proposed outcomes will be best achieved through this program, or complementary resources to support this proposed program. 	<p>The review of the better marketing and business guide will be completed by the end of April 2021 and the guides developed by 30 June 2021.</p>	<ul style="list-style-type: none"> Review of the program completed by 30 April 2021 and revised initiative completed by 30 June 2021.

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
<p>Social Media and Communications</p> <p>The development and delivery of a comprehensive and effective communications plan, to inform Tasmanians and key stakeholders about the outcomes and achievements of the Tasmanian grant funded programs.</p>	<ul style="list-style-type: none"> The Communications and Media specialist has been appointed and a communications strategy is being developed. The Department of State Growth will be provided with an overview of the strategy when completed. 	<p>The appointment of the communications specialist has enabled the THA to be more effective in its communications tasks, and in particular, its capacity to inform the government and the community about the initiatives being undertaken as part of the grant deed program and the benefits being achieved through the government funding.</p>	<ul style="list-style-type: none"> An overview will be provided to State Growth's Manager, Hospitality Unit on the communications strategy when drafted.
<p>Best Practice and Innovation.</p> <p>To assist Tasmanian businesses and enterprises in adopting best practice in the hospitality industry.</p>	<ul style="list-style-type: none"> Two key initiatives were scheduled, with one completed while the other was cancelled as a consequence of the Coronavirus pandemic. The international scan of technology used in the hospitality industry has been completed. The international review of hospitality legislation, training and organisations was cancelled. This was because the review was to be delivered by engaging directly with around 15 hospitality associations around the world – similar to the THA, to understand the legislation, training and service organisations in their jurisdiction. 	<p>The international technology review will provide Tasmanian hospitality business owners and operators with a more detailed understanding of modern technology use in the industry, to assist in their business being more efficient, profitable and able to provide a more contemporary hospitality experience for their customers.</p>	<ul style="list-style-type: none"> International review of hospitality industry technology posted 30 June 2021.

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
	<ul style="list-style-type: none"> As a result of the Coronavirus pandemic the decision was taken to cancel the project as the priorities of the international organisations were very much focussed on managing the crisis. 		
<p>Showcasing Tasmanian Produce</p> <p>Participation in two or three regional events that have a strong focus on promoting local produce.</p>	<ul style="list-style-type: none"> The Coronavirus pandemic has severely limited the options for progressing this initiative. Now that the restrictions are beginning to ease new initiatives are being developed, including the opportunity at the May 2021 Hospitality Industry Awards for Excellence to showcase local Tasmanian producers to the wider Tasmanian hospitality industry, and the opportunity presented by the AHA national awards for excellence (to be hosted in Hobart in September 2021) as an ideal opportunity to showcase Tasmanian produce to the hospitality industry around Australia. 	<p>While not achieved to date, the objective remains to showcase Tasmanian produce and to encourage the development of strong relationships with local producers to maximise the benefits for producers and Tasmania's hospitality venues.</p>	<ul style="list-style-type: none"> The Hospitality Industry awards for excellence as an event to showcase Tasmania produce and producers. Program schedule for showcasing Tasmanian produce during the AHA national awards for excellence drafted by 30 June 2021.
<p>THA Awards for Excellence</p> <p>The deferred awards proceed in May 2021</p>	<ul style="list-style-type: none"> Due to the Coronavirus pandemic the 2020 awards had to be cancelled. 	<p>The 2021 awards will be held in 24th May 2021 with 351 nominations for awards.</p>	<ul style="list-style-type: none"> 2021 Awards held 24th May 2021.

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
<p>with over one hundred nominees.</p> <p>The purpose of the awards is to showcase the best and most innovative hospitality businesses in Tasmania, recognising the hard work and dedication of members of the industry</p>			
<p>Industry Promotion</p> <p>Greater awareness of Tasmania's unique offerings, particularly those in regional areas, and increasing patronage of venues over the coming twelve months.</p>	<ul style="list-style-type: none"> The first series of videos/vignette film work was completed in February 2021 and scheduled to go to air in late March 2021. 	<p>The feedback from participating venues has been extremely positive, recognising the value and benefits of the program.</p> <p>The videos will predominantly be screened via the THA's social media platform (with over 6,000 followers) and digital diagnostic tools will be used to measure engagement, along with feedback from the participating venues as the videos are screened.</p>	<ul style="list-style-type: none"> Outcomes from the first series of videos and vignettes will be reported as part of regular updates with the Department of State Growth, and the second series is scheduled to be filmed in June 2021.
<p>Events</p> <p>Up to five (5) events in 2020/2021 with a</p>	<ul style="list-style-type: none"> Planning for events in the first half of 2020/2021, both large and small scale, with any confidence has not been practical due to the uncertainties associated with the 	<p>No events were planned in the first half of 2020/2021 due to the Coronavirus restrictions and uncertainty.</p>	<ul style="list-style-type: none"> Further development of the Eat It Tassie! marketing and events platform and a

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
<p>focus on supporting Tasmania's hospitality enterprises, as they look to rebuild their businesses.</p>	<p>Coronavirus pandemic.</p> <ul style="list-style-type: none"> Now that restrictions have begun to ease, the THA has now commenced a review of potential events for the remainder of 2020/2021, with a key focus on creating demand for venues across the state. The THA has lodged a submission with the Tasmanian government to work with the Eat It Tasmania! marketing and events platform, to develop, promote and deliver a series of events to assist in rebuilding the Tasmanian hospitality industry. 		<p>scheduled series of events during the 2021 calendar year.</p>
<p>Strategic Partnerships and Engagement</p> <p>Engagement with targeted state, national and international hospitality organisations.</p>	<ul style="list-style-type: none"> The main partnership initiatives planned for 2020/2021 are: <ul style="list-style-type: none"> Development of an MOU with Hospitality NZ; Roundtable meeting with Hospitality NZ; Study Tour of New Zealand hospitality industry. The MOU with Hospitality NZ has now been agreed and signed and the roundtable and study tour are now being scoped, pending restrictions that may be in place due to the Coronavirus pandemic. 	<p>The MOU has been signed and tentative dates are in place for the roundtable. The study tour will be organised to coincide with Hospitality NZ's annual awards.</p> <p>Hospitality NZ will also be invited to attend the AHA national hospitality awards in September and will include an opportunity for the THA to host Hospitality NZ participants and showcase Tasmania hospitality programs and venues.</p>	<ul style="list-style-type: none"> Progress towards the planned roundtable meeting.

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
	<ul style="list-style-type: none"> A planned engagement with between 10-15 international hospitality organisations on their legislation, training programs and industry services has been cancelled due to the Coronavirus pandemic. This initiative will be revisited when these organisations are less focussed on managing their way through the pandemic. 		
<p>Workforce Development Fund (Skills and Training Initiatives) – Over 100 participants in key training initiatives</p> <p>This proposed fund is in line with the key initiatives outlined in the Strategic Plan and provides funding to support non-accredited training capabilities, as well as initiatives aimed at developing a sustainable hospitality workforce</p>	<ul style="list-style-type: none"> These initiatives include the following programs: <ul style="list-style-type: none"> Jobs Ready program Middle Management Training Program Barista Training Program Hamlet Initiatives The Coronavirus pandemic has limited the capacity to deliver these programs in 2020/2021. However the barista training program has now commenced in earnest with over 120 staff participating to date and 500 staff registered to complete the training by 30 June 2021. Discussions have also now commenced with the new Registered Training Organisation (THTT) in relation to the future development and delivery of non-accredited training services. 	<p>Following the success of the non-accredited training initiatives, in consultation with the new industry led Registered Training Organisation (RTO) the non-accredited training programs will be expanded when safe to do so again due to COVID.</p>	<p>Report on consultation with the CEO of the new RTO on potential future workforce development programs.</p>

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
<p>Hospitality Awareness Program</p> <p>Engagement with potential employees and generating an understanding of, and interest in the hospitality industry</p>	<ul style="list-style-type: none"> Nil due to COVID 	<p>The awareness days provide opportunities for participants to see if they are suited to the hospitality industry and enables participants that are not right for the industry to look for other more suitable forms of employment.</p> <p>The awareness days allow participants to get an authentic understanding of what the hospitality industry is really like.</p> <p>The service is provided in concert with the Not for Profit sector, the migrant sector, disability sector and Job Actives to promote careers in the hospitality industry.</p>	<p>As the Coronavirus Pandemic restrictions are lifted the THA will work with the Not for Profit, migrant and disability sector organisations to deliver the program.</p>
<p>Hospitality Awareness Program - Redundancy Programs</p> <p>The program is intended to identify alternative employment opportunities in the hospitality industry, when workers in another industry become redundant or industries close.</p> <p>The THA presents options for Hospitality awareness sessions that promote employment</p>	<ul style="list-style-type: none"> In December 2020 the THA delivered a presentation to 9 employees from Cadburys. 	<p>The THA Cadbury presentation was well received and provided affected employees with an understanding of the potential career opportunities in the hospitality sector.</p>	<p>The THA will continue to attend and promote the hospitality industry at sessions for employees made redundant through liaising with State Growth Rapid Response Unit, as and when the need arises.</p>

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
<p>and training opportunities resulting in employment outcomes for displaced staff and link with employment opportunities known in hospitality.</p>			

Released under RTI

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
<p>Schools Program- Hospitality Awareness Days (HAD) Hospitality Awareness Sessions (HAS)</p> <p>The schools program is run and managed by the THA to link engagement between industry and schools, with the purpose of creating opportunities for school based apprenticeships</p>	<ul style="list-style-type: none"> A total of 18 schools across Tasmania completed awareness sessions in 2020, with a total of 420 students attending. 	<p>Due to COVID-19 awareness sessions switched to an online presentation and when safe to do so, in schools sessions will recommence.</p> <p>The online sessions were 2 hours in duration and very well received by students and staff, fitting into a normal 2-hour double lesson period.</p> <p>These awareness sessions complement the awareness day sessions and will be targeted at year 9 and 10 students, with the full day awareness days targeted at college students, to differentiate the two experiences and to lead to more meaningful outcomes.</p> <p>The use of the digital format has enabled a greater reach of the awareness sessions, including the regional areas and King and Flinders islands.</p>	<p>Continue working with both Public and Private schools and lock in dates for awareness sessions for 2021. Five (5) schools already locked in dates for 2021 before school ended 2020. Awareness days to resume for schools wishing to participate from Term1 2021 onwards, if safe to do so and our current restrictions remain in place.</p>

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Sixth Months (to be reported on at next Steering Committee meeting)
<p>Schools Program - Hospitality Showcases</p> <p>These are events aimed to inspire students to explore careers in hospitality and highlighted key aspects of working in the industry.</p>	<ul style="list-style-type: none"> 2020 saw the THA partner with Beacon to deliver 3 hospitality showcases (Hobart, Launceston & Burnie). Workshops held were a combination of industry experts talking about their career journey and hands on experiences. The sessions finished with an expert panel Q&A. <p>Hobart 8 schools 120 students Rotations – cocktails, kitchen & barista Expert panel – ASbA, Work & Training, Federal, THA</p> <p>Launceston 6 schools 108 students Rotations – cocktails, kitchen & front of house Expert panel – ASbA, Work & Training, Federal, THA</p> <p>Burnie 5 schools 98 students Rotations – cocktails, kitchen & barista Expert panel – ASbA, Burnie Arts & Function Centre, chef, bar & barista</p> <p>Total schools engaged - 19 Total students engaged- 326</p>	<p>These sessions provide an important opportunity to showcase careers in Tasmania hospitality industry and inspire students to consider a career in the industry.</p>	<p>The THA is now booking venues to host the 2021 showcases</p>

Program/Project	Activities in the Reporting Period	Outcomes	Planned Activities Next Six Months (to be reported on at next Steering Committee meeting)
Schools Program - ASBA Career Pathway Program	<ul style="list-style-type: none"> • 5 Students gained employment directly through the THA's pathway program. • The THA also connected the Department of Educations and ASBA unit with 12 venues to investigate future apprenticeship opportunities. • A private Facebook group has also been set up to keep students engaged and up to date on opportunities for apprenticeships. • Students were also provided access to Typsy, to assist them in developing their skills, increasing the potential for success through the ABSA program. • The THA now has an active database of over 100 students who have expressed an interest in pursuing an apprenticeship in the hospitality industry. 	<p>Expressions of interest were strong with 30 students signing up at beginning of the 2020 year.</p> <p>Due to COVID program was halted.</p>	<p>New EOI to begin in Term 1 2021.</p> <p>The THA will recommence engagement with host venues to support employment of students</p>
Non-accredited Skill Sets - Job Ready Programs	<ul style="list-style-type: none"> • Nil due to COVID • The THA is now consulting with the new industry led Registered Training Organisation (RTO) to develop new non-accredited training programs 	<p>N/A</p>	<p>The THA will provide the Department of State Growth updates as the consultation with the new RTO is progressed.</p>

2. Expenditure

Budget Items	2020/21 Allocation	1st	2nd	3rd	4th	Total To Date	Balance Remaining
		quarter 30-Sep-20	quarter 31-Dec-20	quarter 31-Mar-21	quarter 30-Jun-21		
Industry Development Initiatives	270,000	39,631	29,603			69234	200766
Workforce Development Initiatives	270,000	84,378	25,512			109890	160110
Promoting Excellence	75,000	0	0			0	75000
Industry Promotion & Events	200,000	15,566	26,710			42276	157724
Social Media and Communications	120,000	19,989	34,184			54173	65827
Strategic Partnerships & engagement	18,067	0	0			0	18067
Totals	953067	159564	116009			275573	677494

Notes.

- Industry development Initiatives - expenditure will increase over the next 6 months as the forums, island visits and business and marketing guide initiatives are progressed.*
- Workforce Development Initiatives - expenditure against this program is on track*
- Promoting Excellence - expenditure will increase over the next 6 months as the state and national awards for excellence are progressed and planned showcasing produce initiatives are underway.*
- Industry Promotion and Events - Expenditure will increase over the next 6 months with the showcasing the hospitality industry filming now underway, and events being planned.*
- Social media and communications - expenditure against this program is on track*
- Strategic Partnerships - expenditure will increase over the next 6 months following the signing of the MOU with Hospitality NZ*

2018-2022 Tasmanian Hospitality Industry Strategic Plan

2020/21 Annual Project Management Plan - Great Customer Experience Program

1.0 Introduction

This Project Management Plan (PMP) has been prepared to meet the requirements of the Grant Deed signed between the Tasmanian Hospitality Association (THA) and the Department of State Growth (DSG) – the Parties – on 14th November 2018 for the purposes of the Great Customer Experience program (The GCE Program). The Grant Deed forms the basis upon which the Tasmanian Government has granted \$2.8 million to the THA, to deliver the Great Customer Experience program (the GCE Program).

A Four-Year Project Plan has been developed and agreed by the parties that establishes the scope and objectives of the GCE Program, the project team, the resource requirements, governance arrangements, stakeholder management and communications, risk and quality management and the project budget. This PMP identifies the key initiatives to be progressed in the 2020/2021 financial year, the associated performance indicators, the project timing and the monitoring and reporting for each initiative.

1.1 COVID-19 Impacts

These plans have been prepared in July 2020, incorporating the activity planned for the 2020-21 period with consideration and acknowledgement of the degree of uncertainty in the current environment due to COVID-19. The plans have been designed to be flexible and adaptable should COVID-19 restrictions impede any activity from being achieved as a result of COVID-19, and to respond to the requirements of the industry at that time.

While the Tasmanian hospitality industry is now in the early stages of re-opening after the restrictions have been eased and lifted, the focus of the PMP for the next 12 months will see our program pivot in response to COVID-19 and in the re-establishment of Tasmania's hospitality industry and assisting businesses with getting back on their feet.

The GCE program has been tailored to focus specifically on developing a culture of customer experience excellence. With the reliance on the tourism economy to drive visitation and the reduction in the number of customers able to enter venues due to the coronavirus, the GCE program will shift to focus on COVID recovery activities in the short term to support the hospitality industry during this critical period.

