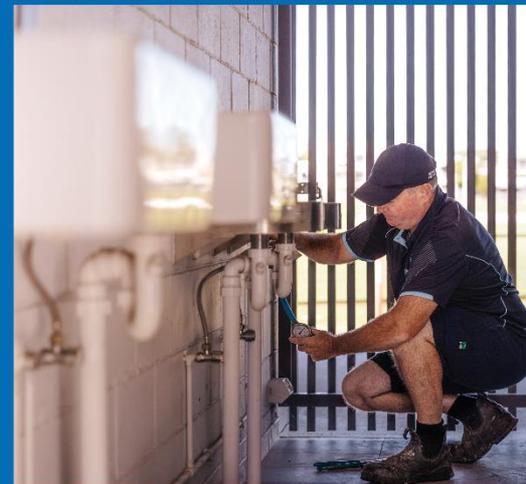


Resilient Clubs Support Program

Frequently Asked Questions



BRISBANE
Sustainability
AGENCY



1. What is the Resilient Clubs Support Program?

The Resilient Clubs Support Program (the program) is an initiative of Brisbane City Council, delivered in partnership with Brisbane Sustainability Agency. The program is funded by Council and is provided as a free service to community organisations (clubs).

The program includes energy, water, turf and irrigation efficiency audits, the development of water and energy efficiency action plans, a coaching and support program to assist with implementing the action plan, and selected water and energy-related infrastructure improvements.

Selected club will benefit from a fully funded solar system, and/or a fully funded energy data monitoring solution to help track where energy spend is going.

These improvements can significantly reduce the operating cost of clubs while also optimising the use of natural resources, future-proofing them for the benefit of the Brisbane community.

2. Who is eligible to participate in the Resilient Clubs Support Program?

The program supports community organisations that lease facilities from Brisbane City Council. Because clubs with sporting fields tend to be larger users of water, the program currently has a particular focus on supporting these types of clubs.

Council will determine the priority for invitations to join the program and Brisbane Sustainability Agency will determine the on-ground upgrade works. These decisions will be based on an assessment of the particular requirements and needs of clubs, as well as the practical steps that can be taken at the location to actually improve water and energy efficiency through changed practices, repairs and upgrades.

3. I received an email from Council inviting our club to participate in the Resilient Clubs Support Program, what do I do now?

You will be contacted by Brisbane Sustainability Agency shortly after receiving the invitation from Council with further details about the Program and a Participation Form. An authorised committee member will need to sign the Participation Form to accept your invitation. Once this has been received, Brisbane Sustainability Agency and its contractors will coordinate all the necessary assessments and on-site works.

4. Is it compulsory to participate in the Resilient Clubs Support Program?

Although highly recommended, involvement in the program is voluntary and clubs can decline the opportunity to participate.



5. What is required of club staff and volunteers when participating in the Resilient Clubs Support Program?

To confirm your club's participation in the program, we will need your club to complete a few easy steps, including signing a participation form, completing a pre-program survey, and sharing the past two years of energy bills.

Relevant staff, officials and committee members of the Club will meet with our energy and water efficiency assessors in order to discuss water and energy use at the Club. Your club will need to provide Brisbane Sustainability Agency with available information on water and energy use, and discuss potential options for improving water and energy use efficiency.

Brisbane Sustainability Agency may also invite your Club to access services under the Water and Energy Coaching Program such as training webinars or a coaching session to discuss your Action Plan, offer support, monitor progress and identify further opportunities.

6. What is meant by energy and water efficiency?

Being energy efficient means using less energy to achieve the same outcomes, or doing more using the same energy. Being energy efficient and improving energy productivity can help to reduce energy bills and better manage energy demand.

Similarly, water efficiency means doing more with less water; for example, flushing the toilet with the least amount of water necessary to get the job done. Water efficiency normally relies on well-engineered products and fixtures like low-flow toilets and showerheads. Water efficiency can lead to savings in money and energy.

7. What happens during the energy, water, irrigation and/or turf audits?

Audits are performed by qualified experts who will undertake an on-site assessment at the club to identify opportunities for improving your club's water, energy, irrigation and/or turf management.

A representative from your club who is knowledgeable about the club's energy, water and irrigation use will need to be present for these audits to answer any questions the supplier may have.

8. What is the Water and Energy Coaching Program?

Brisbane Sustainability Agency will provide support to help clubs improve their water and energy efficiency, predominantly through online resources and webinars that will assist clubs to:

- incorporate the Action Plan in day-to-day management and planning, with progressive implementation of improvements that will help clubs reduce water and energy costs;
- connect with funding opportunities that can be used to continue to upgrade infrastructure and equipment;



- work with reputable suppliers and Council to arrange quotes for any upgrade works and to help navigate the works approval process with Council;
- review energy and water bills and usage patterns, to see if clubs can reduce costs through switching retailers, tariffs, or usage patterns;
- increase awareness of club staff and volunteers of their energy and water use habits; and practical changes that can be made to improve efficiency (and reduce cost); and

9. My club has been told we're eligible for solar, what happens next?

The first step is for a structural assessment of the roof to be undertaken to determine your club's suitability for a solar system installation. Our supplier will contact your club to schedule a suitable time for this to occur.

