

Tasmanian Industry Participation Plan

The Tasmanian Government is committed to maximising opportunities for local SME* businesses to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan:

- for all procurements with a value exceeding \$5 million;
- for nominated procurements (at the discretion of the procuring Government entity) greater than \$2 million and up to (and including) \$5 million; and
- for private sector projects valued at over \$5 million that receive support, including in-kind support, valued at or greater than \$500 000 from the Government.

Procurement details

Procurement Reference No.	DOH-5834H
Procurement title	Provision of Car Park Management Services for the Launceston General Hospital Precinct, North West Regional Hospital and Mersey Community Hospital
Name of Responsible Agency/Entity	Tasmanian Health Service

* Local SMEs are Australian and New Zealand businesses employing less than 200 people, consistent with the obligations under various free trade agreements and procurement arrangements by which the Tasmanian Government is bound.

Supplier details

Name of supplier	Care Group Pty Ltd
Contact details for supplier	Level 1 / 530 Lonsdale Street Melbourne VIC 3000

Local SME industry impact

What is the direct local impact of your business?

Care Park provides a commitment to invest in local physical resources and to contribute as much as possible to the local economy as necessary to support each contract and our extensive Tasmanian Business. Our local content far exceeds that of any other operator across Tasmania with a well longstanding established State Office located in Launceston and local offices in Hobart, Burnie and Devonport. We employ over 40 parking professionals in Tasmania including senior management, accounting, audit and financial manager, marketing, customer service, attendant and field staff.

This is standard practice for Care Park and has been demonstrated by the large diverse number of regional operations we have in our business. The investment is anchored by contracts and opportunities.

"Local Resourcing includes our commitment and strategy based on the following outcomes";

Where and when the need for recruitment occurs, Care Park has in place sound recruitment and training processes. Our organisation is the most diverse parking operator in Australia, and in TAS.

Further economic contributions include; purchase of vehicles where required, purchase of goods, such as tickets from local suppliers where available, purchase of uniforms, signage, materials, subcontractor services and other items relevant to the operations will be purchased from local suppliers within Tasmania. This is our standard practice.

Care Park's Head Office is located in Melbourne with Australian State Offices in Tasmania, NSW, South Australia and Queensland and National Offices at our international locations. Care Park is the most diverse operator in Australia with the largest operator base in Tasmania spanning over 20 years.

Care Park holds the current Tender for operation of North West Regional Hospital car parking. Care Park previously held the Tender for Launceston General Hospital car parking until 30 June 2018. There were two (2) long term dedicated on site staff members assigned to LGH operations, who have been redeployed to operational positions within our company, and a large number of fully trained personnel to provide coverage during unplanned sick leave, annual leave and additional support to LGH operations as needed. We directly employ from local content and support the State of Tasmania in every aspect for operating the State division of our business with an extensive pool of local field resources, office and administration team and a senior management team to meet the requirements of this contract as needed.

Care Park have continually resourced locally and created employment opportunities for local people from our longstanding commitment to Tasmania and continued business growth. As an example, the Tasmanian Care Park team has grown from a small number of 10 parking professionals to over 40 directly employed skilled personnel sourced locally over the past 10 years.

Goods and services to be utilised in the contract

How much of the goods and services in your submission will be provided by/sourced from local SMEs (this includes goods/services you provide as well as goods/services procured/produced from suppliers/sub-contractors/partners)?

All services provided for the THS contract and our other State contracts are delivered by local content including but not limited to, Contract Management, monitoring and enforcement, general maintenance, machine service and maintenance, ticket machine alarm responses, auditing and reporting, general reception, dispute management and cleaning. Other goods and services required for some parts of the contract are sourced from local suppliers where available such as electrical and technical support, security services, equipment hire, line marking, product purchase, mechanical cleaning services and signage manufacturing and installation. Care Parks standard business practice is to source locally within the State at each opportunity where it can be supported and delivered by a local resource and/or business. This is extensively demonstrated across our Tasmania business portfolio.

Identify the goods and/or services you expect to purchase in order to complete the contract and provide the requested information in relation to same, where known.

Identified goods and/or services	Total estimated value per annum (last 12 months)	Name of supplier anticipated to be used (if already determined through existing supply chain arrangements)	Location of supplier (where already determined through existing supply chain arrangements)	If supplier not yet determined, is there a local SME market for same? (Yes/No)
Electrical and data installation and maintenance	\$400,000	Industrial Fire and Electrical	Launceston Tasmania	
Civil works and Repairs	\$200,000	Cooper Excavations	Hagley Tasmania	
Signage manufacture and installation	\$50,000	Flying Colours	Invermay Tasmania	
Ground maintenance	\$30,000	Timothy How Contracting	Launceston Tasmania	
Freight and Transport	\$15,000	Chris Watkins Transport	Youngtown, Tasmania	
Business Equipment maintenance	\$10,000	Statewide Business Systems	Launceston Tasmania	
Stationary	\$20,000	Phil Hughes Office Solutions	Launceston Tasmania	
Line Marking	\$100,000	Chris Beard Line Marking	Launceston Tasmania	

Opportunity for local SME involvement

Will you source components of your offer from other local SME companies/sub-contractors or is there new work to be undertaken locally as a result of you fulfilling the contract or workers travelling to the local area to undertake the work? How much?

Broader economic opportunities

Are there any other impacts that your business and/or this specific supply will provide to the local/regional economy?

Care Park provides complete in-house training for all our staff including customer service, disputes / complaints handling, technical maintenance, computer program use, First Aid training, car park management and related services and general car park related maintenance.

Care Park foster in-house promotions to all staff when promotional opportunities and/or new roles are created. All in-house staff are given an opportunity to progress within the organisation both locally, Nationally and Internationally. We have had many in-house staff progress to other career opportunities within the business and in some cases relocated nationally and internationally.