2.0 Project Plan Summaries

2.1 Venue Engagement and Support

Performance Indicator. *Over 2,000 venues engaged in the program and/or contacted during the year.*

Objective. *Provide a source of information and advice to venues to support people and operational capacity.*

Program Delivery. *GCE Contractors are contacting and visiting all Hospitality and Tourism venues to provide information that assists venue operations, to develop strategies to support venues and staff and to identify and solve problems.*

Key Resource Needs. *GCE Management and Contractors. Contractor numbers are being increased as potential staff are identified.*

Timing. Initial visit plans are current to end December 2020. This will be revised when the updated program is developed in January 2021.

Monitoring, Review and Reporting. A progress report on key performance indicators (including number of venues engaged, hours of support provided, key issues and advisory services provided and number of contractors) will be provided to the Steering Committee at its half yearly meeting.

2.2 Skills and Knowledge Development through Typsy

Performance Indicator. In excess of 1,000 venues accessing the platform in 2020/2021.

Objective. Provide a source of learning that will enable venues to be skilled in Hospitality operational and management skills that will contribute to the culture of customer service excellence in Tasmania.

Program Delivery. THA has entered into a contractual relationship with Typsy – the THA preferred video-based learning framework - that gives all Hospitality and Tourism businesses in Tasmania membership of Typsy until end April 2022.

The membership and utilisation of Typsy is mentored and monitored by THA Contractors. Initial membership requires all staff to be allocated and complete a suite of COVID19 related tasks to help ensure the venue is COVID-19 safe.

These tasks are incorporated into a series of six (6) Typsy courses, developed by the THA, providing 3.5 hours of online learning material. These videos focus on the key measures in providing a safe and hygienic workplace and highlighting the importance of a safe and hygienic workplace for all staff, customers and suppliers.

The continuing membership requires venues to embrace the platform and to create a learning environment – the THA aftercare philosophy that changes the mindset, and practice and custom, of venues in the industry.

Key Resource Needs. GCE Management and Contractors. Contractor numbers are being increased as potential staff are identified.

Timing. 1,000 venues participating by December 2020.

Monitoring, Review and Reporting. A progress report on key performance indicators (including the nature and frequency of the educational videos being accessed, and the number of venues accessing the platform successfully, and completion statistics).

2.3 Continued Employment Relations support

Performance Indicator. The GCE ER officer will continue to provide ER support to the THA ER/IR manager as the THA continues to service the entire hospitality industry, as venue owners and operators navigate their way through the Coronavirus pandemic. In essence these services are available to over 2,000 hospitality venues across Tasmania. The role of the GCE IR officer will also be reviewed in line with the review of the GCE program, scheduled by January 2021, and the nature and scale of the service will be redefined at that time.

Objective. Provide a support service to venues that enables successful ER management practices and procedures.

Program Delivery. The ER Project Officer position has been instrumental in support of the THA ER Manager as support requirements rose from 450 venues to well over 2,000 in the COVID19 period. The increased pressure remains, and this will be the case till end December 2020.

Key Resource Needs. GCE Management and ER Project Officer.

Timing. Continuing till end of December 2020, as venues continue to require assistance.

Monitoring, Review and Reporting. Review to be part of new GCE program in 2021. A progress report on key performance indicators, including main issues being reported will be provided to the Steering Committee at its half yearly meeting.

2.4 Testimonials

Performance Indicators. One operator a month over the next ten months.

Objectives. To provide material that can assist with promoting the GCE program as well as providing feedback on the performance and value of the program. Now more than ever it is important to show customers that venues are safe to enter in a post-covid environment.

Program Delivery. A GCE contractor has been provided with training and facilities to be able to conduct and record quality footage and interviews with venue owners, operators and staff. The Program Manager will provide direction to the contractor regarding those venues to be filmed and interviewed. This material will be placed on the GCE website and THA social media.

Key Resource Needs. GCE Contractor, filming equipment.

Participants. Selected venues who have successfully implemented COVID-19 recovery initiatives and implemented COVID-19 Safety Plans.

Timing. Ongoing.

Monitoring, Review and Reporting. Updates on the progress will be provided at the 6-monthly steering committee meeting.

2.5 Redevelop Great Customer Experience Program concept

Performance Indicator. A new, modified program will be developed by January 2021 which will support the initial goal of achieving a culture of customer experience excellence.

Objective. To re-develop the GCE concept to cater for The GCE program that has been tailored to focus specifically on developing a culture of customer experience excellence. With the reliance on the tourism economy to drive visitation and the reduction in the number of customers able to enter venues due to the coronavirus, the GCE program concept needs to be re-visited to cater for this new environment.

Program Delivery. Research to be undertaken to understand the needs of the hospitality industry in a post-covid environment and how the GCE program can assist with facilitating this process.

Key Resource Needs. GCE Management.

Timing. The program will be formulated and implemented following research conducted to take effect from January 2021, if the environment suggests that this will be achievable.

Monitoring, Review and Reporting. A progress report on key performance indicators will be provided to the Steering Committee at its half yearly meeting.

2.6 Specific COVID-19 Recovery Initiatives

Development of COVID-19 Safety Plans for the hospitality industry

Performance Indicator. Number of plans developed, number of businesses receiving advice.

Objective. As an extension of the support the GCE team have provided to the industry in response to COVID-19, there is opportunity to provide continued support as the industry continues to rebuild in a post-Covid-19 environment. The objective is help businesses understand the requirements in order to safely operate their business in the COVID-19 environment.

Program Delivery. As part of the in venue service already being offered through the GCE Contractors, all venues will be provided with information and support by the GCE contractors to develop a COVID-19 Safety Plan in line with Worksafe Tasmania guidelines. This will help ensure that businesses are able to safely re-open or expand their business activities during the pandemic, while ensuring the health and safety of all customers.

An example COVID-19 Safety Plan will be developed to provide to venues to use as an example on how to prepare their own plans for their venues.

Key Resource Needs. GCE Management and Contractors, Worksafe Tasmania advice.

Timing. Due to the immediate nature of the requirement for businesses to have COVID ready plans, this will be completed as a matter of urgency and will continue to be implemented for the remainder of 2020.

Monitoring, Review and Reporting. A progress report on key performance indicators will be provided to the Steering Committee at its half yearly meeting.

2.7 Digital COVID-19 Information Packs

Performance Indicator. Accessible online information available to over 2000 hospitality businesses and enterprises.

Objective. In conjunction with the support to develop COVID-19 Safety Plans, information packs containing updated information will be developed and provided for all venues to access to ensure they have all the information available to them and continue to have awareness and adhere to the current restrictions in place. The information packs will include the most up to date information on density and spacing requirements, limitations on numbers of people allowed in venues and recommended hygiene and social distancing measures and other relevant information that that venues need to be aware of.

Program Delivery. The information packs will be made available online via the GCE website and THA social media.

Key Resource Needs. GCE Management and Contractors, Department of State Growth advice.

Timing. Information to be sourced by September 2020, to be placed onto the website ASAP.

Monitoring, Review and Reporting. A progress report on key performance indicators, including the number of downloads/packs provided in venues will be provided to the Steering Committee at its half yearly meeting.

2.8 Continued Partnership with Collins SBA

Performance Indicator. The THA is currently reviewing the Collins SBA program with the capacity to provide further support and advice, continuing on from the successfully funded program. A revised initiative to be developed by 30 September 2020.

Objective. To continue to provide business continuity and cash flow advice to businesses effected by COVID-19, including both THA members and non-members.

Program Delivery. Many hospitality businesses have benefited from the support already provided through the existing partnership with Collins SBA, and many continue to require assistance as the environment continues to change and businesses begin to re-build. Through the partnership with Collins SBA, businesses are provided with assistance with preparing a cash flow budget for the next 12 months, and advice on understanding their ability to operate successfully during (if possible) and post the COVID-19 environment.

Key Resource Needs. GCE Management, Contractors, Collins SBA representatives.

Timing. Continuing as venues continue to require assistance.

Monitoring, Review and Reporting. A progress report on key performance indicators will be provided to the Steering Committee at its half yearly meeting.

Budget

2020_2021 GCE Program

1. Income									
C/F2019/20	379,151								
Aug-20	350,000								
Feb-21	350,000								
Total	1,079,151								
2. Expenditure									
Budget Items	2020/21 Allocation	1st quarter	2nd quarter	3rd quarter	4th quarter	Total To Date			Balance Remaining
		30-Sep-20	31-Dec-20	31-Mar-21	30-Jun-21				
Management	150,000	0	0	0	0	0			150000
Marketing	65,000	0	0	0	0	0			65000
ER Component	120,000	0	0	0	0	0			120000
Contractors	744,151	0	0	0	0	0			744151
Totals	1,079,151	0	0	0	0	0			1079151

From: [REDACTED] s 36
Sent: Friday, 13 August 2021 9:43 AM
To: [REDACTED] s 36
Cc: Steve Old
Subject: RE: Mental Health Pilot Extension
Attachments: Grant Deed - Tasmanian Hospitality Association - Mental Health Support Package \$125,000.PDF

Hi [REDACTED] s 36

Please take this email as confirmation that DSG agrees to provide an extension to the completion date of the Mental Health Support Package grant deed (attached) to **31 October 2021**.

Given the short nature of the extension, a formal deed of variation is not considered necessary.

Under the deed, an Acquittal Report and Exit Report are due no later than four weeks following the completion date. With the agreement to extend the project completion dates, these reports will now be due no later than **30 November 2021**. Following this, the final payment of \$25,000 will be made.

I acknowledge that the findings from the pilot mentoring program will inform the activities under the additional \$600,000 commitment made under the 2021 election, so it is vital that the pilot is given sufficient time be completed and the results analysed.

CCing in Steve to this email as contact for the deed.

Regards,

[REDACTED] s 36

From: [REDACTED] s 36
Sent: Thursday, August 12, 2021 11:31 AM
To: [REDACTED] s 36
Subject: Mental Health Pilot Extension

Hi [REDACTED] s 36

As discussed yesterday the relatively low uptake initially of the mentoring program has resulted in funds being available to extend the pilot trial. We believe momentum is shifting and is important as this also provides an opportunity to learn more about the changes in the referral processes put in place.

The findings from the pilot will also be important in the design and development of the mental health program moving forward, with the Tasmanian Government's commitment of \$600,000 over the next two years.

The current allocation of \$125,000 has \$34,424 remaining.

The THA is seeking approval from State Growth to extend the pilot trial until 31st October 2021

Regards,



[REDACTED] s 36

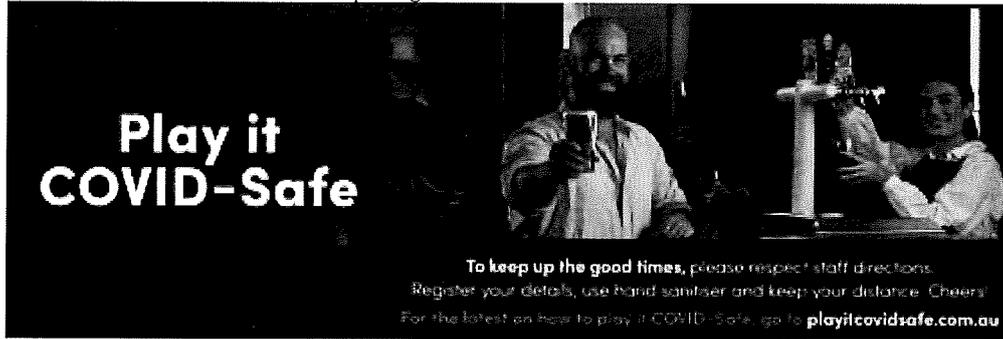
Policy & Government Programs Manager

p: [REDACTED] s 36
a: 25/93 Salamanca Pl, Hobart TAS 7000
w: tha.asn.au e: [REDACTED] s 36



Disclaimer information

Please consider the environment before printing this email.



Released under RTI



Grant deed

The Crown in Right of Tasmania
(represented by the Department of State Growth)
(Grantor)

and

Australian Hotels Association Tasmanian Hospitality Association
(Recipient)

OCS NS PRECEDENTS
Grant Docs-Grant deed (long form) template-3-2014
(December 2014)

REFERENCE AND CONTACT DETAILS

Department: State Growth
Contact officer: s 36
Telephone: s 36
Email: cls@stategrowth.tas.gov.au

Doc Ref: Tasmanian Hospitality Association – Mental Health Support Program \$125,000

Contents

Details and recitals	1
Information Table	2
1 Definitions and interpretation	5
1.1 Definitions	5
1.2 Interpretation	6
1.3 Headings	8
1.4 No rule of construction applies to disadvantage party	8
1.5 Information Table	8
2 Grant	8
2.1 Agreement to provide Grant	8
2.2 Acknowledgments	8
3 Payment of Grant to Recipient	8
3.1 Method of Grant payment	8
3.2 Conditions affecting Grant payment	9
3.3 Grant Account	9
4 Application of Grant and related matters	10
4.1 Application of Grant for Approved Purpose	10
4.2 Restrictions on use of Grant	10
4.3 No conflict	11
4.4 Commencement of Approved Purpose	11
4.5 Completion of Approved Purpose	11
4.6 Compliance with Law	11
4.7 Carrying out activity	11
4.8 Contractors	11
4.9 Outcomes	11
4.10 Financial records	12
4.11 Grant not to be used as security	12
4.12 Notice by Recipient of adverse matters	12
5 Publicity concerning Grant and Approved Purpose	12
5.1 Acknowledgement	12
5.2 Publicity	13
5.3 Official launch and major announcements	13
6 Repayment of Grant by Recipient	13
6.1 Repayment of any unexpended part of Grant	13
6.2 Repayment for incorrect use of Grant	13
6.3 Repayment of Grant - other circumstances	13
6.4 Recipient must comply with notice	13
6.5 Interpretation	14
7 Review, monitoring, audit, reports and related matters	14
7.1 Review, monitoring or audit of Relevant Matters	14
7.2 Reporting	14

8	Indemnities	15
8.1	Indemnities from Recipient	15
8.2	Continuing obligation	15
9	Insurance	15
9.1	Application	15
9.2	Recipient to insure	15
9.3	Grantor to be named as principal	16
9.4	Recipient to notify Grantor	16
9.5	Protection of insurance	16
9.6	Policy documents	16
10	Representations and warranties	16
10.1	Warranties	16
10.2	Survival and repetition of representations and warranties	18
10.3	No reliance by the Recipient	18
11	Default Events, termination, scope reduction and suspension	18
11.1	Default Events	18
11.2	Termination - Default Events	19
11.3	Termination for convenience	19
11.4	Reduction in scope of Approved Purpose	20
11.5	Suspension of payment of Grant (or instalment of Grant)	20
12	Special terms and conditions	21
13	GST	21
14	Dispute resolution	22
14.1	Application	22
14.2	Negotiation	22
14.3	Status of negotiations	22
14.4	Further action	22
14.5	Continuation of performance	22
14.6	Injunctive and other discretionary relief	22
15	Notices	23
15.1	Notice requirements	23
15.2	Method and address for delivery	23
15.3	Time of receipt	23
15.4	Other modes or places of service	24
16	Miscellaneous	24
16.1	Governing law	24
16.2	Dispute jurisdiction	24
16.3	Entire agreements clause	24
16.4	Liability	24
16.5	Benefit	24
16.6	Compliance with obligations	24
16.7	Severance	25
16.8	Counterparts	25
16.9	Further assurance	25
16.10	Business Days	25
16.11	No partnership or agency	25

16.12	Legal costs	25
16.13	Amendment	25
16.14	Waiver	26
16.15	Successors and assigns	26
16.16	Rights cumulative	26
16.17	Set-off	26
16.18	No assignment	26
16.19	Disclosure	26
16.20	Determination	26
16.21	Consent and approvals	26
16.22	Doctrine of merger	27
16.23	Minister or State of Tasmania expressed to be party	27
16.24	No interference with executive duties or powers	27
16.25	Surviving provisions and termination	27
	Signing	29

Released under RTI

Grant deed

Details and recitals

Date:

31 March 2021

Parties:

Name **The Crown in Right of Tasmania**
(represented by the Department of State Growth)
Short form name **Grantor**
Notice details C/- Department of State Growth, GPO Box 536 Hobart in Tasmania 7001
Facsimile: (03) 6173 0287
Email: cis@stategrowth.tas.gov.au
Attention: Secretary, Department of State Growth

Name **Australian Hotels Association Tasmanian Hospitality Association**
ACN/ARBN/ABN 16 231 925 997
Short form name **Recipient**
Notice details PO Box 191 Battery Point in Tasmania 7004
Facsimile:
Email: steve@tha.asn.au
Attention: Steve Old

Recitals:

- A. The Grantor has agreed to provide a monetary grant to the Recipient upon the terms and conditions set out in this Deed.
- B. The Recipient has agreed to accept the Grant on the terms and conditions set out in this Deed.

