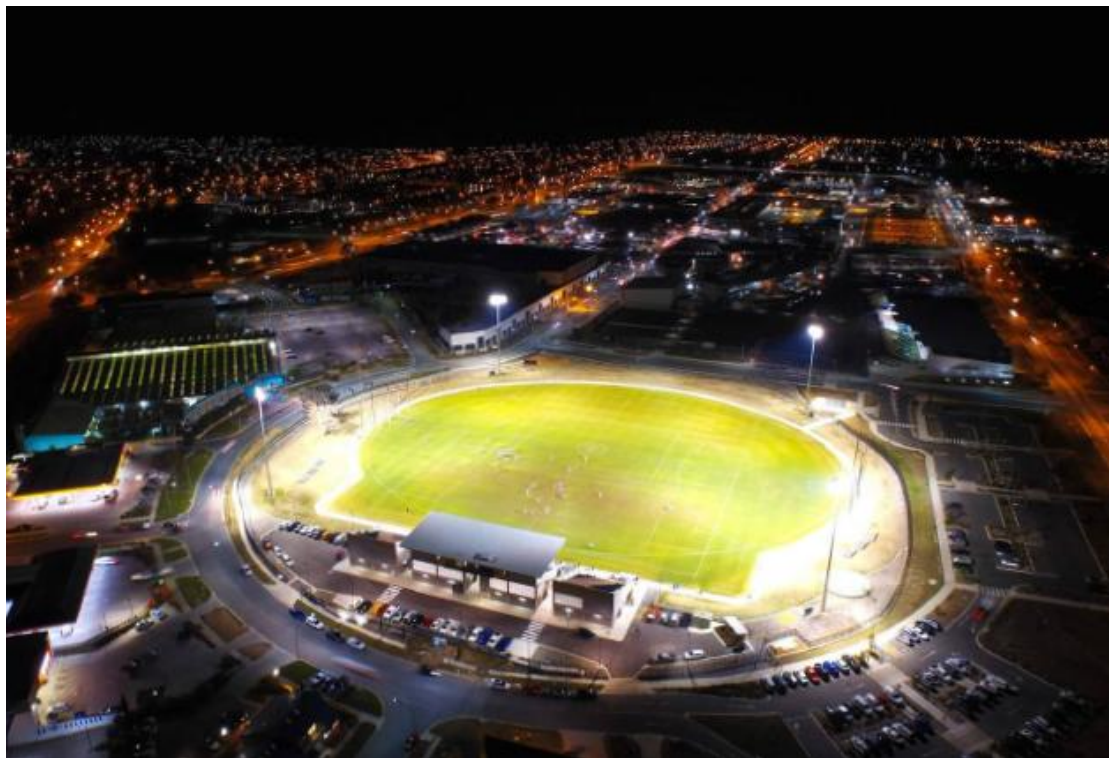


ACT GOVERNMENT SPORTSGROUNDS SERVICE CHARTER



Version Valid from 1 October 2026

Sportsground Booking Office

The Sport and Recreation Facilities team comprise of 12 operational/administration staff and 3 senior leaders that are all committed to providing high-quality sporting facilities for the Canberra community.

Booking requests can be made via:

Website: <https://actsportsgrounds.act.gov.au>

Booking Enquiries: sportsgrounds@act.gov.au or 6207 5141

Ranger Services and Contact Information

Sport and Recreation Facilities Sportsground Rangers are on duty between 1.30 pm and 10.00 pm on weekdays and 6.30 am and 10.00 pm on weekends, patrolling and inspecting sportsgrounds and associated facilities.

After Hours Contact – 0409 791 523 – DO NOT TEXT

Please use this number for all enquiries outside standard business hours. This number is staffed Mon to Fri between 4.00pm-8.00am and 24 hours Sat and Sun and public holidays. If unanswered, please call Access Canberra on 13 22 81.

1. Purpose

This Sportsground Services Charter aims to set out a clear statement of what services Sport and Recreation Facilities does, and does not provide, for users of public sportsgrounds and related facilities.

For [general conditions of sportsground](#) hire, see the Sport and Recreation website.

2. Principles

Serving the community

- Ensure that sportsgrounds and related facilities are maintained in a safe and fit for purpose condition;
- Manage the usage of sportsgrounds and related facilities in a manner that is equitable to the various sporting groups within the community and at reasonable cost;
- Provide a responsive service to our community stakeholders;
- Be open and honest in providing information to our community stakeholders; and
- Seek to establish positive relationships built upon mutual understanding of each other's needs and constraints.

