

Asset Data Collection at Childcare Centres – City of Port Phillip

The City of Port Phillip planned to tender the maintenance of outdoor play spaces across its childcare centres but lacked a clear understanding of the type, quantity and condition of its outdoor assets. This uncertainty would have resulted in tenderers inflating prices to account for risk and incomplete information.

Xyst delivered an asset data capture project that provided accurate, up-to-date and comprehensive information on all outdoor play assets. This enabled the City to go to market with confidence, supported fair and competitive tender pricing.

Holiday Park Concept Plan

The Greymouth Top 10 Seaside Holiday Park was seeking to expand its accommodation offerings on a vacant portion of its site.

Xyst prepared a concept plan laying out building footprints, circulation amenities and landscaping.

Xyst also provided a detailed assessment of consenting requirements enabling the client to lodge consents in the future.

Scot Hedge

I am a highly experienced manager with over 25 years' operating within environmental, recreational and operational services, in both the public and private sectors.

My experience includes management of strategic and operational planning and projects, development and implementation of capital works programs, environmental management of construction activities, and delivery of maintenance programs for public open space and environmental assets. I managed an operational budget of over \$15 million dollars, 75 staff and a wide range of contractors, ensuring delivery of services to meet community expectations.

I was most recently responsible for the management of Open Space and Recreational Assets valued at over \$507 million for Sydney's Northern Beaches Council. The portfolio included sportsgrounds, foreshore and reserve infrastructure, reserves, recreational trails, playgrounds, town centres and rockpools.

You can contact me for help with

- Operations Management
- Project Management
- Stakeholder Engagement
- Communication
- Business Process Improvement
- Environmental Management

My expertise

I have successfully led numerous service and process improvement projects for parks and open space management and

maintenance, building organisational capacity and optimising efficiency. I build highly effective relationships with stakeholders in all roles.

Qualifications

- Bachelor of Science, University of Sydney
- Certificate IV in Urban Pest Management, TAFE NSW
- Certificate IV in Fitness, TAFE NSW

Xyst in action

With significant experience across user management, recreational planning, asset management, and operational service delivery, as well as a background in environmental management, I bring a holistic and sustainable approach to parks and open space management. I have a passion for identifying opportunities and delivering improvements in the management of public open spaces. My aim is to optimise outcomes and deliver the greatest benefits for clients and their customers.

Tom Nicholls

My background and passion is in horticulture and open space design. I have had over 15 years' experience in landscape design and construction, from being a landscape apprentice to small business operator. With these tools I have furthered my education in sustainable landscape design and project management, adding to my desire to design and build bigger and better open spaces.

My past 10 years has been in Local Government in Open Space design, delivery and maintenance.

In 2023, I managed the successful delivery for the design and construction of Comely Banks Recreation Reserve, a regional sporting hub for rugby and cricket located in Officer, Victoria. A proud achievement taking the concept design to fruition.

I was also known for my work at Deep Creek Reserve in Pakenham, Victoria where I delivered an all abilities playground, design and construction of wetlands and boardwalks as well as interpretational signage and walking trails. Deep Creek Reserve was awarded the Premier's Sustainability Award in 2021.

You can contact me for help with

- Project Management
- Environmental Management
- Operations Management
- Stakeholder Engagement
- Communication

My expertise

I bring a wealth of experience and knowledge of operational support, project and contract management, asset management, strategic planning, community liaison and stakeholder management.

Qualifications

- Certified Practicing Project Manager (AIPM)
- Engineering Leadership Program from Institute of Public Works, 2019
- Diploma of Sustainable Landscape Design from Swinburne University, 2012
- Diploma of Project Management from Chisholm College, 2007
- Diploma of Horticulture from Swinburne University, 2005

Xyst in action

I recently joined Xyst to work for a team that share my values and passion for open spaces.

With over 15 years' experience in open space design, construction, and project management, I can provide knowledge and advice from our client's perspective, with community-focussed results. I have delivered many large and complex projects including all ability playgrounds, sports fields, skate parks, and playgrounds.

I have a strong understanding of construction and manufacturing techniques and can provide sound judgement and decisions for the best outcomes for our clients.