Information Table

Item 1 (clause 1.1):	Approved Purpose for which the Grant is provided
To develop and implement a specific mental health support package for the hospitality industry in Tasmania in response to the COVID-19 pandemic.	
Item 2 (clause 2.1):	Grant Amount
One hundred and twenty five thousand dollars (\$125,000) (excluding GST) payable by instalments in accordance with Item 3.	
Item 3 (clause 3.1):	Payment method for the Grant
The grant is payable by two instalments as follows: Instalment 1: \$100,000 after signing of this deed and to the satisfaction of the Grantor meeting conditions precedent set out in Item 4. Instalment 2: \$25,000 upon the satisfaction of the Grantor meeting conditions precedent set out in Item 4.	
Item 4 (clause 3.2(a)):	Conditions precedent to payment of the Grant
With respect to: Instalment 1 - provision of a detailed Project Plan to the satisfaction of the Grantor Instalment 2 - provision of an Exit Report to the satisfaction of the Grantor no later than 30 September 2021	
Item 5 (clause 3.3):	Grant Account
Not applicable.	
Item 6 (clause 4.1(d)):	Agreed Plan for carrying out the Approved Purpose
An agreed plan for carrying out the approved purpose (Project Plan) is to be provided each year to the satisfaction of the grantor states in Item 4.	
Item 7 (clause 4.1(e)):	Agreed Budget for carrying out the Approved Purpose
Not applicable.	
Item 8 (clause 4.4):	Date for commencement of the Approved Purpose
The date of this Deed.	
Item 9 (clause 4.4):	Date for completion of the Approved Purpose
31 August 2021.	

Item 10 (clause 4.9(a)): Outcomes
Not applicable.

Item 11 (clause 7.2): Reporting requirements
<p>Until all of the Recipient's obligations under this Deed related to the carrying out of the Approved purpose have been performed or discharged, the Recipient must give to the Grantor:</p> <ul style="list-style-type: none"> (a) a detailed Project Plan, as identified in Item 4; (b) a Progress Report; (c) an Exit Report, as identified in Item 4; (d) an Acquittal Report ; and (e) any other information, report, progress report, statement or statutory declaration relating to the Approved Purpose as may be reasonably required within 21 days of the Grantor's written request. <p>Each financial statement and report must be in writing, in a form and substance satisfactory to the Grantor.</p>

Item 12 (clause 9): Insurance
<p>Clause 9 is applicable. The amount of insurance required for the purposes of clause 9.2 (a) is \$20,000,000 and the amount of insurance required for the purpose of 9.2(b) is \$10,000,000.</p>

Item 13 (clause 12): Special terms and conditions
<p>The Recipient agrees:</p> <ul style="list-style-type: none"> (a) to provide a monthly update to the Department of State Growth in the form of a verbal briefing, together with a written progress report in a form and substance satisfactory to the Grantor on 31 May 2021; (b) to provide, in a form and substance satisfactory to the Grantor, written evidence of the satisfaction of each condition precedent; (c) that any interest received and/or accrued on the Grant forms part of the Grant and is to be used solely for the Approved Purpose; (d) to provide to the Grantor any other information, report, progress report, statement or Statutory Declaration relating to the Approved Purpose that the Grantor reasonably requests, within ten Business Days of the Grantor's written request; (e) that any information to be provided by the Recipient under the terms of this Deed is to be in a form acceptable to the Grantor; (f) to participate in any funding evaluation that may be undertaken by the Grantor; and (g) without limiting clause 5.3, the Recipient is to liaise with the Department of State Growth regarding any planned major media announcements and provide at least one weeks' notice prior to each function. <p>GLOSSARY</p> <p>"Acquittal Report" means, in respect of the Approved Purpose, a detailed financial acquittal report due no later than four weeks after the provision of the Exit Report, outlining the Recipient's use and expenditure of the Grant against the budget detailed in the Project Plan for</p>

each of the activities.

“Exit Report” means, in respect of the Approved Purpose, a report due no later than 30 September 2021 detailing:

- that all items identified within the Project Plan have been delivered as planned;
- key outcomes of the mental health support package, including number of vignettes filmed and produced, venues filmed and the reach and engagement of the vignettes;
- a report on the pilot mentoring program and advisory service including number of businesses who participated in the program, regularity of the service, types of advice provided and outcomes of the service along with a report on the types of issues the industry is currently faced with and qualitative feedback from participants; and
- a report on the partnership with Lifeline Tasmania including number of businesses and individuals who have participated in the Mental Health First Aid training program and a regional breakdown of participation;

“Progress Report” means, in respect to the Approved Purpose, a report due no later than 31 May 2021, a report detailing progress against the Project Plan.

“Project Plan” means, in respect of the Approved Purpose, a report detailing project goals and objectives, tasks and initiatives that will be achieved.

Released under RTI

Agreed terms and conditions

The parties agree as follows:

1 Definitions and interpretation

1.1 Definitions

In this Deed, unless the context otherwise requires:

Approved Purpose means the purpose for which the Grant is provided as set out in Item 1.

Authorised Officer means:

- (a) if a party is the Crown or a Minister of the Crown, each of the Secretary of the department responsible for the administration of the Grant, an Acting Secretary of that department, a Deputy Secretary of that department, and a nominee of any of them; or
- (b) for any other party, a person authorised in writing by that party.

Business Day means a day that is not a Saturday, a Sunday, Easter Tuesday or a statutory holiday (as defined in the *Statutory Holidays Act 2000* (Tas)) generally observed in Hobart.

Conflict means any matter, circumstance, interest or activity involving or affecting the Recipient, or any of its Personnel, that conflicts with, may conflict with, or otherwise impairs, the Recipient undertaking the Approved Purpose fairly and independently in accordance with this Deed.

Crown means the Crown in Right of Tasmania.

this Deed means this deed and includes all its annexures, appendices, attachments and schedules (if any).

Default Event means each of the events specified in clause 11.1.

Details means the details and recitals set out above.

Government Body includes a body politic, a government (federal, state or local), a governmental, judicial or administrative body, a tribunal, a commission, a department or agency of any government, and a statutory authority or instrumentality.

Grant means the grant paid, or to be paid, by the Grantor to the Recipient pursuant to clause 2.1.

Grant Account has the meaning in clause 3.3.

Grantor means the person or entity named above as Grantor and, where the context requires, includes the employees, authorised contractors and agents of that person. If the Grantor is a Minister of the Crown, a reference to the Grantor includes that Minister's predecessors and successors in office (as applicable).

GST means any goods and services tax or similar tax imposed by the Commonwealth of Australia (but excluding any penalty, fine, interest or similar payment).

GST Laws means applicable Laws relating to GST.

Information Table means the table titled 'Information Table' set out above.

Item means an item in the Information Table.

Law means:

- (a) principles of law or equity established by decisions of courts;
- (b) legislation and subordinate legislation; and
- (c) requirements, approvals (including conditions) and guidelines of any Government Body that have force of law.

month means calendar month.

Outcomes means the outcomes (if any) that the Recipient must achieve in relation to the application of the Grant or carrying out the Approved Purpose, as set out in Item 10.

PPSA Security Interest has the meaning given to the term 'security interest' in the *Personal Property Securities Act 2009* (Cwlth).

Personnel means any person who is an officer, employee, agent, or professional advisor of the Recipient.

Recipient means the person named above as the Recipient and, where the context requires, includes the officers and employees of the Recipient.

Relevant Matter means any matter or thing related to any of the following:

- (a) the performance by the Recipient of its obligations under this Deed;
- (b) the receipt, use or expenditure of the Grant;
- (c) the carrying out of the Approved Purpose (including the effectiveness of the Recipient's carrying out of the Approved Purpose);
- (d) any report provided, or to be provided, by the Recipient to the Grantor in accordance with this Deed;
- (e) any information provided by the Recipient to the Grantor in connection with any application for the Grant;
- (f) any breach of this Deed by the Recipient;
- (g) the occurrence, or possible occurrence, of any Default Event.

Right includes a right, a power, a remedy, a discretion or an authority.

Security Interest means:

- (a) a PPSA Security Interest;
- (b) any mortgage, charge, bill of sale, pledge, deposit, lien, hypothecation, arrangement for the retention of title and any other interest or power given by way of security for any debt, monetary liability or other obligation and includes any agreement to grant or create any of the foregoing.

1.2 Interpretation

In this Deed, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;

- (b) words importing a gender include all genders;
- (c) other parts of speech and grammatical forms of a word or phrase defined in this Deed have a corresponding meaning;
- (d) a reference to a thing (including property or an amount) is a reference to the whole and each part of that thing;
- (e) a reference to a group of persons includes a reference to any one or more of those persons;
- (f) a reference to an annexure, an appendix, an attachment, a schedule, a party, a clause or a part is a reference to an annexure, an appendix, an attachment, a schedule or a party to, or a clause or a part of, this Deed;
- (g) a reference to any legislation or legislative provision includes subordinate legislation made under it and any amendment to, or replacement for, any of them;
- (h) writing includes marks, figures, symbols, images or perforations having a meaning for persons qualified to interpret them;
- (i) a reference to a document includes:
 - (i) any thing on which there is writing;
 - (ii) any thing from which sounds, images or writings can be reproduced with or without the aid of any thing else;
 - (iii) an amendment or supplement to, or replacement or novation of, that document; or
 - (iv) a map, plan, drawing or photograph;
- (j) a reference to an agreement includes an undertaking, deed, agreement or legally enforceable arrangement or understanding, whether or not in writing;
- (k) a reference to a 'person' includes a natural person, a partnership, a body corporate, a corporation sole, an association, a Government Body, or any other entity;
- (l) a reference to a party includes that party's executors, administrators, successors and permitted assigns and substitutes;
- (m) a reference to a Minister includes, as applicable, that Minister's predecessors and successors in office;
- (n) a reference to a Government Body or other body or organisation that has ceased to exist, or that has been renamed, reconstituted or replaced, or the powers or functions of which have been substantially transferred, is taken to refer respectively to the Government Body or other body or organisation as renamed or reconstituted, or established or formed in its place, or to which its powers or functions have been substantially transferred;
- (o) a reference to an office in a Government Body or other body or organisation includes any person acting in that office, and if the office is vacant, the person who for the time being is substantially responsible for the exercise of the duties, functions or powers of that office;
- (p) mentioning any thing after the words 'includes', 'included' or 'including' does not limit the meaning of any thing mentioned before those words;

- (q) a reference to a day is to be interpreted as the period of time in Tasmania commencing at midnight and ending 24 hours later;
- (r) reference to a time or date in connection with the performance of an obligation by a party is a reference to the time or date in Hobart, Tasmania, even if the obligation is to be performed elsewhere; and
- (s) references to '\$' and 'dollars' are to Australian dollars.

1.3 Headings

Headings are included for convenience only and do not affect the interpretation of this Deed.

1.4 No rule of construction applies to disadvantage party

In relation to the interpretation of this Deed, no rule of construction is to apply to the disadvantage of a party because that party was responsible for the preparation of this Deed or any part of it.

1.5 Information Table

- (a) An Item that has not been completed will be taken to be 'not applicable'.
- (b) Unless the context otherwise requires, expressions defined in the Information Table have the same meanings when used in other parts of this Deed.

2 Grant

2.1 Agreement to provide Grant

Subject to the terms of this Deed, the Grantor will provide to the Recipient the monetary grant set out in Item 2 for use by the Recipient for the Approved Purpose in accordance with this Deed.

2.2 Acknowledgments

The Recipient acknowledges and agrees that:

- (a) the Grantor's financial assistance to the Recipient in respect of the Approved Purpose is limited to the Grant;
- (b) nothing in this Deed requires the Grantor to provide any further financial assistance to the Recipient in respect of the Approved Purpose; and
- (c) the Grantor is not responsible for any liabilities incurred by the Recipient, or any obligations entered into by the Recipient, as a result of or arising out of, the Recipient's obligations under this Deed or in respect of the Approved Purpose.

3 Payment of Grant to Recipient

3.1 Method of Grant payment

Subject to clause 3.2 and, if applicable, clause 3.3, the Grantor will pay the Grant to the Recipient in the manner specified in Item 3. If no method of payment is specified in Item 3, the method of payment will be as determined by the Grantor.

3.2 Conditions affecting Grant payment

- (a) **(Conditions precedent):** If Item 4 includes any conditions precedent to the payment of the Grant, then the obligation of the Grantor to pay the Grant or part of the Grant is subject to the prior and continuing satisfaction of those conditions precedent (except for any of those conditions precedent waived in writing by the Grantor).
- (b) **(Payment of Grant instalments linked to performance):** If:
- (i) the payment details in Item 3 provide for the payment of the Grant by instalments; and
 - (ii) the payment of an instalment of the Grant is linked to the performance of an obligation by the Recipient, or the occurrence of an event,
- the Grantor is not required to pay that instalment of the Grant until, as applicable, the Recipient has completed the performance of that obligation (to the satisfaction of the Grantor) or that event has occurred.
- (c) **(Default Events):** The Grantor is not required to pay the Grant (or if the Grant is payable by instalments, any instalment of the Grant) to the Recipient if a Default Event has occurred and has not been remedied to the satisfaction of the Grantor.
- (d) **(Requirement for tax invoice):** If the Grant, or any instalment of the Grant, is subject to GST, the Grantor is not required to pay the Grant (or the relevant instalment) until the Grantor has received from the Recipient a correctly rendered tax invoice in accordance with clause 13.

3.3 Grant Account

- (a) This clause 3.3 applies if Item 5 states that this clause applies.
- (b) The Grantor is not required to pay the Grant, or any instalment of the Grant, to the Recipient until:
- (i) the Recipient has established an account at an authorised deposit-taking institution (as defined in the Banking Act 1959 (Cwlth)) to be used solely for the purpose of receiving and applying the Grant (Grant Account); and
 - (ii) the Recipient has provided details of the Grant Account to the Grantor.
- (c) The Grantor may pay the Grant, or any instalment of the Grant, by depositing it to the Grant Account. If the Grantor pays the Grant, or any instalment of the Grant, directly to the Recipient, the Recipient must immediately deposit it to the Grant Account.
- (d) The Recipient must only make withdrawals from the Grant Account for the sole purpose of paying amounts, debts and monetary liabilities properly incurred, and immediately due and payable, by the Recipient as part of the Approved Purpose.
- (e) The Recipient holds the Grant on trust for the Grantor until such time as the Recipient is entitled to withdraw the Grant, or part of it, from the Grant Account in accordance with clause 3.3(d).
- (f) Any interest earned on the Grant Account will be taken to form part of the Grant, and must be used only for the Approved Purpose.

4 Application of Grant and related matters

4.1 Application of Grant for Approved Purpose

- (a) The Recipient must only use the Grant to undertake the Approved Purpose.
- (b) The Recipient must not change the Approved Purpose without the prior written approval of the Grantor, which approval may be given or withheld in the Grantor's absolute discretion.
- (c) The Recipient must undertake the Approved Purpose:
 - (i) in a timely, diligent, reasonable and economical manner; and
 - (ii) exercising reasonable skill, care and attention,having regard to the circumstances in which the Grant is made and the status of the Recipient.
- (d) If Item 6 includes or refers to a plan (**Agreed Plan**) for the carrying out of the Approved Purpose, the Recipient must carry out the Approved Purpose in accordance with that plan. The Recipient must not change the Agreed Plan without the prior written approval of the Grantor.
- (e) If Item 7 includes or refers to a budget (**Agreed Budget**) for the carrying out of the Approved Purpose, the Recipient must carry out the Approved Purpose in accordance with that budget. The Recipient must not change the Agreed Budget without the prior written approval of the Grantor.

4.2 Restrictions on use of Grant

- (a) The Recipient must not use the Grant for the purpose of obtaining legal services except to the extent that the legal services are expressly included in the Approved Purpose.
- (b) Without limiting clause 4.2(a), if the Recipient is a body corporate, the Recipient must not use the Grant for the purpose of obtaining legal advice in relation to any actual or threatened dispute concerning any current or past:
 - (i) member;
 - (ii) director;
 - (iii) officeholder; or
 - (iv) employee involved in the management,of the body corporate.
- (c) Without limiting any other Right, if the Recipient is in breach of this Deed the Grantor may by notice in writing direct the Recipient not to spend any unexpended part of the Grant.
- (d) The Recipient must not spend any unexpended part of the Grant after it receives a notice from the Grantor under clause 4.2(c) unless and until the Grantor gives written notice to the Recipient authorising the further expenditure of the Grant by the Recipient.
- (e) Without limiting clause 4.2(c), for the purposes of that clause the Recipient will be taken to be in breach of this Deed if any representation or warranty given by the Recipient to the Grantor under this Deed is false, untrue or misleading.

4.3 No conflict

- (a) The Recipient warrants that, to the best of its knowledge after making diligent inquiry, at the date of this Deed no Conflict exists or is likely to arise in the performance of the Recipient's obligations under this Deed.
- (b) If a Conflict arises or appears likely to arise, the Recipient must:
 - (i) notify the Grantor immediately;
 - (ii) make full disclosure to the Grantor of all relevant information relating to the Conflict or potential Conflict; and
 - (iii) take any steps the Grantor reasonably requires to resolve or otherwise deal with that Conflict or potential Conflict.

4.4 Commencement of Approved Purpose

The Recipient must substantially commence (to the Grantor's satisfaction) the Approved Purpose by the date shown in Item 8 or such later date, if any, approved in writing by the Grantor.

4.5 Completion of Approved Purpose

The Recipient must complete the Approved Purpose by the date shown in Item 9 or such later date, if any, approved in writing by the Grantor.

4.6 Compliance with Law

The Recipient must comply with all applicable Laws in expending the Grant and in carrying out the Approved Purpose.

4.7 Carrying out activity

- (a) If the Approved Purpose requires the carrying out of any activity, the Recipient must carry out that activity, or ensure that the activity is carried out by others, in a proper and workmanlike manner in accordance with all applicable Laws.
- (b) The Recipient must ensure that its Personnel involved in carrying out the Approved Purpose, and contractors engaged by the Recipient to undertake any task related to the carrying out of the Approved Purpose, are appropriately qualified and experienced.

4.8 Contractors

- (a) The Recipient is not relieved of any of its obligations or liabilities under this Deed as a result of the Recipient's engagement of any contractor to undertake any task related to the performance of any of those obligations.
- (b) Upon request by the Grantor, the Recipient must provide to the Grantor details of all contractors engaged by the Recipient to perform any task related to the performance by the Recipient of any of its obligations under this Deed.

4.9 Outcomes

- (a) This clause 4.9 applies if Item 10 includes Outcomes.
- (b) The Recipient must:
 - (i) ensure that it achieves all of the Outcomes;

- (ii) provide to the Grantor such reports and statements, as the Grantor requires from time to time, showing the extent to which the Grantor is achieving the Outcomes; and
- (iii) as required by the Grantor from time to time, meet with the Grantor (or persons authorised by the Grantor) to review and discuss the extent to which the Recipient is achieving the Outcomes.

4.10 Financial records

- (a) The Recipient must keep and maintain proper accounts, records and financial statements showing, the receipt, use and expenditure of the Grant and the carrying out of the Approved Purpose.
- (b) The accounts, records and financial statements must be retained by the Recipient for a period of at least seven years after earliest of the following dates:
 - (i) the date the Recipient completes the Approved Purpose; and
 - (ii) the date upon which this Deed is terminated by the Grantor.
- (c) The Recipient's financial statements must show, as separate items, the receipt, use and expenditure of the Grant.
- (d) The Recipient must allow the Auditor General of Tasmania (or his or her nominee) to audit, inspect, and to take copies of, the Recipient's accounts, records and financial statements relating to the receipt, use and expenditure of the Grant.
- (e) This clause 4.10 survives the termination of this Deed.

4.11 Grant not to be used as security

The Recipient must not grant, or allow to exist, any Security Interest over this Deed, the Grant or the Grant Account (if any).

4.12 Notice by Recipient of adverse matters

The Recipient must immediately notify the Grantor in writing of:

- (a) the occurrence of any matter, event or thing, occurring after the date of this Deed, that adversely affects or materially delays the Recipient carrying out the Approved Purpose in accordance with, or the performance by the Recipient of its obligations under, this Deed;
- (b) any breach of this Deed by the Recipient; or
- (c) the occurrence of any Default Event.

5 Publicity concerning Grant and Approved Purpose

5.1 Acknowledgement

The Recipient must include in any correspondence, promotional material, public (including media) announcement, advertising material, or other publication concerning the Approved Purpose, an acknowledgement that the Approved Purpose is assisted by a grant from the Grantor. The acknowledgement must be in a form and substance approved in writing by the Grantor.

5.2 Publicity

The Grantor reserves the Right to make public (including media) announcements in relation to, and otherwise report upon the Grant, the awarding of the Grant and any Relevant Matter.

5.3 Official launch and major announcements

- (a) The Recipient must give the Grantor reasonable notice of each proposed Specified Event (being not less than 15 Business Days notice). If required by the Grantor, the Recipient must consult with the Grantor concerning the timing, planning and conduct of each Specified Event.
- (b) In this clause, **Specified Event** means:
 - (i) an official launch or opening by the Recipient of any facility or works acquired or developed as part of the Approved Purpose; and
 - (ii) any media conference or public event arranged by the Recipient concerning the Approved Purpose.

6 Repayment of Grant by Recipient

6.1 Repayment of any unexpended part of Grant

Not later than 20 Business Days after the completion of the Approved Purpose, the Recipient must notify the Grantor in writing if any part of the Grant has not been expended. The Grantor may by notice in writing to the Recipient demand that the Recipient repay to the Grantor all or any part of the Grant that has not been expended by the Recipient.

6.2 Repayment for incorrect use of Grant

The Grantor may by notice in writing to the Recipient demand that the Recipient repay to the Grantor the Grant (or any part of the Grant) that is applied or used by the Recipient for a purpose that is not an Approved Purpose.

6.3 Repayment of Grant - other circumstances

The Grantor may by notice in writing to the Recipient demand that the Recipient repay to the Grantor the Grant (or such part of the Grant as may be determined by the Grantor in its absolute discretion) if:

- (a) the Recipient does not substantially commence the Approved Purpose by the date shown in Item 8 or such later date, if any, approved in writing by the Grantor;
- (b) the Recipient does not complete the Approved Purpose by the date shown in Item 9 or such later date, if any, approved in writing by the Grantor;
- (c) this Deed is terminated by the Grantor in accordance with clause 11; or
- (d) a Default Event occurs.

6.4 Recipient must comply with notice

The Recipient must comply with any notice given by the Grantor in accordance with clauses 6.1, 6.2 or 6.3 within five Business Days of that notice, or such other period determined by the Grantor and specified in the notice. The amount specified in a notice is a debt repayable by the Recipient to the Grantor.

6.5 Interpretation

Nothing in this clause 6 limits the generality of any thing else in this clause.

7 Review, monitoring, audit, reports and related matters

7.1 Review, monitoring or audit of Relevant Matters

- (a) The Grantor may from time to time review, monitor or audit any Relevant Matter.
- (b) The Recipient must in connection with any such review, monitoring or audit by the Grantor:
 - (i) assist and co-operate with the Grantor;
 - (ii) meet with the Grantor at such times, and in such manner, as the Grantor reasonably determines;
 - (iii) permit the Grantor, at reasonable times and on reasonable notice:
 - (A) to inspect and take copies of the Recipient's financial and other records;
 - (B) to enter and inspect any premises owned, occupied or used by the Recipient;
 - (C) to inspect any other property (including plant and equipment) owned or used by the Recipient;
 - (iv) promptly answer all questions put by the Grantor.
- (c) In this clause, each reference to the 'Grantor' includes a reference to a person authorised in writing by an Authorised Officer for the Grantor.

7.2 Reporting

- (a) The Recipient must provide to the Grantor the reports and other documents (if any) specified in Item 11.
- (b) The Recipient must provide to the Grantor such reports and documents as required by the Grantor from time to time in connection with any Relevant Matter. Unless otherwise stated in Item 11, nothing in that Item limits the reports or frequency of reports that the Grantor may require under this clause 7.2(b).
- (c) The Recipient gives to the Grantor an irrevocable, non-exclusive, world-wide, perpetual and royalty-free, licence (including the right to grant sub-licences) to use, reproduce, modify and adapt the whole or any part of any report or document given by the Recipient to the Grantor in accordance with this clause 7.2. The Recipient must ensure that it obtains from any third party holding moral rights (within the meaning of the *Copyright Act 1968* (Cwlth)) in any such report or document consent to any infringement of their moral rights by the Grantor.

8 Indemnities

8.1 Indemnities from Recipient

The Recipient indemnifies, and must keep indemnified, the Grantor from and against all actions, claims, demands, losses, damages, costs and expenses for which the Grantor becomes liable:

- (a) in connection with or arising out of:
 - (i) personal injury to, or death of, any person;
 - (ii) loss or damage to the property of any person; and
 - (iii) financial loss of a third party,

arising from, or attributable to, the Recipient carrying out the Approved Purpose or performing its obligations under this Deed, to the extent that the injury, death, loss or damage is not caused by a wrongful (including negligent) act or omission of the Grantor;

- (b) in connection with or arising out of the use by the Grantor of any report or other document provided by the Recipient in accordance with this Deed, including any claims regarding the ownership or right to use intellectual property or moral rights (as defined in the *Copyright Act 1968 (Cwlth)*) in such reports or documents.

8.2 Continuing obligation

The indemnities in clause 8.1:

- (a) are continuing obligations of the Recipient;
- (b) separate and independent from any other obligations of the Recipient; and
- (c) survive the expiration or termination of this Deed.

9 Insurance

9.1 Application

This clause 9 applies if Item 12 states that this clause applies.

9.2 Recipient to insure

- (a) The Recipient must for at least the Relevant Period hold and keep current a contract of insurance with a reputable insurer, lawfully carrying on insurance business in Australia, indemnifying the Recipient's liability for:
 - (i) personal injury to, or death of, any person; and
 - (ii) loss or damage to the property of any person,for at least the amount shown in Item 12 for each individual claim or series of claims arising out of a single occurrence, or for such other sum as the Grantor reasonably determines from time to time and notifies to the Recipient.
- (b) The liability to be insured against under clause 9.2(a) is liability arising from, or attributable to, the Recipient carrying out the Approved Purpose to the extent that

the injury, death, damage or loss is caused by a negligent act or omission of the Recipient or the Recipient's employees or agents.

- (c) In this clause, **Relevant Period** means the period commencing on the date of this Deed and ending on the date on or by which all of the Recipient's obligations under this Deed related to the carrying out of the Approved Purpose have been performed.

9.3 Grantor to be named as principal

The insurance contract required by clause 9.2(a) must name the Grantor as a principal in respect of the Recipient for the purpose of indemnifying the Grantor for any vicarious or other legal liability (if any) it may have in respect of any injury, death, damage or loss caused by a negligent act or omission of the Recipient or the Recipient's employees or agents.

9.4 Recipient to notify Grantor

The Recipient must notify the Grantor in writing as soon as practicable if:

- (a) the insurance contract required by clause 9.2(a) lapses, is cancelled or is materially altered; or
- (b) the Recipient claims, or becomes entitled to claim, under the insurance contract for something related to the carrying out of the Approved Purpose or this Deed.

9.5 Protection of insurance

The Recipient must:

- (a) comply with the insurance contract required by clause 9.2(a);
- (b) not do anything which may result in the cancellation of the insurance contract, the refusal by the insurer to renew the insurance contract, or the loss of any right to claim under the insurance contract;
- (c) not without the prior written consent of the Grantor vary, rescind, cancel or terminate the insurance contract.

9.6 Policy documents

The Recipient must give to the Grantor:

- (a) when requested by the Grantor, a copy of the insurance contract required by clause 9.2(a) and evidence of the currency of that insurance contract; and
- (b) a copy of each document issued to the Recipient by the insurer in relation to that insurance contract.

10 Representations and warranties

10.1 Warranties

The Recipient represents and warrants to the Grantor that:

- (a) **(no disputes):** except as previously disclosed in writing by the Recipient to the Grantor prior to the date of this Deed, there are no actions or proceedings commenced or threatened affecting the Recipient which may affect its capacity to perform its obligations under this Deed;

- (b) **(transaction permitted)**: the execution, delivery and performance of this Deed by the Recipient will not breach in any respect any provision of:
- (i) any applicable Law or any order or ruling of a Government Body;
 - (ii) any agreement binding on the Recipient;
 - (iii) if the Recipient is a corporation, the Recipient's constitution;
- (c) **(incorporation)**: if the Recipient is a body corporate, it is duly incorporated and existing under the law of its place of incorporation, it is up-to-date in all reporting requirements and has the corporate power to enter into and perform its obligations under this Deed;
- (d) **(authorisations)**: if the Recipient is a body corporate, all necessary action has been taken by the Recipient to authorise its execution of, and the performance of its obligations under, this Deed;
- (e) **(power)**: the Recipient is not subject to any legal disability or incapacity;
- (f) **(binding obligation)**: this Deed:
- (i) constitutes a valid legal and binding obligation on the part of the Recipient;
 - (ii) is enforceable in accordance with its terms;
 - (iii) is not void or voidable;
- (g) **(information)**: all information given, and each statement made, to the Grantor by the Recipient or its agents concerning any application for the Grant, is true, correct and not misleading in any way;
- (h) **(Default Event)**: except as previously disclosed in writing by the Recipient to the Grantor prior to the date of this Deed, no Default Event (or event which with the giving of notice or the lapse of time would be likely to become a Default Event) has occurred or is continuing;
- (i) **(trustee warranties)**: if the Recipient enters into this Deed in its capacity as a trustee of a trust:
- (i) **(trustee and personal capacity)**: the Recipient has entered into this Deed in its capacity as trustee as well as in its personal capacity;
 - (ii) **(sole trustee)**: the Recipient is the only trustee of the trust;
 - (iii) **(additional trustee)**: no action has been taken or is contemplated to remove the Recipient as trustee of the trust or to appoint an additional trustee of the trust;
 - (iv) **(power)**: the Recipient (as trustee of the trust) has power to enter into this Deed;
 - (v) **(full force and effect)**: the trust is in full force and effect and no action has been taken or is threatened to terminate the trust;
 - (vi) **(due administration)**: the Recipient has entered into this Deed as part of the due and proper administration of the trust and for the benefit of the beneficiaries under the trust;

- (vii) **(right of indemnity)**: the Recipient has a right to be indemnified out of the assets of the trust in respect of its obligations under this Deed;
- (viii) **(trust deed)**: all documents evidencing the terms of the trust were delivered to the Grantor prior to the date of this Deed, and:
 - (A) are current and have not been amended, altered or revoked in any way; and
 - (B) contain all of the terms of the trust; and
- (ix) **(no default)**: the Recipient is not in default of its duties as trustee.

10.2 Survival and repetition of representations and warranties

Each representation and warranty in clause 10.1:

- (a) survives the execution of this Deed; and
- (b) until all of the Recipient's obligations under this Deed have been discharged, is deemed to be repeated with reference to the facts and circumstances then existing on the first day of each named month.

10.3 No reliance by the Recipient

The Recipient acknowledges that it has not entered into this Deed in reliance on any representation, warranty, promise, statement or undertaking made by the Grantor or any person on behalf of the Grantor.

11 Default Events, termination, scope reduction and suspension

11.1 Default Events

Each of the following events is a Default Event for the purposes of this Deed:

- (a) **(Breach not capable of being remedied)**: If the Recipient breaches any of its obligations under this Deed and the breach is not capable of being remedied.
- (b) **(Failure to remedy breach)**: If:
 - (i) the Recipient breaches any of its obligations under this Deed;
 - (ii) the breach is capable of being remedied; and
 - (iii) the Recipient fails to remedy the breach within the period (being a period of not less than five Business Days) specified by the Grantor in a notice given to the Recipient detailing the breach.
- (c) **(Repudiation)**: If the Recipient repudiates this Deed.
- (d) **(Natural person)**: If the Recipient is a natural person, at any time before the Recipient has performed all of its obligations under this Deed, the Recipient:
 - (i) dies;
 - (ii) becomes an insolvent under administration (as defined in section 9 of the *Corporations Act 2001* (Cwlth)), or any action is taken which could result in that event; or
 - (iii) ceases to be of full legal capacity.

- (e) **(Body corporate related events):** If the Recipient is a body corporate, at any time before the Recipient has performed all of its obligations under this Deed:
 - (i) the Recipient becomes an externally administered body corporate (as defined in section 9 of the *Corporations Act 2001* (Cwlth));
 - (ii) a person becomes a controller (as defined in section 9 of the *Corporations Act 2001* (Cwlth)) of any of the Recipient's property;
 - (iii) the Recipient is dissolved, wound-up or its registration is cancelled;
 - (iv) any process or action is commenced or taken which could lead to an event mentioned in clause 11.1(e)(iii); or
 - (v) in the opinion of an Authorised Officer for the Grantor, the corporate governance or administration of the Recipient is materially deficient or unsatisfactory.
- (f) **(Ceasing to carry on operations):** If, at any time before the Recipient has performed all of its obligations under this Deed, the Recipient ceases to carry on, or threatens to cease carrying on, all or a substantial part of its operations without the prior written consent of the Grantor.
- (g) **(Meeting of creditors):** If, at any time before the Recipient has performed all of its obligations under this Deed, the Recipient convenes a meeting of its creditors, or proposes or enters into any scheme of arrangement, reconstruction or composition, with all or some of its creditors.
- (h) **(Representation):** If any representation or warranty by the Recipient in this Deed is untrue, false or misleading when made or repeated.

11.2 Termination - Default Events

In addition to any other Rights, if a Default Event occurs, the Grantor may terminate this Deed by notice in writing to the Recipient. The termination takes effect when the Grantor's notice is taken to have been received by the Recipient in accordance with clause 15.3 (or any later date specified in the notice).

11.3 Termination for convenience

- (a) The Grantor may, at any time, by notice in writing to the Recipient, terminate this Deed for convenience.
- (b) If this Deed is terminated in accordance with clause 11.3(a):
 - (i) the Recipient must:
 - (A) take all reasonable steps to minimise any loss resulting from the termination; and
 - (B) repay to the Grantor any unexpended part of the Grant that is not required by the Recipient to pay a debt or liability properly incurred by the Recipient in undertaking the Approved Purpose up until the termination; and
 - (ii) the Grantor must:
 - (A) subject to clauses 11.3(d) and 11.3(e), pay to the Recipient, as compensation, any reasonable costs actually incurred by the Recipient that are directly attributable to the termination; and

- (B) if the Grant was payable by instalments, pay to the Recipient any unpaid instalment of the Grant that was properly due and payable to the Recipient for undertaking the Approved Purpose up until the termination of this Deed.
- (c) No compensation is payable by the Grantor to the Recipient in connection with the termination of this Deed in accordance with clause 11.3(a) except as provided for in clause 11.3(b)(ii)(A).
- (d) The Grantor is not liable to pay compensation under clause 11.3(b)(ii)(A) for an amount which would, in addition to any other amounts paid or due, or becoming due, by the Grantor to the Recipient under this Deed, exceed the original total of the Grant payable under this Deed.
- (e) The Recipient is not entitled to compensation for loss of prospective profits.

11.4 Reduction in scope of Approved Purpose

- (a) The Grantor may, at any time, by notice in writing to the Recipient, reduce the scope of the Approved Purpose for convenience.
- (b) If the scope of Approved Purpose is reduced in accordance with clause 11.4(a):
 - (i) the Recipient must:
 - (A) take all reasonable action to minimise any loss resulting from the reduction of scope; and
 - (B) continue to undertake each part of the Approved Purpose that is not affected by the notice;
 - (ii) subject to clauses 11.4(d) and 11.4(e), the Grantor must pay to the Recipient, as compensation, any reasonable costs actually incurred by the Recipient that are directly attributable to the reduction in the scope of the Approved Purpose; and
 - (iii) the Grant is to be reduced in proportion to the reduction in the scope of the Approved Purpose.
- (c) No compensation is payable by the Grantor to the Recipient in connection with a reduction in the scope of the Approved Purpose in accordance with clause 11.4(a) except as provided for in clause 11.4(b)(ii).
- (d) The Grantor is not liable to pay compensation under clause 11.4(b)(ii) for an amount which would, in addition to any other amounts paid or due, or becoming due, by the Grantor to the Recipient under this Deed, exceed the original total of the Grant payable under this Deed.
- (e) The Recipient is not entitled to compensation for loss of prospective profits

11.5 Suspension of payment of Grant (or instalment of Grant)

- (a) The Grantor may, by notice in writing to the Recipient (**Suspension Notice**), suspend payment of the Grant (or if the Grant is payable by instalments, an instalment of the Grant) to the Recipient if the Grantor is not satisfied that the Recipient is undertaking the Approved Purpose in accordance with this Deed.
- (b) Any suspension of payment of the Grant (or any instalment of the Grant) in accordance with clause 11.5(a):

- (i) operates on and from the date of the Suspension Notice; and
- (ii) continues until such time as the Grantor notifies the Recipient in writing that the Grantor:
 - (A) is satisfied that the Recipient is undertaking the Approved Purpose in accordance with this Deed; or
 - (B) withdraws the Suspension Notice.
- (c) The Grantor is not liable for any loss or damage incurred by the Recipient as a consequence of the suspension.

12 Special terms and conditions

- (a) The special terms and conditions (if any) in Item 13 form part of this Deed.
- (b) If there is any inconsistency between the special terms and conditions in Item 13 and another provision of this Deed, the special terms and conditions override the other provision to the extent of the inconsistency.
- (c) A special term or condition in Item 13 is taken not to be inconsistent with another provision of this Deed if the special term or condition and the other provision of this Deed are both capable of being complied with.
- (d) To avoid doubt and without limiting the operation of clause 16.16, any Right contained in Item 13 is in addition to any other Rights provided for in this Deed or at Law.

13 GST

- (a) Unless otherwise stated in this Deed, all amounts payable by one party to another party are exclusive of GST.
- (b) If GST is imposed or payable on any supply made by a party under this Deed, the recipient of the supply must pay to the supplier, in addition to the GST exclusive consideration for that supply, an additional amount equal to the GST exclusive consideration multiplied by the prevailing GST rate. The additional amount is payable at the same time and in the same manner as the consideration for the supply.
- (c) A party that makes a taxable supply under this Deed must provide a valid tax invoice to the recipient of the supply.
- (d) A party's right to payment under clause 13(b) is subject to a valid tax invoice being delivered to the party liable to pay for the taxable supply.
- (e) If the consideration for a supply under this Deed is a payment or reimbursement for, or contribution to, any expense or liability incurred by the supplier to a third party, the amount to be paid, reimbursed or contributed in respect of the expense or liability will be the amount of the expense or liability net of any input tax credit to which the supplier is entitled in respect of the expense or liability.
- (f) Where any amount payable under this Deed is paid by being set-off against another amount, each amount must be calculated in accordance with this clause 13 as if it were an actual payment made pursuant to this Deed.

- (g) Unless the context otherwise requires, expressions used in this clause 13 that are defined in the GST Laws have the meanings given to those expressions in the GST Laws.

14 Dispute resolution

14.1 Application

This clause 14 does not apply to any dispute or difference between the parties concerning the exercise by any party of any Right under legislation.

14.2 Negotiation

If a party gives written notice to each other party of a dispute or difference concerning this Deed, the parties must undertake negotiations with a view to resolving the dispute or difference.

14.3 Status of negotiations

- (a) Unless otherwise agreed in writing by the parties and subject to applicable Laws, other than the fact of occurrence, all aspects of negotiations for the purpose of clause 14.2 will be without prejudice and treated as confidential including:
- (i) any settlement proposal made to, or considered by, a party;
 - (ii) the willingness of a party to consider a settlement proposal;
 - (iii) any statement made by, or on behalf of, a party during the negotiations; and
 - (iv) any document prepared for the purposes of the negotiations.
- (b) Nothing in clause 14.3(a):
- (i) prevents a party from enforcing any signed settlement agreement made by the parties in relation to the dispute or difference;
 - (ii) prevents an agent or instrumentality of the Crown (that is a separate legal entity) from disclosing any matter to the Crown; or
 - (iii) prevents a Minister of the Crown from making a statement to Parliament or exercising any Right.

14.4 Further action

If, after 10 Business Days following receipt by a party of a notice under clause 14.2, the parties are unable to resolve the dispute or difference by negotiation, a party may take any lawful action as that party sees fit (including commencing legal proceedings) in relation to the dispute or difference.

14.5 Continuation of performance

Despite the existence of any dispute or difference, unless this Deed has been terminated, each party must continue to perform its obligations in accordance with this Deed.

14.6 Injunctive and other discretionary relief

Nothing in this clause 14 prevents a party from commencing legal proceedings to seek an injunction (whether interim or permanent), a writ of specific performance, declaratory relief, or any urgent or other interlocutory relief.

15 Notices

15.1 Notice requirements

- (a) A notice, certificate, consent, application, waiver or other communication (each a **Notice**) under this Deed must be:
 - (i) in legible writing in the English language;
 - (ii) subject to clauses 15.1(b) and 15.1(c), signed by or on behalf of the sender or by a lawyer for the sender;
 - (iii) marked for the attention of the person or position (if any) specified in the Details applicable to the intended recipient of the Notice or, if the intended recipient has notified otherwise, marked for attention in the way last notified; and
 - (iv) left or sent in accordance with clause 15.2.
- (b) A printed or copy signature is sufficient for the purposes of sending any Notice by facsimile.
- (c) A Notice sent by email is taken to have been signed by the sender.
- (d) A Notice must not be given orally.

15.2 Method and address for delivery

- (a) Subject to clause 15.2(b), a Notice must be:
 - (i) left at the intended recipient's address set out in the Details;
 - (ii) sent by prepaid ordinary mail (or prepaid airmail, if from one country to another country) to the intended recipient's address set out in the Details;
 - (iii) sent by facsimile to the intended recipient's facsimile number (if any) set out in the Details; or
 - (iv) sent by email to the intended recipient's email address (if any) set out in the Details.
- (b) If the intended recipient of a Notice has notified the sender of another address, facsimile number or email address for the purposes of receiving Notices, then subsequent Notices to that intended recipient must be left at or sent to the address, facsimile number or email address (as applicable) last notified by that intended recipient.

15.3 Time of receipt

- (a) Subject to clause 15.3(b), a Notice is taken to have been received by the intended recipient:
 - (i) if left at the intended recipient's address, at the time of delivery;
 - (ii) if sent by prepaid ordinary mail, on the third Business Day after the day of posting, or if sent by prepaid airmail from one country to another country, on the tenth Business Day after the day of posting;
 - (iii) if sent by facsimile, at the time shown in the transmission report as the time when the whole Notice was sent; and

- (iv) if sent by email, four hours after the time the email was sent (as recorded by the device from which the email was sent) provided that the sender has not received an automated message that the email has not been delivered.
- (b) If a Notice is received by a recipient on a day that is not a Business Day or after 4.00pm on a Business Day, the Notice is taken to be received at 9.00am on the next Business Day.
- (c) A Notice is effective from the time it is taken to have been received in accordance with clauses 15.3(a) and 15.3(b) (unless a later time is specified in the Notice, in which case the notice takes effect from that time).

15.4 Other modes or places of service

Nothing in this Deed limits or excludes any other mode or place of service required by an applicable Law.

16 Miscellaneous

16.1 Governing law

This Deed is governed by the Laws applying in Tasmania.

16.2 Dispute jurisdiction

The parties submit to the non-exclusive jurisdiction of courts with jurisdiction in Tasmania, and any courts that may hear appeals from those courts, in respect of any proceedings in connection with this Deed.

16.3 Entire agreements clause

- (a) This Deed forms the entire agreement of the parties in respect of its subject matter. The only enforceable obligations of the parties in relation to the subject matter of this Deed are those that arise out of the provisions contained in this Deed. All prior agreements in relation to the subject matter of this Deed are merged in and superseded by this Deed unless expressly incorporated in this Deed as an annexure, an appendix, an attachment or by reference.
- (b) Nothing in clause 16.3(a) affects the Grantor's Rights in connection with this Deed in relation to any information given, or statement made, to the Grantor by the Recipient, its employees or agents concerning any application for the Grant.

16.4 Liability

An obligation of, or a representation, a warranty or an indemnity by, two or more parties (including where two or more persons are included in the same defined term) under or in respect of this Deed, binds them jointly and each of them severally.

16.5 Benefit

An obligation, a representation, a warranty or an indemnity in favour of two or more parties (including where two or more persons are included in the same defined term) is for the benefit of them jointly and each of them severally.

16.6 Compliance with obligations

- (a) The Recipient must ensure that its officers, employees, volunteers, authorised contractors, agents and advisers involved in the performance by the Recipient of its obligations under this Deed:

- (i) comply with the provisions of this Deed related to that performance; and
 - (ii) do not conduct themselves in a way that would result in the party being in breach of this Deed or that, if the conduct was undertaken by the Recipient, would result in the Recipient being in breach of this Deed.
- (b) If the Recipient is prohibited from doing anything under this Deed, the Recipient must not knowingly assist, authorise or allow any other person to do that thing.

16.7 Severance

If a provision of this Deed is or at any time becomes illegal, prohibited, void or unenforceable for any reason, that provision is severed from this Deed and the remaining provisions of this Deed:

- (a) continue to be enforceable; and
- (b) are to be construed with such additions, deletions and modifications of language as are necessary to give effect to the remaining provisions of this Deed.

16.8 Counterparts

- (a) This Deed may be entered into in any number of counterparts.
- (b) A party may execute this Deed by signing any counterpart.
- (c) All counterparts, taken together, constitute one instrument.

16.9 Further assurance

The parties agree to do or cause to be done all such acts, matters and things (including, as applicable, passing resolutions and executing documents) as are necessary or reasonably required to give full force and effect to this Deed.

16.10 Business Days

If the day on or by which an act, matter or thing is to be done under this Deed is not a Business Day, that act, matter or thing must be done by no later than the next Business Day.

16.11 No partnership or agency

- (a) Nothing contained or implied in this Deed will:
 - (i) constitute, or be taken to constitute, a party to be the partner, agent or legal representative of another party for any purpose;
 - (ii) create, or be taken to create, a partnership or joint venture; or
 - (iii) create, or be taken to create, an agency or trust.
- (b) The Recipient must not represent or hold itself out to be a partner, joint venturer, agent or representative of the Grantor.

16.12 Legal costs

Each party must bear their own costs in preparing and negotiating this Deed.

16.13 Amendment

This Deed may only be amended or supplemented in writing signed by the parties.

16.14 Waiver

- (a) A failure or delay in exercising a Right does not operate as a waiver of that Right.
- (b) A single or partial exercise of a Right does not preclude any other exercise of that Right or the exercise of any other Right.
- (c) A Right may only be waived in writing, signed by the party to be bound by the waiver. Unless expressly stated otherwise, a waiver of a Right is effective only in the specific instance and for the specific purpose for which it was given.

16.15 Successors and assigns

This Deed is binding on and benefits each party and, unless repugnant to the sense or context, their respective administrators, personal representatives, successors and permitted assigns.

16.16 Rights cumulative

Each Right of the Grantor provided for in this Deed:

- (a) operates independently of any other Right of the Grantor provided for in this Deed; and
- (b) is cumulative with, and does not exclude or limit, any other Right of the Grantor, whether at Law or pursuant to any other agreement, deed or document.

16.17 Set-off

The Grantor may set-off against any moneys payable by the Grantor to the Recipient under this Deed any debt or other moneys from time to time due and owing by the Recipient to the Grantor. This right of set-off does not limit or affect any other right of set-off available to the Grantor.

16.18 No assignment

The Recipient must not assign any of its Rights and obligations under this Deed except with the prior written consent of the Grantor.

16.19 Disclosure

- (a) Despite any confidentiality or intellectual property right subsisting in this Deed, a party may publish all or any part of this Deed without reference to another party.
- (b) Nothing in this clause derogates from a party's obligations under the *Personal Information Protection Act 2004* (Tas) or the *Privacy Act 1988* (Cwlth).

16.20 Determination

Where the Grantor is required or entitled to form or hold an opinion or view under or in relation to this Deed, that opinion or view may be formed or held by an Authorised Officer for the Grantor. This clause does not limit any other way in which the Grantor may otherwise form or hold an opinion or view under or in relation to this Deed.

16.21 Consent and approvals

- (a) This clause applies to any consent or approval which the Recipient must obtain from the Grantor in accordance with this Deed. For the avoidance of doubt, this clause does not apply to any consent or approval to be given under any legislation.
- (b) A request for consent or approval must be made in writing.

- (c) A consent or approval for the purposes of this Deed is not effective unless given in writing.
- (d) A consent or approval may be given subject to reasonable conditions.
- (e) A Recipient must comply with any conditions subject to which the consent or approval is given. To the extent that the Recipient fails to comply with the condition, that failure is taken to be a breach of this Deed.

16.22 Doctrine of merger

The doctrine or principle of merger does not apply to this Deed or to anything done under or in connection with this Deed. Accordingly, no Right or obligation of a party is merged in any thing done pursuant to this Deed.

16.23 Minister or State of Tasmania expressed to be party

- (a) If a Minister of the Crown (acting in that capacity) is expressed to be a party to this Deed, then unless an applicable Law provides otherwise:
 - (i) the Minister enters into this Deed on behalf of the Crown;
 - (ii) the Rights, obligations and liabilities expressed to be those of the Minister are Rights, obligations and liabilities of the Crown; and
 - (iii) each reference in this Deed to the Minister will be taken to include a reference to the Crown.
- (b) For the avoidance of doubt, if the State of Tasmania is expressed to be a party to this Deed, the Rights, obligations and liabilities of the State of Tasmania are Rights, obligations and liabilities of the Crown.

16.24 No interference with executive duties or powers

Nothing in this Deed is intended to prevent, is to be taken to prevent, or prevents, the free exercise by the Governor, by any member of the Executive Council, or by any Minister of the Crown, of any duties or authorities of his or her office. Any provision of this Deed that is inconsistent with this clause is of no legal effect to the extent of the inconsistency.

16.25 Surviving provisions and termination

- (a) The termination of this Deed does not affect or limit the operation or effect of clauses or parts of this Deed:
 - (i) that are expressed to survive the termination of this Deed;
 - (ii) that, at Law, survive the termination of this Deed; or
 - (iii) that are necessary to survive the termination of this Deed;
 - (iv) to give full force and effect to the parties' respective Rights, obligations and liabilities on or after the termination of this Deed;
 - (A) to enable a party to make, enforce or defend any claims related to this Deed; or
 - (B) to give full force and effect to the operation of clause 16.25(b) or clause 16.25(c).

- (b) The termination of this Deed does not affect any claims related to, or any Rights, releases, obligations or liabilities accrued or incurred under, this Deed before the date on which this Deed is terminated.
- (c) Nothing in this clause 16.25 affects or limits the operation of another provision of this Deed which gives a party Rights, or imposes obligations on a party, on or after the termination of this Deed.

Executed as a deed

Released under RTI

Signing

Execution by the Grantor

Executed as a deed on behalf of **The Crown in Right of Tasmania** by the person named below in the presence of the witness named below:

Signature: → 

Being a person who has authority to sign this Deed on behalf of the Grantor

*Print name and position: **JARONI ALLEN
DEP SECRETARY**

Witness' signature: > 

*Witness print name and position: 
Public Servant

*Use BLOCK LETTERS

*Witness print address: 4 Salamanca Place
Hobart Tas 7000

Execution by the Recipient

Executed as a deed for and on behalf of **Australian Hotels Association Tasmanian Hospitality Association** in accordance with the resolution of the Committee dated by its authorised officer(s) in the presence of the witness named below:

Authorised Officer's signature: → 

Authorised Officer's signature: > 

Witness' signature: > 

*Witness print name: 

*Use BLOCK LETTERS

*Witness print address: 

THSU One-Off Grants**THA Mental Health Support Package Progress Report**

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted: 1 Jun 2021, 4:27pm AEST

Progress Report

* indicates a required field

Introduction

This report is a condition of your grant and helps to keep us informed of the progress you are making towards achieving the requirements of your grant and the activities you are undertaking with the use of grant funding.

If you are unsure of the requirements, conditions and objectives of your grant, refer to your grant deed.

Progress

How would you rate your current progress towards achieving the grant requirements, objectives and activities? *

Ahead of schedule On track Behind schedule Well behind schedule

Please outline the steps you are taking to bring the project and/or grant activities back on track to achieve all requirements of the grant by the due dates. *

The grant deed was issued in March 2021 and while some elements of the program are slightly behind schedule, in particular the pilot mentoring program, the key outputs of the program (Lived Experience video series, conduct and evaluation of the pilot mentoring program, facilitation of the Lifeline Tasmania Minding Your Business program and the informational video series), will all be completed as at 31 August 2021.

Tasmanian Content

Includes developing Tasmanian content by filming Tasmanian hospitality business owners, operators and their staff talking about their experiences in managing mental health and well-being in their workplaces.

A series of vignettes, focused on venues around Tasmania will be produced.

Between five (5) and ten (10) vignettes will be produced, drawing on experiences of business owners, operators and their staff.

Which of the following activities have been completed

- Filming and production company contracted
- Participating Venues Confirmed
- Filming Guidelines, Content & Schedule Agreed
- Filming Program
- Editing and Post-Production (including peer review by expert mental health consultant)
- Content posted to THA website
- Promotional Campaign commenced

Provide details on each of the activities outlined above

THSU One-Off Grants

THA Mental Health Support Package Progress Report

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted 1 Jun 2021, 4:27pm AEST

Hype TV was engaged to film and edit the video series, now referred to as the Lived Experience video series. The series can be viewed at <https://tha.asn.au/lived-experience-videos>. Four vignettes/videos have been filmed including Carl Windsor of Willing Bros, Bianca Welsh of Stillwater Restaurant, Kate Hambleton previously a chef with international experience now working as GCE contractor, and Kelli Revell manager of the Bridge Hotel in Smithton.

These videos will be released in May and June 2021 with the first, Carl Windsor, released on 19 May 2021 with over 6,000 views in the first five days of release. The video was watched by people from every state and territory in Australia, as well England and Hong Kong and 24% watched the video through to completion.

The Facebook post of the video can be seen at: <https://fb.watch/5Jl52eZFSZ/> and some of the comments have been uploaded.

The five subjects are: substance misuse and addiction, anxiety and depression, toxic work cultures, managing performance and financial stress. The videos also present different perspectives, with some being from a personal perspective while others are from the point of view of venue owners and managers.

The videos are also supported with Lifeline Tasmania providing feedback on the experiences being discussed and the means by which the viewer can also address similar issues in their workplace.

The financial stress video will be filmed as soon as a suitable candidate is available to discuss their experiences.

The promotional campaign included the launch of the partnership established between the THA and Lifeline Tasmania, and media releases as the first video was released, as well as posting on Facebook.

Care is being taken to promote the series in the appropriate manner, that is, not aggressively promoting the series as this could have the potential to send the wrong message to the industry. The social media release has been extremely successful of the the responses have been universally positive and congratulatory. A compilation of the responses has been uploaded.

Example: Name of production company engaged, No. of vignettes filmed, Name of businesses and regions, Subject of mental health issues covered in vignettes eg depression, anxiety etc

Pilot Mentoring Program

Contract Ms Bianca Welsh from Stillwater restaurant, to develop a mental health mentoring service for hospitality businesses in Tasmania.

The purpose of the mentoring services is to provide insights and guidance to business owners and operators in developing their own in-house systems and capabilities to manage mental health and well-being in the workplace and, importantly, improvements in staff retention levels and increasing productivity.

The mentoring service program is costed on the basis of the service being provided for the equivalent of one day per week. The mentoring service will include in-venue consultations, video conferencing and phone discussions.

Which of the following activities have been completed?

Contract with Bianca Welsh approved and signed

THSU One-Off Grants

THA Mental Health Support Package Progress Report

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted 1 Jun 2021, 4:27pm AEST

- Mentoring Service content agreed
- Consultation with Lifeline Tasmania complete
- Promotional campaign commenced
- Pilot Mentoring service commences

Provide details on each of the activities outlined above

The mentoring service commenced formally on 31 May 2021. As such at the time of drafting this report, there were no referrals to the program.

While originally planned to commence in mid April 2021, more time was taken than planned to develop the program and content. While the initial intention was to create bespoke content to support the mentoring program, there was a critical need to review the issues of liability and accreditation.

As a result the decision was taken to supplement the program with content already developed and accredited, in this case Mental Health First Aid Australia's (MHFAA) Mental Health First Aid course and Engaging Leaders program.

This is being achieved through having Bianca Welsh trained and accredited to deliver training under MHFAA's accreditation, at the same time as delivering a one on one peer service to help guide hospitality business owners in developing a mentally healthy workplace.

This program has also been developed to integrate with Lifeline Tasmania's MYB program, referring mentoring clients on to Lifeline Tasmania's training options where this is seen as of value by the client. Bianca will undertake her training with MHFAA when their next Melbourne based course is available (June 2021). Until Bianca is accredited, any formal mental health advice and consultation will be referred to Lifeline Tasmania.

Referral to the mentoring pilot program is being managed through the THA's Great Customer Experience (GCE) program and THA staff. GCE contractors are in venues every day across Tasmania and this provides an important means through which to discuss the mental health needs of venue owners, operators and their staff. Video resources have also been developed with Lifeline Tasmania staff detailing the MYB training programs available.

With this information presented to the venue owners, operators and their staff, decisions can then be made about whether referral to the MYB training programs best suits their needs, or whether they would be more suited to engage first with the mentor. In this way, the THA can effectively manage the referrals to the pilot mentoring program, ensuring the mentor is not swamped with clients and through initial discussions with the venue owners, operators and their staff, better informed decisions can be made about the venue's needs and options.

In order to make the referral process as simple as possible, and able to be done at the time the GCE contractors and staff are there with the venue owners, operators and their staff, the referral process has been established as an online process managed by the THA contractors and THA staff. This is a secure page so that is not available to the public, to assist in effectively managing this pilot program.

In the event that the pilot program is successful and progresses to a fully funded program, this online referral process may also be made more publicly available. This will depend on the outcomes of the pilot and decisions about the best means to offer the service into the future.

Since the partnership with Lifeline Tasmania was established in April 2021, around 90 hospitality venues have now been referred on to Lifeline Tasmania's MYB program.

Example: Provide outline of mentoring service content, When did promotional campaign commence? How has the service been promoted? How many businesses have signed up to pilot? What regions are businesses located?

THSU One-Off Grants

THA Mental Health Support Package Progress Report

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted 1 Jun 2021, 4:27pm AEST

Mentally Healthy Workplaces - Informational Videos

Which of the following activities have been completed?

- Contract with Bianca Welsh approved and signed
- Mental Health Expert engaged to provide advice, guidance and review
- Video production team engaged
- Video Series Agreed
- Video production scripts
- Video production
- Video Production and Editing (including peer review by expert mental health consultant)
- Promotion of the resources through the GCE contractors commenced

Provide details on each of the activities outlined above

The initial purpose of the informational video series was to support the mentoring program, with specific content aimed at extending the operation of the program, by providing some online content and collateral to support the mentoring sessions.

The program will develop some of these resources however, with the change to the way in which the program has been developed, it will be possible to draw upon some of MHFAA's existing collateral. This in turn has opened up the potential to also create additional collateral in partnership with Lifeline Tasmania. Having engaged the film and production company, and through the THA's working partnership with Lifeline Tasmania, additional collateral can be developed to support the MYB program.

Some of these videos have been produced (including the MYB program promotional video developed for the GCE contractors, a Lifeline Tasmania promo video and a promo video for Bianca Welsh and the mentoring service). The additional collateral needed to support the mentoring program will be determined based on feedback from the early stages of the delivery of the program when more informed decisions can be made regarding the needs of the program.

These videos produced to date can be viewed at: <https://www.dropbox.com/sh/sduwz6s8z0eXl94/AAC5z4jN2k6Jhp9fsmWVUSmMa?dl=0>

Note: For reasons of copyright, this video content should not be reproduced or shared without prior consultation with the THA.

Example: Name of production company engaged, No. of vignettes filmed, Name of businesses and region, Subject of mental health issues covered in vignettes eg depression, anxiety etc

Website containing videos

<https://tha.asn.au/lived-experience-videos>

Must be a URL.

Mental Health First Aid Training

Funding was allocated to provide support to enable smaller rural and regional businesses to participate in the MHFA training, whether this is through venue hire and catering in small regional areas - to facilitate larger group sessions - or direct funding through sponsorship enabling venue owners and their staff attending the two day sessions.

How has funding allowed smaller and regional businesses to participate in mental health first aid training?

Following the establishment of the partnership with Lifeline Tasmania, it was determined the most effective approach was to provide this funding directly to Lifeline Tasmania, to enable

THSU One-Off Grants

THA Mental Health Support Package Progress Report

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted 1 Jun 2021, 4:27pm AEST

them to take their MYB program into the regional and rural areas, whereas at present they are limited to the main city centres.

This approach was also taken into account that there were difficulties for venue owners, operators and their staff, particularly in the rural and regional areas, to be absent from their venues for the full 2 days of the MHFA course. Lifeline Tasmania's shorter training courses under the MYB program (Boosting Your Mental Health 1 hr; Crisis Communication Skills, 2 x 3 hour sessions; and the Accidental counsellor, 3.5 hrs; all delivered face to face) are more amenable to these hospitality venues and providing the funding to Lifeline Tasmania will enable the training programs to be delivered at or near their venue. The THA and Lifeline Tasmania have now commenced discussions about the in region delivery of their programs.

Example: Venue hire, cost of training, assistance with travel costs, no. of businesses assisted with funding and/or number of businesses/staff that have completed MHFA training?

How many GCE contractors have completed the MHFA training to date?

6

Must be a number.

How many GCE contractors still need to complete MHFA training?

1

Must be a number.

Additional Information

Challenges

Please describe what challenges you have had in achieving the grant requirements, objectives or activities, and the actions you have taken to overcome these challenges?

The main challenge has been the time take to develop the content of the pilot mentoring service. It was recognised that the key issues of liability and accreditation needed to be addressed in order to be able to deliver the service.

This was largely addressed through the work of the mental health consultant and Bianca Welsh, developing what is now a "peer to peer" service supported through Bianca being trained and accredited by Mental Health First Aid Australia to deliver their Mental Health First Aid and Engaging Leaders courses.

This will be of particular value as it provides the basis for a robust model should the decision be taken to proceed beyond the pilot phase.

Successes

Please describe the successes you have had in undertaking the grant related activities and, any unanticipated benefits that have been gained from these activities to date?

The first measurable success was the response to the first Lived Experience video. With over 6,000 views in the first five days, from across Australia and internationally, the first video in the series has had an extraordinary positive response with each of the 128 written comments all being positive and congratulatory.

The establishment of the partnership between the THA and Lifeline Tasmania has also been of tremendous value in the development and delivery of the program and Lifeline

THSU One-Off Grants

THA Mental Health Support Package Progress Report

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted 1 Jun 2021, 4:27pm AEST

Tasmania's MYB program.

The promotion of the mentoring service and the MYB program by the GCE contractors in the venues is now seeing more and more hospitality venues across Tasmania taking up the opportunity to participate in Lifeline Tasmania free training programs.

Changes

Please outline any changes you have had to make to the Mental Health Program Plan?

The main changes to the program relate to the content of the mentoring service and this will also see changes to the informational material developed in support of the mentoring service.

Additional information

We are keen to hear more about your activities and the progress you are making, please consider providing us with additional information.

Please upload any photos, plans, videos, reports or supporting documents to help us understand the progress you have made.

No files have been uploaded

Budget

Grant Project Activity Budget

Activity	Budget	Expenditure to Date
Video series - Tasmanian business owners and operators on their experiences	\$40,000.00	\$31,101.00
Pilot Mentoring Service - mentally healthy workplaces	\$30,000.00	\$4,427.00
Video series - information series to support mentoring services and vignette series to support GCE program contractors	\$35,000.00	\$0.00
Mental Health Consultant - Advisory services	\$10,000.00	\$9,975.00
Funding to assist rural and regional venue access to Mind Your Business Training provided by Lifeline Tasmania	\$10,000.00	\$10,000.00
	Must be a dollar amount.	Must be a dollar amount.

THSU One-Off Grants

THA Mental Health Support Package Progress Report

Application GRANT-CTD-0001 From Australian Hotels Association Tasmanian Hospitality Association

Form Submitted: 1 Jun 2021, 4:27pm AEST

Has the budget for any of the items in the project plan changed? If so, what?

No. However, please Note, the Mental Health consultant figure in the above table is the amount for the contract of services, payable at the end of the contract, and the \$10,000 is the amount committed to be transferred to Lifeline Tasmania.

The funds to be transferred to Lifeline will support the provision of their MYB program to hospitality venues in the rural and regional areas of Tasmania from 1 June 2021 to 31 August 2021, helping to meet their travel, accommodation and venue hire costs. There are no planned changes at this point in time to the original budget allocations, however some of the production material produced will change as previously detailed.

Please provide reasoning.

Declaration

I declare that by submitting this form:

1. all information provided in this report is a true and accurate record of the project and grant activities against those outlined within the grant deed,
2. there is no matter or circumstances of which I am aware, that would constitute a breach of any term of the grant deed.

Your details

Tasmanian Hospitality Association

Select organisation if you are completing this form for a type business, company or association, etc.

Next steps

To submit this form:

1. press "**Next Page**" and then review your application,
2. if you are happy and do not wish to make any further changes press "**Submit**",
3. you will receive a confirmation email of this submission, including a PDF copy of this application, if not please contact us immediately,
4. you can print or download a copy of this submission, after it has been submitted, or at any time by logging into your account.

- A tax invoice of \$100,000 has been provided by the THA for payment. Note that Grant Services has advised that new grants no longer require a grant drawdown form to be completed and that the approval of this minute will suffice for payment.

Background:

As part of the Government's \$20 million COVID-19 Small Business Sustainability and Recovery Assistance Package, \$1 million was allocated to Mental Health Support for Tasmanian Small Businesses.

Following discussions with key small businesses that highlighted a concern about mental health and wellbeing due to the stresses and uncertainties imposed by the COVID-19 pandemic, under the Recovery Assistance Package, a commitment was made to support industry peak body programs.

The proposed approach was to provide funding to those peak bodies which already have a successful program in existence to support them to leverage these programs. Where a specific sector model did not already exist, support would be channelled through the Tasmanian Lifeline mechanism.

As part of the funding allocation, \$100,000 was allocated to the Tourism Industry Council of Tasmania (TICT) and \$125,000 to the THA to deliver specific industry mental health programs for the tourism and hospitality industries in Tasmania.

s 36
[Redacted]

THSU

29 March 2021

Prepared by:	s 36	Cleared by:	
Position:	s36	Position:	
Email:	s 36	Email:	
Date:	29 March 2021	Date:	
Phone:	s 36	Phone:	

Attachments:

- A – Minute signed by the Acting Secretary on 4 March 2021 (D21/55810)**
- B – Two copies of the mental health program grant deed (D21/58354)**
- C – THA Mental Health Program Project Plan (D21/71022)**



Dept. Ref MIG21/163
Critical Date _____

APPROVED/NOT APPROVED	
SIGNED:	
DATE:	4/8/21

MINUTE TO THE MINISTER FOR SMALL BUSINESS, HOSPITALITY AND EVENTS

SUBJECT: MENTAL HEALTH SUPPORT PROGRAM FOR THE HOSPITALITY INDUSTRY – GRANT FUNDING FOR TASMANIA HOSPITALITY ASSOCIATION - \$125 000

Secretary's notation: As this program has been to get feedback on the mentoring service;

Recommendation: *ie. number/frequency/quality + quantity if possible.*

That you:

1. **NOTE** that the Tasmanian Government has committed a total of \$125 000 to the Tasmanian Hospitality Association to deliver a specific industry mental health program for the hospitality industry in Tasmania *thanks*
2. **APPROVE** a Grant Deed of \$125 000 (exclusive of GST) to the Tasmanian Hospitality Association for the approved purpose and terms and conditions, as detailed in Attachment A.
3. **DELEGATE** to the Deputy Secretary, Cultural and Tourism Development in the Department of State Growth, the authority to:
 - approve the final terms and conditions of the grant deed
 - execute the grant deed; and
 - approve and sign any subsequent deeds of variation that do not materially alter the purpose for which the grant was provided, or the grant amount.

Current Situation:

This Minute seeks the approval of a new Grant Deed of \$125 000 (ex GST) to the Tasmanian Hospitality Association (THA).

The purpose of the funding is to deliver specific industry mental health programs for the hospitality industry in Tasmania.

The THA have developed a two-phase program to support the Tasmanian hospitality industry. Part one consisted of developing an online mental health resource that is available to all hospitality businesses and enterprises across Tasmania which has already been developed and implemented.

This online resource assists venue owners, operators and their staff in navigating their way through online resources and support services available in relation to mental health and well-being. In particular, this resource assists business owners, operators and their staff with information on mental health, how they can access the resources and support services they need for themselves or their colleagues, and guidance in developing mentally healthy workplaces.

The THA is now progressing to the second stage of the initiative which includes the development of Tasmanian content as well as pilot trialling an in-venue mentoring and support service to assist business owners and their staff in developing mentally healthy workplaces. The program will assist with educating those employed in the hospitality industry not only in recognising mental health issues early on but also in their ability to manage these issues.

Developing mentally healthy workplaces is fundamental in providing a safe and healthy environment for hospitality staff. Mentoring provided by experienced business owners and operators will play an important role in assisting businesses in developing their own systems and in-house capabilities.

The THA will engage Ms Bianca Welsh from Stillwater restaurant in Launceston to develop a mental health mentoring service for hospitality businesses in Tasmania. Ms Welsh not only holds formal qualifications in the field of psychology but has also developed a range of in-house systems and capabilities to support the mental health and well-being of staff in her business and is very active and well respected in the Launceston business community.

The purpose of the mentoring services is to provide insights and guidance to business owners and operators in developing their own in-house systems and capabilities to manage mental health and wellbeing in the workplace and, importantly, improvements in staff retention levels and increasing productivity.

Phase two also includes developing Tasmanian content by filming Tasmanian hospitality business owners, operators and their staff talking about their experiences in managing mental health and well-being in their workplaces.

The objective is to help others in the industry in recognising that managing mental health is not only a day to day issue faced by all businesses, it is an issue they all have the ability to address. A series of vignettes, focused on venues around Tasmania, will be produced to complement the online resources established during the first stage of the THA's mental health initiative. Between five and ten vignettes are proposed, drawing on experiences of business owners, operators and their staff.

Current candidates include Carl Windsor (Etties Restaurant and Willing Bros), Kif Weber (Susie Lucks) and Bianca Welsh (Stillwater Restaurant), each a leader in Tasmania's restaurant industry and each with a passion for addressing and managing mental health in their workplaces. Other candidates will be determined through consultation with the Great Customer Experience program contractors and the THA's membership management team.

A mental health consultant will be engaged to provide guidance on the nature and content of the video series. To ensure consistency, the mental health consultant engaged to create the THA's initial web-based resources will again be engaged for this purpose.

The THA has already commenced consultation with Lifeline Tasmania and both parties have agreed on key areas of cooperation to maximise the outcomes of the program. Importantly, the THA will actively promote Lifeline Tasmania and their Mental Health First Aid (MHFA) training service and other Minding Your Business programs through the GCE program.

The THA have confirmed that resources will be made available across the industry and will not be limited to THA members.

Following your approval, a Grant Deed will be prepared in conjunction with the Grant Services Administration team within the Department of State Growth.

Background:

As part of the Government's \$20 million COVID-19 Small Business Sustainability and Recovery Assistance Package, \$1 million has been allocated to Mental Health Support for Tasmanian Small Businesses.

The funding will be delivered in three parts as outlined below:

1. Support for industry peak body programs

Discussions with key small business peak bodies have highlighted a general concern about mental health and wellbeing in the small business community due to the stresses and uncertainties imposed by the COVID-19 pandemic.

The proposed approach is to provide funding to those peak bodies which already have a successful program in existence to support them to leverage these programs. Where a specific sector model does not already exist, support will be channelled through the Tasmanian Lifeline mechanism.

As part of the funding allocation, \$100 000 has been allocated to the TICT and \$125 000 to the Tasmanian Hospitality Association and to deliver specific industry mental health programs for the tourism and hospitality industries in Tasmania.

2. Training provided through Lifeline Tasmania

The Minding Your Business program, will provide 1 000 mental health training and support placements to Tasmanian small business owners and employees who identify a need for mental health training or assistance.

Training options that will be offered within the program include:

- Mental Health First Aid
- Accidental Counsellor
- Crisis Communication Skills

Small businesses will have access to these courses from early November 2020. Delivery of the Minding Your Business program will be flexible to meet the varying needs of Tasmanian small business.

The program of training options will be further supplemented by alternative support services that will allow for small business owners and employees to identify mental health related needs that could be addressed through adjunct services such as follow up mentoring, coaching and or support.

Counselling, brief intervention support and referrals to professional public and private sector community support organisations and online mental health resources will also be available under this program.

Business owners and employees will be able to engage with the program in person or online, during normal business hours or outside of them. The program will connect with existing services and encourage individuals and organisations to maximise the supports that are available to them.

3. Mental Health Council of Tasmania

Funding of \$150 000 is being provided to the Mental Health Council of Tasmania (MHCT) to encourage small business owners/employers in Tasmania to proactively consider workplace mental health and wellbeing.

The MHCT will do this by undertaking a series of activities to raise awareness of the supports and resources available for small business owners/employers. Using its #checkin campaign as the primary vehicle, the MHCT will:

- Create an easily accessible pathway for small business and employers to access a range of resources and services (that are evidence based and wherever possible, Tasmanian)
- Provide targeted information and resources for employer/employee and workplace environments that can support better mental health and wellbeing in the workplace. This recognises that business owners are concerned with the mental wellbeing of their employees and there is a plethora of information out there but it needs to be easier and simpler to access
- Engage with local government and industry councils to support promotion, increase awareness and engagement with the campaign
- Develop workplace kits/resources that can be distributed to support workplace initiatives and activities
- Work closely with Lifeline to raise awareness of the role A Tasmanian Lifeline can play in supporting small Tasmanian Businesses through the challenges they and their employees are experiencing.



Kim Evans
Secretary

19 February 2021

Prepared by:	s 36	Cleared by:	Jacqui Allen
Position:		Position:	Deputy Secretary, Cultural and Tourism
Email:	s 30	Email:	s 36
Phone:		Phone:	

Attachments: Attachment A: Grant Deed Information Table containing approved purpose and terms and conditions

Information Table

Item 1 (clause Error! Reference source not found.):	Approved Purpose for which the Grant is provided
To develop and implement a specific mental health support package for the hospitality industry in Tasmania in response to the COVID-19 pandemic.	
Item 2 (clause Error! Reference source not found.):	Grant Amount
\$125,000(One Hundred and Twenty Five Thousand Dollars) (excluding GST) payable by instalments in accordance with Item 3.	
Item 3 (clause Error! Reference source not found.):	Payment method for the Grant
<p>The grant is payable in the following instalments, provided that payment of each instalment is subject to satisfaction of the corresponding condition(s) precedent set out in Item 4:</p> <p>Instalment 1 - \$100,000.00 upon signing of the grant deed; and</p> <p>Instalment 2 - \$25,000.00 no later than 31 August 2021.</p>	
Item 4 (clause Error! Reference source not found.):	Conditions precedent to payment of the Grant
<p>With respect to:</p> <p>Instalment 1 - provision of a detailed Project Plan to the satisfaction of the Grantor upon signing of the grant deed; and</p> <p>Instalment 2 - provision of an Exit Report no later than 31 August 2021.</p>	
Item 5 (clause Error! Reference source not found.):	Date for commencement of the Approved Purpose
The date of this Deed.	
Item 6 (clause Error! Reference source not found.):	Date for completion of the Approved Purpose
30 September 2021	

Item 7 (clause Error! Reference source not found.): Reporting requirements

The Recipient must provide a detailed Project Plan upon signing of the grant deed in respect of the Approved Purpose.

The Recipient must provide no later than 30 August 2021, an Exit Report in respect of the Approved Purpose.

All information and reports that are required to be provided to the Grantor by the Recipient must be in a form and substance satisfactory to the Grantor.

Item 8 (clause Error! Reference source not found.): Special terms and conditions

1. Glossary

“Exit Report” means, in respect of the Approved Purpose, a report that clearly demonstrates that all items identified within the Project Plan have been delivered as planned and detailing key outcomes of the mental health support package, including number of vignettes filmed and produced, a report on the pilot mentoring service and advisory service, a report on the partnership with Lifeline Tasmania along with a financial acquittal.

“Project Plan” means, in respect of the Approved Purpose, a report detailing project goals and objectives, tasks and initiatives that will be achieved.

2. Recipient's further obligations

The Recipient agrees:

- (a) to provide a monthly update to the Department of State Growth in the form of a verbal briefing, together with a written progress report in a form and substance satisfactory to the Grantor on 31 March 2021 and 31 August 2021.
- (b) to provide, in a form and substance satisfactory to the Grantor, written evidence of the satisfaction of each condition precedent;
- (c) that any interest received and/or accrued on the Grant, forms part of the Grant and is to be used solely for the Approved Purpose;
- (d) to provide to the Grantor any other information, report, progress report, statement or statutory declaration relating to the Approved Purpose that the Grantor reasonably requests, within ten Business Days of the Grantor's written request;
- (e) that any information to be provided by the Recipient under the terms of this Deed is to be in a form acceptable to the Grantor;
- (f) to participate in any funding evaluation that may be undertaken by the Grantor; and
- (g) without limiting clause **Error! Reference source not found.**, to liaise with the Department of State Growth regarding any planned major media announcements and provide at least one weeks' notice prior to each function;

Tasmanian Hospitality Association

Stage II Mental Health Program

March 2021

Released under RTI

1. Introduction

The hospitality industry has been one of the hardest hit sectors in Tasmania as a result of the Coronavirus pandemic.

The closure of the majority of hospitality venues in Tasmania during the lockdown not only devastated the businesses and livelihoods of more than 2,000 hospitality business owners and operators, it also had a major impact on the jobs of over 22,000 people in the industry. And while Tasmania is now emerging from the lockdown, the current restrictions and uncertainty about the future continues to place an extraordinary strain on business owners, operators and their staff.

In response to this the Tasmanian Hospitality Association (THA) instigated a mental health and well-being program.

The first stage of the program is now complete with the creation of an on-line resource that is available to all hospitality businesses and enterprises across Tasmania.

The resource assists venue owners, operators and their staff in navigating their way through the, at times, overwhelming amount of online resources and support services now available in relation to mental health and well-being. In particular, this resource assists business owners, operators and their staff with information on what is mental health, how they can access the resources and support services they need for themselves or their colleagues, and guidance in developing mentally healthy workplaces.

The THA is now about to embark on the second stage of the initiative which includes the development of Tasmanian content, as well as pilot trialling an in-venue mentoring and support service, to assist business owners and their staff in developing mentally healthy workplaces.