Subject to the results of this certification, a solar supplier would then contact you to arrange a quote and installation.

10. My club has been told we're eligible for an energy data monitoring system, what happens next?

You will be directly contacted by our energy data monitoring solutions contractor. The contractor will be responsible for installing a fully funded energy data monitoring solution to help you track where your club's energy spend is going and trial actions to reduce your club's energy bills.

They will let you know more about this process when they contact you, but it will involve two visits, the first to scope the electrical board and requirements, and the second visit to complete the install.

11. What will be included in the Resilient Clubs Action Plan?

Clubs will be provided with a Water and Energy Efficiency Action Plan outlining the findings of the assessments undertaken and the practical steps that clubs can take to improve water and energy efficiency over time.

12. What suppliers do the Resilient Clubs Support Program use?

The Program uses a range of qualified experts and contractors. You will be advised of your suppliers prior to your audits and works being completed.

13. Can we use our current suppliers under the Resilient Clubs Support Program?

All our suppliers are experienced and fully qualified in their area of expertise. As we work with a large range of suppliers and clubs, we are unable to accommodate individual supplier requests for audits. If you have a preferred supplier for works, Brisbane Sustainability Agency will consider requests on a case-by case-basis.



14. What are some examples of recommendations that might come from the audits?

Recommendations will be tailored to each club. However, some examples of recommendations are as follows:

- Energy: changing out compact fluorescent light bulbs to LEDs, installing a master off switch and timers to turn off equipment
- Water: Replacing sprinkler nozzles, repairing leaks, optimising central controller and thermostat settings, installing WELS rated fixtures

15. Will the Resilient Clubs Support Program works reduce our operating costs?

By improving water and energy use, clubs can usually reduce costs such as bills, maintenance, and repairs over the long-term.

There may also be other benefits such as more resilient and even playing surfaces, increased sub-lease potential and customer comfort and less staff downtime for club maintenance and repairs.

Improving water and energy efficiency also helps reduce the environmental footprint associated with operating clubs, including a reduction of greenhouse gas emissions.

16. How much funding will Council provide towards implementing the recommendations from our Resilient Clubs Action Plan?

Funding is decided by Council and varies for each club depending on their needs. Each club would typically receive enough funding to address 1-2 high priority recommendations from their audits, with the focus being on simple water and energy efficiency solutions (rather than high-cost capital expenditure). Funding for efficiency works following audit recommendations at any club will rarely exceed \$10,000. Other funding for works such as solar is determined by Council.

17. How does the decision get made regarding Council funded works under the Resilient Clubs Support Program?

Brisbane Sustainability Agency will evaluate the range of energy, internal water efficiency and irrigation recommendations made by auditors for each club. Using a range of criteria agreed with Council (such as cost, return on investment, and benefits such as energy and water savings), Brisbane Sustainability Agency will determine the most appropriate recommendations to fund. Your organisation will be notified of the offer for works. If your organisation accepts the offer, our suppliers will liaise with you directly to schedule the works to occur.

18. How soon after my audits will the Council-funded works begin?

Once Brisbane Sustainability Agency has completed the review of your audits (it can take a couple of months to get all auditors reports back and review them), we will advise the supplier



to get in touch with you to arrange a suitable time for the works to occur. The delivery time frame will depend on the availability of the individual supplier and club, and the type of work being undertaken. This process could mean there are a few months between the completion of audits and the start of any works.

Some minor works (e.g. leaks, system/thermostat optimisations, aerators on taps, rain sensors) may also be completed by suppliers during the audit assessments as appropriate and feasible.

19. What types of works could be funded by Council under the Resilient Clubs Support Program?

Works that may be funded include a range of water and energy related infrastructure upgrades; installation of solar energy systems; and installation of data energy monitoring systems.

Some minor works (e.g. leaks, system/thermostat optimisations, aerators on taps, rain sensors) may also be completed by suppliers during the audit assessments as appropriate and feasible.

20. How will the works be managed under the Resilient Clubs Support Program?

Brisbane Sustainability Agency will oversee the management and supervision of payments to contractors and suppliers. Where the recommended works are within the capped amounts, Brisbane Sustainability Agency will manage all payments to contractors.

The individual suppliers will contact you directly to arrange a suitable time for your works to be undertaken. Brisbane Sustainability Agency can provide support for any questions you may have throughout the process.

21. Will I be expected to pay any costs for the works?

No, the up-front costs of works will be fully funded by the Program up to an agreed amount approved by Council. Some works may however have associated ongoing costs to the Club (e.g. maintenance, subscriptions, insurance) which would be discussed with the Club. Clubs may also opt to co-contribute to works beyond the scope of the Program funding if desired.

Brisbane Sustainability Agency will advise you if there are likely to be any further costs to be aware of (for example, if your club has received a solar system, you will need to add this to your building insurance which may or may not incur an increase in the cost of your premium).

22. Can our club make a co-contribution to the Council-funded works to fund our preferred interventions?

Yes, clubs can co-contribute to the works (e.g. when a preferred intervention is above the scope of the program funding). In this situation, Brisbane Sustainability Agency will consult with your club to discuss options to contribute to the gap amount above the limit. No works will proceed or costs incurred without your club's consent and approval.