3. Our service standards

You can expect a quick, courteous and effective response whenever you approach us. We will:

- Respond to phone or email enquiries within **three** working days. Emails are to be directed to sportsgrounds@act.gov.au
- Endeavour to process booking requests within **seven** working days, noting that in peak bookings periods after the summer and winter allocations process this may not be possible.
- Have a 24-hour phone line (13 22 81) for reporting safety incidents or other emergency issues at sportsgrounds.
- Rectify or mitigate reported safety hazards within three working days of the report (weather dependent).
- Formally inspect every sportsground and related facility regularly, for which Sport and Recreation Facilities are responsible.
- Monitor the sportsgrounds office contact number 6207 5141 during workdays.

4. Maintenance of sportsgrounds and related facilities

Sport and Recreation Facilities will, as far as resources and climatic conditions allow, maintain ACT Government sportsgrounds and related facilities in a condition that is safe for use and suitable for the designated activity.

4.1 Sportsground mowing standards

There are a range of mowing standards for varying types of sport, grades of sport and for different seasons of the year. The following table sets out the general details of mowing heights; however Sport and Recreation Facilities reserves the right to vary mowing heights.

Requests for special event mowing will be considered where practical. Requests can be made in writing to the Sport and Recreation Facilities Sportsground Office sportsgrounds@act.gov.au when making a formal booking for an event.

Summer sport

Sport	Senior – enclosed oval	Senior – unenclosed	Junior – unenclosed
Athletics	25mm	25mm	25mm
Baseball	25mm	25mm	38mm
Cricket	All grade turf – 18mm	All grade turf – 18mm	All synthetic wickets –25mm Concrete wickets – 38mm
Football (soccer)	N/a	38mm	38mm
Softball	N/a	38 mm (25mm main diamonds)	38mm
Touch	N/a	25mm	25mm

Winter sport

Sport	Senior – enclosed oval	Senior – unenclosed	Junior – unenclosed
Australian Football (AFL)	25mm	38mm	38mm
Hockey	N/a	n/a	25mm
Football (soccer)	25 mm	38mm	38mm
Rugby League	38mm	38mm	38mm
Rugby Union	38mm	38mm	38mm
Touch/ Oztag/ Ultimate	N/a	38mm	38mm

5. Sportsgrounds use periods

5.1 Sporting Seasons

Sport and Recreation Facilities has adopted two sporting seasons. These are

- Summer: **1 October to 17 March**
- Winter: **1 April to 16 September**

Summer or winter sports receive priority for access to sportsgrounds in their respective seasons. Note that football (soccer) occurs across both seasons.

5.2 Days and Hours of Use

Sportsgrounds are generally available for use between **7.00am** and sunset. Usage is extended to **9.00pm** on sportsgrounds that have artificial lighting. Sportsground hirers need to book and pay for the time that these facilities are being utilised.

Priority of access to floodlit sportsgrounds is given to juniors (defined as players up to and including the age of 19) until 7.00pm, and to seniors between 7.00-9.00pm. If there are no junior bookings at a ground seniors may make earlier bookings.

Consideration can be given to some limited extension of time for the use of lights at Narrabundah Ballpark, and Greenway to no later than 10.00pm, where hirers can demonstrate a capacity to secure the venue post hire.

For other grounds with match play lighting, where elite competitions take place, consideration may be given to a lighting extension to 9.30pm for competition matches or matches of significance (i.e., Australia Cup) on a case-by-case basis.

5.3 Sportsground closures for maintenance

All ACT Government natural turf sportsgrounds will be closed for the last 14 days of each season (18-31 March and 17-30 September).

Gungahlin, Greenway and Woden Park Enclosed Ovals have additional maintenance requirements that will be communicated to relevant stakeholders.

5.4 School use during school hours

All schools (both public and private) are permitted to use ACT Government unenclosed sportsgrounds during school hours on each day of the school term without having to make a formal booking subject to the following conditions:

- The school relocate activities to avoid disruption of maintenance activities such as mowing; If machinery is on the oval, then the oval cannot be used.
- The school will abide by any notification from Sport and Recreation Facilities of closure or partial closure of a sportsground.
- The school is unable to use sportsgrounds during the March and September renovation maintenance periods.
- Formal bookings by other users will take priority.
- It is accepted and understood Sport and Recreation Facilities may conduct irrigation events during the school day.
- Schools will rotate their use of the ovals around the entire surface to reduce over wear of areas.
- All rubbish to be removed from oval surfaces after use by students.

Interschool competitions, athletics carnivals and special events (fetes etc) require a formal booking to be submitted and the hire charge paid. School athletics carnivals are deemed to be **junior matchplay** and should be booked as such.