Yardstick Trails User Survey

Yarra Ranges Council asked Xyst to carry out a targeted intercept survey of the Lilydale to Warburton Rail Trail and the Yarra Valley Trail.

For the survey we used the Yardstick Trail User Survey developed specifically for Yarra Ranges in 2019, and suitable for use on any trail.

The survey includes a set of questions designed to discover why trail users visit these trails, what they do, and what they think of their experience. The survey includes a total of 200 intercept surveys collected in eight locations along both trails.

Yardstick Parks User Survey

Yarra Ranges Council asked Xyst to carry out a Yardstick parks user survey on fifteen of its parks and reserves.

The intercept survey includes around 40 questions, some of which were optional additions to the standard survey content.

The survey took place in November 2025 and involved collection of 180 intercept surveys to collect data on park use, activities, expectations, satisfaction, enjoyment and suggestions for change.

Waititi Trout Stream Holiday Park Development Plan

Xyst undertook a full review of the consenting history and regulatory and planning requirements for the Holiday Park.

We coordinated a full site survey, geotechnical investigation and services investigation. Using this information we developed a long term concept plan for the redevelopment of the site.

Xyst also project managed the first stage of the redevelopment.

Lake Ferry Playground – Comprehensive Playground Inspection

Xyst visited Lake Ferry playground to conduct the physical comprehensive inspection.

We then provided South Wairarapa with base asset data on each of the playground items and surfaces, and a full playground inspection report on each of the assets.

We provided a risk assessment against any of the items that were non-compliant and make recommendations for actions to address these issues.

Lakeside Drive Playground

Xyst was engaged by the Mackenzie District Council to assist with the project management of the Lakeside Drive Playground.

This project presented several challenges, including tight budget constraints, complex underground services, the nearby lake and roadway, contaminated soil, and the need to meet high accessibility standards. Gaining buy-in from both the local community and the Community Board was essential, Xyst's collaborative approach helped build strong community support.

Within scope was the development of a concept design, procurement planning, resource consent applications, underground service identification, contract preparation, early contractor involvement, and the management of an invited tender process. Despite the technical and environmental

complexities, Xyst's expertise ensured the project was well-positioned for its successful delivery and that the playground will serve the community for years to come.

Remutaka Cycle Trail Wayfinding

Xyst reviewed the existing signage along the Remutaka Cycle Trail, identified inconsistencies and gaps, and developed a comprehensive wayfinding plan. This included a full audit of current signs, mapping of decision points, and the design of a unified signage system. The plan details types, locations, and content for new signs, including plinths, blades, bollards, and plaques, with a focus on accessibility, durability, and sustainability.

Xyst recommended the implementation of a consistently branded wayfinding system across the entire trail, prioritising plinths and bollards for maximum impact. This approach will ensure clear navigation at every decision point and provide reassurance between them.

Lake Alexandrina Signage Review

Xyst carried out a comprehensive signage review at Lakes Alexandrina and McGregor to improve the clarity of messaging,

reduce signage pollution, and consolidate information from the thirteen different groups involved in managing the area.

Over time, the volume of signage had created confusion, duplication, and significant visual clutter. Our role was to collaborate with all stakeholders to rationalise and align messages, ensuring enforcement requirements remained clear and actionable, while fostering a more cohesive and welcoming visitor experience.

The resulting signage plan was presented at the quarterly Lake Alexandrina community meeting, where Xyst recommended targeted removals and renewals to deliver clearer communication, improved consistency, and a more visually appealing environment.

Te Henga/Bethells Beach

Public Use Study

Following severe damage to the Te Henga/Bethells Beach Surf Life Saving Club's facility from Cyclone Gabrielle in 2023, Auckland Council commissioned a study to assess how relocating the club within Te Henga/Bethells Beach Reserve might impact public use and open space values.

The assessment combined a review of strategic planning documents, on-site public use studies, and discussions with Council staff to understand current visitor patterns, key amenity areas, and potential pressures.

The public use study was carried out on three high-use summer weekends between Christmas and Auckland Anniversary Day. Three

different methods were used for this: intercept surveys, observation studies, and drone flights to map activity patterns.

Drone flight images were turned into heat maps which showed areas of high use within the park.

The findings helped inform decision-making on the facility's location, ensuring it balances community, cultural, environmental, and recreational needs.