23. If my club agrees to make a co-contribution to the Council-funded works, how will this be managed?



If your club is making a co-contribution, that works schedule and payment arrangement will be agreed prior to works being authorised. Generally the preference would be for the club to pay the supplier directly for the gap amount as a deposit and Brisbane Sustainability Agency would pay the balance to the supplier once works are completed.

24. Can our club choose the materials, fixtures and finishes?

Suppliers will recommend the most suitable materials for the works. If your club has a specific request, this can be discussed with Brisbane Sustainability Agency and the supplier. However, if this results in an increase in cost which cannot be funded by the Program, any gap amount above the expected cost of approved materials may be the responsibility of the club.

25. Can our club coordinate our own club works/upgrades with the delivery of the Resilient Clubs works?

Any additional works/upgrades will need to be discussed with Brisbane Sustainability Agency to ensure the timely and coordinated delivery of the works funded by the program. Proposed alternative works must be discussed upfront with Brisbane Sustainability Agency and will be considered on a case by case basis. The priority of the program is to deliver cost-effective and timely energy and water efficiency improvements to clubs.

26. Will I receive a cash grant for the works?

No, this is not a cash grant. Brisbane Sustainability Agency will oversee the management and supervision of payments to contractors and suppliers for the specific Council-approved upgrades only. Your Club will be responsible for sourcing suppliers and funding for any other desired works which may be recommended in your Action Plan.

27. Can our club be reimbursed for buildings works and modifications we have already undertaken?

No. The Resilient Clubs Support Program is not a standalone financial grant. The Council approved works will only be funded through participation in the program. Brisbane Sustainability Agency will procure and deliver the recommended works and/or upgrades using accredited tradespeople. This is to ensure the highest quality work is delivered, utilising approved materials and finishes. Any works undertaken independently will not be reimbursed.

28. What if I want different works to those recommended in the Resilient Clubs Action Plan?

Interventions outside of works approved by Council cannot be funded under this program. Please note this is not a cash grant so works cannot be substituted for payment towards another course of action.

29. What if areas of our club are sub-leased and the works affect our lessees?



When you are contacted by suppliers to arrange works, you will need to discuss the scheduling and timings of works. The club will be responsible for informing lessees of any impact on their operations.

30. Will any of the works under the Resilient Clubs Support Program require a development assessment?

No, this is not anticipated as the works being carried out are not generally structural and will not alter the existing building footprint.

31. Our club shares facilities and/or fields with other clubs. How will this be managed under the Resilient Clubs Support Program regarding audits, coaching and works funding?

The management of shared facilities or fields will depend on the specific arrangement. Generally, the Program will liaise with the club who holds the head lease, who will then be responsible for informing any other parties of impacts on their operations.

32. Are upgrades to sports field lighting covered under this program?

No, this is not covered under the Resilient Clubs Support Program. If you have enquiries about your sports field lighting, please get in touch with your Sport & Recreation Officer at Council.

33. Are emergency works covered under the program?

While emergency works are generally outside the scope of the Program, if Program suppliers identify a safety issue in the course of conducting their audit or work they will have authorisation to address that issue immediately up to the point where the Site is made safe.

34. Are compliance tests covered under the program?

Compliance testing (e.g. backflow valves) is not part of the scope of the audits, however the auditors have been asked to make note of any compliance issues in their assessment and recommendations.

35. Will the Resilient Clubs works affect our insurance premiums?

The Resilient Clubs Support Program has no influence over insurance companies and premiums. We recommend you contact your insurer to add any relevant works or upgrades to your policy so that these are covered. Some insurance companies may adjust premiums (this may be an increase or a decrease) based upon the proposed works.

36. Are the Resilient Clubs works covered by a warranty?

Yes, this will be outlined by your individual supplier/s, who will supply you with all maintenance and warranty information after the works have been completed. Please contact the supplier in the first instance if you have any warranty concerns or questions.



37. What is my course of action if I have concerns with the quality of work delivered?

You can contact Brisbane Sustainability Agency at any time if you have concerns about the quality of the work being delivered and we will endeavour to resolve your concerns as quickly as possible. You can also get in touch with any questions or concerns either by phone, email or in writing as per the contact details on our website. Your query will be acknowledged within two business days and Brisbane Sustainability Agency will investigate and respond as soon as possible.

38. Who are Brisbane Sustainability Agency?

Brisbane Sustainability Agency is Brisbane City Council's sustainability agency. Brisbane Sustainability Agency will deliver the Resilient Clubs Support Program on behalf of Council and will engage suppliers to undertake the audits and assist clubs in improving their water and energy efficiency.

39. Where do I find more information on the Resilient Clubs Support Program?

For information about the Resilient Clubs Support Program, please visit www.sustainablebrisbane.com.au/resilient-clubs, contact Brisbane Sustainability Agency on 3007 7000 or email resilientclubs@sustainablebrisbane.com.au.

You can also get in touch with your Sport & Recreation Officer, or call Brisbane City Council's Contact Centre on 07 3403 8888.