6. Equipment Storage

At some pavilions, limited space may be seasonally allocated for equipment storage, particularly where special needs exist, such as Little Athletics centres or turf cricket wickets. Seasonal hirers will be required to move items out at the conclusion of the respective season.

It is not always possible to provide enough storage to satisfy all user groups. The use of additional small storage buildings or shipping containers can be approved in some circumstances; however Sport and Recreation Facilities will not be responsible for private locks. Approval may be sought by contacting the sportsgrounds office contact number on 6207 5141 or sportsgrounds@act.gov.au

7. Line marking

Sport and Recreation Facilities provide white paint line markings for the first game of the season for those venues that are subject to line marking. Requests for additional line marking must be made in writing to sportsgrounds@act.gov.au and at least one week in advance for Sport and Recreation Facilities consideration. Additional line marking is charged on a cost-recovery basis.

8. Goal posts

Sport and Recreation Facilities provide goal posts at unenclosed ovals for the winter season. Goal post padding or protectors are not supplied. Contact Sport and Recreation Facilities for more information about goal posts requirements for enclosed oval bookings or for the summer season.

9. Floodlights

Sport and Recreation Facilities provide floodlights designed in compliance with the relevant sporting codes Australian Standard (AS2560) at many locations.

9.1 Competition under lights

Sportsgrounds provided with floodlights at 100 lux or greater are generally suitable for competition match play at night.

Greenway Enclosed Oval: 300 lux	Holt 301: 350 lux
Kambah 201: 200 lux	Higgins: 100 lux
Calwell 204: 200 lux	Scullin: 100 lux
Gowrie: 100 lux	Hawker 103: 200 lux
Pearce 2 (Melrose Synthetic): 200 lux	Hawker 101,102: 100 lux
Phillip 3 (Woden Park): 200 lux	Hawker Softball Centre (Refer to Softball ACT)
Deakin 2 (Behind Mint): 350 lux	Ngunnawal: 100 lux
Narrabundah Ballpark: 1500 lux	Bonner: 100 lux
Lyneham 2 (Southwell Park): Parts are at 100 lux	Nicholls 1 Synthetic: 100 lux
Watson: 100 lux	Gungahlin Enclosed Oval: 300 lux

9.2 Training under lights

Sportsgrounds with floodlights less than 100 lux are suitable for training only at night and not for competition match play or contact play.

Note that Oztag, Ultimate Frisbee, Touch Football, Tag rugby and AFL 9's are considered non-contact sports and may be played under lights less than 100lux.

10. Ground Closures

Sport and Recreation Facilities manage its sportsground network to provide, as far as possible, a surface that is safe and fit for purpose for the particular sporting use.

In the event of wet weather, Sport and Recreation Facilities may close turf sportsgrounds if they are considered unsafe for use, or to protect the surfaces from excessive damage. Sport and Recreation Facilities has a wet weather policy which outlines the process to close sportsgrounds. It is available on the information page of our website www.actsportsgrounds.act.gov.au.

When a general ground closure is declared on weekdays, Sport and Recreation Facilities staff will place a ground closure notification on the ACT Sportsgrounds website, place a recorded message on the wet weather hotline (6207 5957), notify local media outlets and will advise key contact points by email on the day. E-mail messages are also sent to all peak bodies and Access Canberra call centre (132281). Decisions to shut grounds for the weekend are made by 2.00pm on the Friday preceding the weekend, after consultation with key stakeholders.

Synthetic turf sportsgrounds will generally remain open and be re-prioritised for use.

11. Cleaning and housekeeping

Sport and Recreation Facilities cleans pavilions and toilet blocks at sportsgrounds generally, at a minimum once a week, depending on the level of use. Waste hoppers located at sportsgrounds are generally emptied weekly. Toilet paper is stocked to allow for a typical full day's activity and is restocked on a weekly basis. ***For large or multi-day events, hirers may need to provide additional toilet rolls and to clean the facility themselves daily.***

Any concerns about the standard of cleaning should be passed on to the Sportsground Office (sportsgrounds@act.gov.au).

12. Major Events

When sporting organisations are planning major events on ACT Government sportsgrounds such as national championships, tournaments etc, it is advisable to make Sport and Recreation Facilities aware of proposals at the earliest opportunity.

A minimum of six months advance notice of major events is expected to enable adequate consideration of the event requirements. Events of this kind often require coordination with other users, special arrangements for goalposts, cleaning, mowing or irrigation that can require considerable forward planning to ensure optimum presentation of the facilities.

Sport and Recreation Facilities will work cooperatively with organisations to ensure these events are as successful as possible.