Funding from the Tasmanian government has now been approved to support the THA's mental health program, supporting Tasmania's hospitality businesses and their staff at this critical time in managing mental health in their workplaces and as we look to rebuild the industry, the third largest employing industry in Tasmania.

Along with the on-line resources developed to date, these resources will also have a wider benefit, in part being accessible by all business across Tasmania looking for advice and guidance in managing mental health issues in their workplaces.

2. Program Details

2.1 Tasmanian Content – Providing Tasmanian Hospitality Businesses with Confidence in Addressing Mental Health Issues in the Workplace

While the on-line resources developed by the THA are of tremendous value to Tasmanian hospitality businesses owners, operators and their staff, it is also important to provide them with confidence, not only in recognising mental health issues early on but also in their ability to manage these issues. In some instances this may only require starting a conversation with a staff member or colleague. Sounds easy. But in reality the opposite is, more often than not, the case.

Stage II includes developing Tasmanian content by filming Tasmanian hospitality business owners, operators and their staff talking about their experiences in managing mental health and well-being in their workplaces.

The objective is to help others in the industry in recognising that managing mental health is not only a day to day issue faced by all businesses, it is an issue they all have the ability to address, and manage well.

A series of vignettes, focused on venues around Tasmania, will be produced to complement the on-line resources established during the first stage of the THA's mental health initiative. Between five (5) and ten (10) vignettes are proposed, drawing on experiences of business owners, operators and their staff.

Current candidates include Carl Windsor (Etties Restaurant and Willing Bros), Kif Weber (Susie Lucks) and Bianca Welsh (Stillwater Restaurant), each a leader in Tasmania's restaurant industry and each with a passion for addressing and managing mental health in their workplaces. Other candidates will be determined through consultation with the GCE contractors and the THA's membership management team.

A mental health consultant will be engaged to provide guidance on the nature and content of the video series. To ensure consistency, the mental health consultant engaged to create the THA's initial web-based resources will again be engaged for this purpose. This consultant will also be engaged to provide advice and guidance on the other components of the THA's Stage II mental health program.

Cost estimated at \$40,000.

Proposed Draft Program – Tasmanian Content

Action	Date
Grant Deed Approved and Signed	29 March 2021
Filming and production company contracted	20 January 2021
Participating Venues Confirmed	ongoing
Filming and production company contracted	Completed
Filming Guidelines, Content & Schedule Agreed	9 March 2021
Filming Program Commenced	12 March 2021
Filming Completed	Ongoing through to 28 May 2021
Editing and Post-Production Completed (including peer review by expert mental health consultant).	Ongoing through to 28 May 2021
Content posted to THA website	16 April 2021
Promotional Campaign commenced	16 April 2021
Program Performance review report submitted	30 September 2021

2.2 Developing Mentally Healthy Workplaces, Pilot Mentoring Program.

Developing mentally healthy workplaces is fundamental in providing a safe and healthy environment for hospitality staff. And mentoring provided by experienced business owners and operators can play an important role in assisting businesses in developing their own systems and in-house capabilities.

Whether this mentoring support is provided by face to face meetings, video conferencing or at the end of a telephone line, being able to explore the options with an experienced business owner or operator can make a significant difference in creating a mentally healthy workplace.

The THA will enter into a contract with Ms Bianca Welsh from Stillwater restaurant, to develop a mental health mentoring service for hospitality businesses in Tasmania. Ms Welsh not only holds formal qualifications in the field of psychology but has also developed a range of in-house systems and capabilities to support the mental health and well-being of her staff and is very active and well respected in the Launceston business community.

The purpose of the mentoring services is to provide insights and guidance to business owners and operators in developing their own in-house systems and capabilities to manage mental health and wellbeing in the workplace and, importantly, improvements in staff retention levels and increasing productivity.

The mentoring service program has been costed on the basis of the service being provided for the equivalent of one day per week. This will be made up of in-venue consultations, video conferencing and phone discussions, the length of the consultation depending on the service required.

This initiative will be supported by the development of a series of informational videos made available through the GCE program's TYPsy platform, and available online through the THA and the mentor's website, as well as being distributed through social media and other electronic channels.

Importantly the THA's Great Customer Experience (GCE) program will provide the vehicle through which to directly inform and identify business owners and operators that would benefit from this support. As is the case with the GCE program, the mental health information service will be provided at no cost to these businesses, will be discussed during normal GCE activity when convenient to the operator and will result in strategies that can be implemented when this support is most needed.

The creation of a series of informational vignettes (short duration, up to two or three minutes) will also provide the GCE program with resources that can be directly used by the GCE contractors while in venues, to give some clear information about the identification of issues of concern and information on the resources available.

This engagement will highlight the benefits to individual businesses and will encourage operators to participate and where appropriate, engage the mentor. Importantly this will increase the reach and capability of the initiative.

These informational videos will also be used to promote the pilot to more than 1500 venues already using the Typsy learning platform and to be available to a much wider audience via social media and other channels. A series of longer duration instructional videos will also be produced to support the capacity of the mentor, to provide their service in person and on-line.

The THA will negotiate copyright of the video content with the mentor, who will be the main "talent" in the production of the videos.

The THA has already commenced consultation with Lifeline Tasmania and both parties have agreed on key areas of cooperation to maximise the outcomes of the program. Importantly, the initial mentoring service will be provided by Bianca Welsh in concert with one of Lifeline Tasmania's presenters, providing both the business experience and mental health components of the service. In the interim Bianca will undergo further training through Mental Health First Aid Australia to be able to deliver the full service. The THA will also actively promote Lifeline Tasmania and their Mental Health First Aid (MHFA) training service and other Minding Your Business services through the GCE program.

\$10,000 has also being allocated to providing funding support to enable smaller rural and regional businesses to participate in the MFHA training, whether this is through venue hire and catering in small regional areas – to facilitate larger group sessions – or direct funding through sponsorship

enabling venue owners and their staff attending the two day sessions. This is important to help ensure as many hospitality businesses as possible have access to the training.

GCE contractors will also undergo the MHFA training program so they can, with confidence, encourage venues and their staff to take advantage of the free training program, and advise them of its value and merit.

Proposed Draft Program – Pilot Mentoring Service

Activity	Date
Grant Deed Approved and Signed	29 March 2021
Contract with Bianca Welsh approved and signed	22 March 2021
Mentoring Service content agreed	22 March 2021
Consultation with Lifeline Tasmania complete	22 March 2021
Promotional campaign commenced	16 April 2021
Pilot Mentoring service commences	16 April 2021
Pilot Mentoring Service concludes	31 August 2021
Program Review Report submitted	30 September 2021

Proposed Draft Program – Mentally Healthy Workplaces Informational Videos

Activity	Date
Grant Deed Approved and Signed	29 March 2021
Contract with Bianca Welsh approved and signed	22 March 2021
Mental Health Expert engaged to provide advice, guidance and review	18 January 2021
Video production team engaged	20 January 2021
Video Series Agreed	16 April 2021
Video production scripts completed	16 April 2021
Video production commenced	16 April 2021
Video Production and Editing Complete (including peer review by expert mental health consultant)	28 May 2021
Promotion of the resources through the GCE contractors commenced	28 May 2021
Program Review Report submitted	30 September 2021

A total of \$30,000 has been budgeted to conduct the pilot trial mentoring service, together with \$40,000 for production of the informational videos. \$5,000 has been allocated to the review, advice and guidance provided by the mental health consultant.

3. Budget

Activity	Budget
Video series - Tasmanian business owners and operators on their experiences	\$40,000
Pilot Mentoring Service – mentally healthy workplaces	\$30,000
Video series – information series to support mentoring services and vignette series to support GCE program contractors	\$35,000
Mental Health Consultant – Advisory services	\$10,000
Funding to assist rural and regional venue access to Mind Your Business Training provided by Lifeline Tasmania,	\$10,000
Total	\$125,000

4. Consultation and Oversight

To ensure the program benefits are maximised, the THA has consulted with Lifeline Tasmania in promoting their services. The parties have also agreed that there will be benefit in producing one or two vignettes as part of the filming schedule, with Lifeline Tasmania outlining their services.

To assist in the overall coordination of the program an advisory group will be established with representatives of the THA, Lifeline Tasmania, and the THA's mental health consultant. This advisory group will also assist in ensuring the messaging, information and resources are appropriate.

5. Project Director & Contact Information

The Project Director is Mr Steve Old, Chief Executive Officer, Tasmanian Hospitality Association.

Contact details: email: [REDACTED] s 36

6. THA Project Team & Contact Information

[REDACTED] s 36, Project Manager, Industry Development – Developing Tasmanian Content

Contact details: email [REDACTED] s 36

[REDACTED] s 36 Project Manager GCE Program – Pilot Mentoring Trial & Informational Video Production

Contact details: email [REDACTED] s 36

[REDACTED] s 36, Project Manager GCE Program – Pilot Mentoring Trial and Information Video Production

Contact details: email: [REDACTED] s 36

7. Reporting

A monthly update will be provided to the Department of State Growth in the form of a verbal briefing, together with a written progress report on 30 April 2021 and 1 October 2021.

Summary

The reports demonstrate that the campaign was highly successful in its reach to the target audience and the social media report demonstrates a high degree of engagement with the campaign material.

The television campaign also reached a large audience as did the in-venue static displays.

Expenditure (not including GST)

Creative & Production Expenditure –	\$42,840
Advertising and placement of collateral –	\$92,016
Facebook Promotion -	\$13,180
Venue Hire –	\$1,964
Total –	\$150,000

Nb. As a result of savings in the creative and production aspects of the project, media placement was able to be extended for further two weeks, increasing the reach and coverage of the campaign.

Released under RTI



Grant deed

The Crown in Right of Tasmania
(represented by the Department of State Growth)
(Grantor)

and

Australian Hotels Association Tasmanian Hospitality Association
(Recipient)

OCS NS PRECEDENTS
Grant Docs-Grant deed (long form) template-3-2014
(December 2014)

REFERENCE AND CONTACT DETAILS

Department: State Growth
Contact officer: s 36
Telephone: s 36
Email: cls@stategrowth.tas.gov.au

Doc Ref: Tasmanian Hospitality Association – Mental Health Support Program \$125,000

Contents

Details and recitals	1
Information Table	2
1 Definitions and interpretation	5
1.1 Definitions	5
1.2 Interpretation	6
1.3 Headings	8
1.4 No rule of construction applies to disadvantage party	8
1.5 Information Table	8
2 Grant	8
2.1 Agreement to provide Grant	8
2.2 Acknowledgments	8
3 Payment of Grant to Recipient	8
3.1 Method of Grant payment	8
3.2 Conditions affecting Grant payment	9
3.3 Grant Account	9
4 Application of Grant and related matters	10
4.1 Application of Grant for Approved Purpose	10
4.2 Restrictions on use of Grant	10
4.3 No conflict	11
4.4 Commencement of Approved Purpose	11
4.5 Completion of Approved Purpose	11
4.6 Compliance with Law	11
4.7 Carrying out activity	11
4.8 Contractors	11
4.9 Outcomes	11
4.10 Financial records	12
4.11 Grant not to be used as security	12
4.12 Notice by Recipient of adverse matters	12
5 Publicity concerning Grant and Approved Purpose	12
5.1 Acknowledgement	12
5.2 Publicity	13
5.3 Official launch and major announcements	13
6 Repayment of Grant by Recipient	13
6.1 Repayment of any unexpended part of Grant	13
6.2 Repayment for incorrect use of Grant	13
6.3 Repayment of Grant - other circumstances	13
6.4 Recipient must comply with notice	13
6.5 Interpretation	14
7 Review, monitoring, audit, reports and related matters	14
7.1 Review, monitoring or audit of Relevant Matters	14
7.2 Reporting	14

8	Indemnities	15
8.1	Indemnities from Recipient	15
8.2	Continuing obligation	15
9	Insurance	15
9.1	Application	15
9.2	Recipient to insure	15
9.3	Grantor to be named as principal	16
9.4	Recipient to notify Grantor	16
9.5	Protection of insurance	16
9.6	Policy documents	16
10	Representations and warranties	16
10.1	Warranties	16
10.2	Survival and repetition of representations and warranties	18
10.3	No reliance by the Recipient	18
11	Default Events, termination, scope reduction and suspension	18
11.1	Default Events	18
11.2	Termination - Default Events	19
11.3	Termination for convenience	19
11.4	Reduction in scope of Approved Purpose	20
11.5	Suspension of payment of Grant (or instalment of Grant)	20
12	Special terms and conditions	21
13	GST	21
14	Dispute resolution	22
14.1	Application	22
14.2	Negotiation	22
14.3	Status of negotiations	22
14.4	Further action	22
14.5	Continuation of performance	22
14.6	Injunctive and other discretionary relief	22
15	Notices	23
15.1	Notice requirements	23
15.2	Method and address for delivery	23
15.3	Time of receipt	23
15.4	Other modes or places of service	24
16	Miscellaneous	24
16.1	Governing law	24
16.2	Dispute jurisdiction	24
16.3	Entire agreements clause	24
16.4	Liability	24
16.5	Benefit	24
16.6	Compliance with obligations	24
16.7	Severance	25
16.8	Counterparts	25
16.9	Further assurance	25
16.10	Business Days	25
16.11	No partnership or agency	25

16.12	Legal costs	25
16.13	Amendment	25
16.14	Waiver	26
16.15	Successors and assigns	26
16.16	Rights cumulative	26
16.17	Set-off	26
16.18	No assignment	26
16.19	Disclosure	26
16.20	Determination	26
16.21	Consent and approvals	26
16.22	Doctrine of merger	27
16.23	Minister or State of Tasmania expressed to be party	27
16.24	No interference with executive duties or powers	27
16.25	Surviving provisions and termination	27
	Signing	29

Released under RTI

Grant deed

Details and recitals

Date:

31 March 2021

Parties:

Name **The Crown in Right of Tasmania**
(represented by the Department of State Growth)
Short form name **Grantor**
Notice details C/- Department of State Growth, GPO Box 536 Hobart in Tasmania 7001
Facsimile: (03) 6173 0287
Email: cis@stategrowth.tas.gov.au
Attention: Secretary, Department of State Growth

Name **Australian Hotels Association Tasmanian Hospitality Association**
ACN/ARBN/ABN 16 231 925 997
Short form name **Recipient**
Notice details PO Box 191 Battery Point in Tasmania 7004
Facsimile:
Email: [REDACTED] s 36
Attention: Steve Old

Recitals:

- A. The Grantor has agreed to provide a monetary grant to the Recipient upon the terms and conditions set out in this Deed.
- B. The Recipient has agreed to accept the Grant on the terms and conditions set out in this Deed.

Information Table

Item 1 (clause 1.1):	Approved Purpose for which the Grant is provided
To develop and implement a specific mental health support package for the hospitality industry in Tasmania in response to the COVID-19 pandemic.	
Item 2 (clause 2.1):	Grant Amount
One hundred and twenty five thousand dollars (\$125,000) (excluding GST) payable by instalments in accordance with Item 3.	
Item 3 (clause 3.1):	Payment method for the Grant
The grant is payable by two instalments as follows: Instalment 1: \$100,000 after signing of this deed and to the satisfaction of the Grantor meeting conditions precedent set out in Item 4. Instalment 2: \$25,000 upon the satisfaction of the Grantor meeting conditions precedent set out in Item 4.	
Item 4 (clause 3.2(a)):	Conditions precedent to payment of the Grant
With respect to: Instalment 1 - provision of a detailed Project Plan to the satisfaction of the Grantor Instalment 2 - provision of an Exit Report to the satisfaction of the Grantor no later than 30 September 2021	
Item 5 (clause 3.3):	Grant Account
Not applicable.	
Item 6 (clause 4.1(d)):	Agreed Plan for carrying out the Approved Purpose
An agreed plan for carrying out the approved purpose (Project Plan) is to be provided each year to the satisfaction of the grantor states in Item 4.	
Item 7 (clause 4.1(e)):	Agreed Budget for carrying out the Approved Purpose
Not applicable.	
Item 8 (clause 4.4):	Date for commencement of the Approved Purpose
The date of this Deed.	
Item 9 (clause 4.4):	Date for completion of the Approved Purpose
31 August 2021.	