

## **NOOSA RIVER CABLE FERRY SERVICE OPERATIONAL PROCEDURES FOR CONCESSIONS AND PREPAID VOUCHERS**

Rev: June 2024

### **1 PURPOSE OF THE PROCEDURE**

To define categories of users for the Noosa River Cable Ferry Service and outline procedures for applying for concession cards and prepaid vouchers.

### **2 GOVERNING POLICIES**

Statutory provision: *Local Government Act 2009*, Section 260

Noosa Council: Annually Adopted Fees and Charges Register

### **3 BACKGROUND**

Council offers reduced fares for the following groups on the Noosa North Shore:

- Workers
- Owner Occupiers
- Permanent Renters
- Non-Resident Ratepayers

Prepaid vouchers are also available at a reduced price for Owner Occupiers (up to 100 per year) and Non-Resident Ratepayers (up to 20 per year) for their visitors, tradespeople and the like.

### **4 DEFINITION OF CATEGORIES FOR CONCESSIONS**

#### **a. Resident (Owner Occupier) (R)**

Applies to **General Rate Categories 5-8** (with a Dwelling onsite)

For landowners residing on the Noosa North Shore year-round.

Each Owner Occupier residing property is entitled to 100 prepaid vouchers annually.

#### **b. Non-Resident Ratepayers (Landowner) (L)**

Applies to **General Rate Categories 5-8** for vacant land/sheds, and **Categories 9, 10, 11, 21 & 25**

Landowners who do not permanently reside on the Noosa North Shore.

Includes Beach Road Holiday Home *owners*.

Limited to two (2) persons for any land parcel(s) in the same ownership. In the case of a sole owner, being the owner and the owner's spouse or partner only.

Entitled to 20 Prepaid Vouchers annually, to engage trades persons to effect repairs and maintenance.

Properties that are vacant or have no approved dwelling are NOT entitled to the 20 Prepaid Vouchers.

#### **c. Permanent Rental Resident (S or SR)**

For renters, residing children and staff living on the Noosa North Shore year-round.

Also for 2 x QRFS staff at 75 Noosa River Dr for emergency training purposes only.

Not entitled to prepaid vouchers.

d. **North Shore Worker (W)**

A person employed on a daily and ongoing basis by a Noosa North Shore business identified below

Includes individuals employed on a contract or fixed-term basis having consistent and ongoing employment exceeding 3 months.

Where a landowner has an approved building permit, the builder and foreman may apply for worker permits provided they will be on site daily for periods exceeding 3 months. Excludes intermittent contractors such as plasterers, plumbers, painters, electricians, etc.

Only applicable for travel between the employee's residence and place of employment and does not extend to conveying other non-workers.

The definition relates to businesses employing staff at their business on the Noosa North Shore. The businesses comprise of:

- Noosa North Shore Resort  
Includes the Beach Road Holiday Homes; the Big 4 Holiday Park; the Noosa North Shore Retreat (pub/bottle shop/convenience store/cabins); Car Wash; and Total Adventures;
- Council's Noosa North Shore Beachfront Campground
- Equathon Horse Riding Tours

Worker concession travel **excludes**:

- Transport of bulk freight/building materials in workers' vehicles or trailers
- Short-term contractors and those called out from time to time to effect repairs, or for intermittent cleaning/gardening contractors/maintenance persons/painters/plumbers, plasterers, etc. and
- Short-stay letting property contractors (for properties on Stayz, AirBnB and the like).

## **5 CONDITIONS GOVERNING REDUCED FARES (CONCESSION CARDS) AND PREPAID VOUCHERS (CONCESSION TICKETS)**

To qualify for reduced fares and prepaid vouchers an applicant must meet the conditions set by the Council and make a formal application in accordance with these procedures.

Concession cards must only be utilised for the purpose they have been issued.

The entitlement to reduced fares and prepaid vouchers is not transferable and must not be used to convey groups of ineligible persons or vehicles. Misuse of the reduced fare entitlements and prepaid vouchers may render them void.

Reduced fare entitlements and prepaid vouchers are immediately cancelled where employment, residency or land ownership ceases.

### **Reduced Fare Details**

Concession cards apply to the following vehicles only:

Owner Occupiers: \$0.50 for each vehicle or trailer up to 4.5 Tonne GVM

Non-Resident Ratepayers: \$1.00 for each vehicle or trailer to 4.5 Tonne GVM

Resident Renters: \$0.50 for each vehicle or trailer up to 4.5 Tonne GVM

Workers: \$0.50 for each vehicle or trailer up to 4.5 Tonne GVM

### **Prepaid Vouchers Details**

Valid for one vehicle up to 4.5 Tonne GVM only.

Does not include Trailers/Boats/Caravans/Trucks etc, which incur the full fare.

## **6 PROCEDURE TO OBTAIN CONCESSION CARDS**

Applicants must pay the applicable fee and submit a formal application with the following documents:

- Passport photo
- Noosa Council Rate Notice
- Current driver's license
- Proof of current concession pass
- Rental verification (for renters)
- Employment letter (for workers)

Concession cards are reviewed annually or as required by the ferry operator.

Cardholders must present the card whenever using the ferry. No card – no concession travel.

## **7 PROCEDURE TO OBTAIN PREPAID VOUCHERS**

- Owner Occupiers: Up to 100 prepaid vouchers per year (max. per family/properties)
- Non-Resident Ratepayers: Up to 20 prepaid vouchers per year (max. per family/properties)
- Permanent Rental Residents: Not entitled to prepaid vouchers.
- Vouchers are valid for the financial year and must be applied for annually.

## **8 RESPONSIBILITIES OF THE FERRY OPERATOR**

The Ferry Operator shall process applications within five working days.

## **9 APPEAL AGAINST FERRY OPERATOR'S DECISION**

Rejected applicants can appeal in writing to the Council's Property Unit.

## **10 SAVING**

In exceptional cases not covered by this Procedure, Council's Property Unit may, after consultation with the Ferry Operator, provide necessary directions.

## **11 DOCUMENT CONTROL**

May 2022 – Tender Issue.

June 2024 – New Ferry Operator Commencement Issue