13. Maintenance by Clubs/Associations

Sport and Recreation Facilities welcomes the opportunity to discuss maintenance proposals from Clubs and Associations. This may include tasks such as line marking with paint, goalpost painting, additional attention to edging of base paths, or mowing perimeter areas outside of playing surfaces, providing such work is undertaken in accordance with Sport and Recreation Facilities Safe Operating Procedures. Approval must be provided in writing by Sport and Recreation Facilities prior to Clubs and Associations undertaking maintenance tasks. Enquiries should be emailed to sportsgrounds@act.gov.au

14. Financial Management

14.1 Fees and charges

Fees and charges for sportsground usage are determined on an annual basis. The new fee schedule normally takes effect from 1 October each year, the official beginning of the summer season. Generally, the increase is linked to movements in the Wage Price Index, with some rounding. On occasions some adjustments may be necessary to address anomalies.

Bookings are charged at an hourly rate dependent upon the sport played; the age of the participants (junior or senior players); and whether the booking is for training or competition purposes.

A sundry rate is applied for fetes, fairs, gala days, club development days and for inter-club trials and gradings. These activities are not deemed to be team training activities.

Overall, fees and charges for sportsground usage recover approximately 15% of the total maintenance and management costs incurred by the ACT Government. This recovery rate is considered comparable to many other local government authorities around Australia.

14.2 Payments and accounts

Invoices are issued on the first day of the month, in arrears for the previous month for organisations. Invoices are subject to 30-day payment terms. It is expected an invoice will be paid in full within 30 days of receiving the invoice.

In the event an invoice isn't paid, after 45 days an **overdue invoice notice** will be sent with an additional 15 days allowable to pay the outstanding invoice.

In the event an invoice isn't paid after 60 days a **Final overdue invoice notice** will be issued with an additional 7 days to pay.

If the **Final overdue invoice notice** is not paid, Sport and Recreation Facilities will consider the debt unpaid and unless alternative arrangements have been entered into, the hirer will have all subsequent bookings cancelled for both training and match play, until the debt is paid. This is effective from 1 October each year.

14.3 Fines (Fees and Charges)

Sport and Recreation Facilities can issue fines for breaches of the terms and conditions of hire. These include leaving Facilities unlocked, leaving Facilities in an untidy condition, not emptying bins into the hopper, not removing goalposts off the field of play post hire or any other breach of hiring conditions. The fine mechanism is built into the fees and charges each year.

14.4 Cancellations and Refunds

Cancellations must be received in writing or e-mail at least four working days prior to the booking or payment may not be refunded or re-credited. In the event of wet weather or excessive heat preventing use, the Sportsground Office should be advised by e-mail by 4pm the next working day. If reasonable notice is given, a credit will be applied to the relevant account.

If a general closure of sportsgrounds is declared by Sport and Recreation Facilities as a result of wet weather, accounts will be automatically credited for affected bookings. These credits will be indicated in the next monthly account issued.

15 Public Liability Insurance

On an annual basis hirers will need to provide to Sport and Recreation Facilities a copy of a certificate of currency for their relevant public liability insurance policy to a minimum value of \$10 million.

The requirement for public liability is a condition of hire for ACT sportsgrounds, however it is acknowledged that some hirers are either unable to source public liability, or the risk of the activity is so low that the requirement for public liability can be waived subject to a formal risk assessment. Examples of low-risk activities are an individual running laps on their own at Woden Park, or a group of neighbours wishing to have a picnic at a sportsground.

Risk assessments will be undertaken by Sport and Recreation Facilities in consultation with individual sportsground hirers on a case-by-case basis. No exemption will be granted to peak bodies or their affiliated member clubs.

16 Communication

16.1 Requests for Information

All requests for information should be directed to the Sportsgrounds Manager via sportsgrounds@act.gov.au

Any requests for information on issues relating to sportsground development, maintenance or management will be handled as soon as practicable by Sport and Recreation Facilities staff. Normally, at least an initial response will be provided within three working days. Some issues may require additional research or advice and a more comprehensive response may require extra time.

16.2 Complaints

All complaints should be directed to the Sportsgrounds Manager via sportsgrounds@act.gov.au in the first instance.

Complaints received by Sport and Recreation Facilities will be investigated and a response will be provided at the earliest possible time. Hirers of sportsgrounds should including details of complaints such as photographs, date/time, booking details, location, maps or diagrams and a full description of the complaint including expectations to resolve the complaint, to assist with investigations.

If there is a delay due to the need for further investigation every effort will be made to keep the complainant informed of progress.

If you have not received an initial response after 10 business days please contact the Sportsground Operations Manager or Business Manager on 6205 2103.

If further escalation is required, complaints can be submitted to Access Canberra via <https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints>