

PLAN OF MANAGEMENT

for

PROPOSED CARAVAN PARK
DEVELOPMENT

**247 MUNGO BRUSH ROAD
HAWKS NEST**

LOT 105 IN DP 260058

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1.0 INTRODUCTION

This Plan of Management (PoM) has been prepared to detail the use and management of the Caravan Park development proposed at 247 Mungo Brush Rd, Hawks Nest. It includes description of the values, use and management practices to be satisfied by the owner of the Caravan Park. It is designed to be a living document, and should be updated regularly throughout the life of the Park.

In the event of a change of ownership of the Park, appropriate notice is to be provided to MidCoast Council within three weeks, or as required under the Approval To Operate.

2.0 SITE DESCRIPTION

Property Address	247 Mungo Brush Road, Hawks Nest, NSW, 2324
Lot and DP	LOT 105 in DP 260058
Total Property Area	43.25ha
Local Government Area	MidCoast Council
Development Consent	DA 286/2020
Approval to Operate	TBA

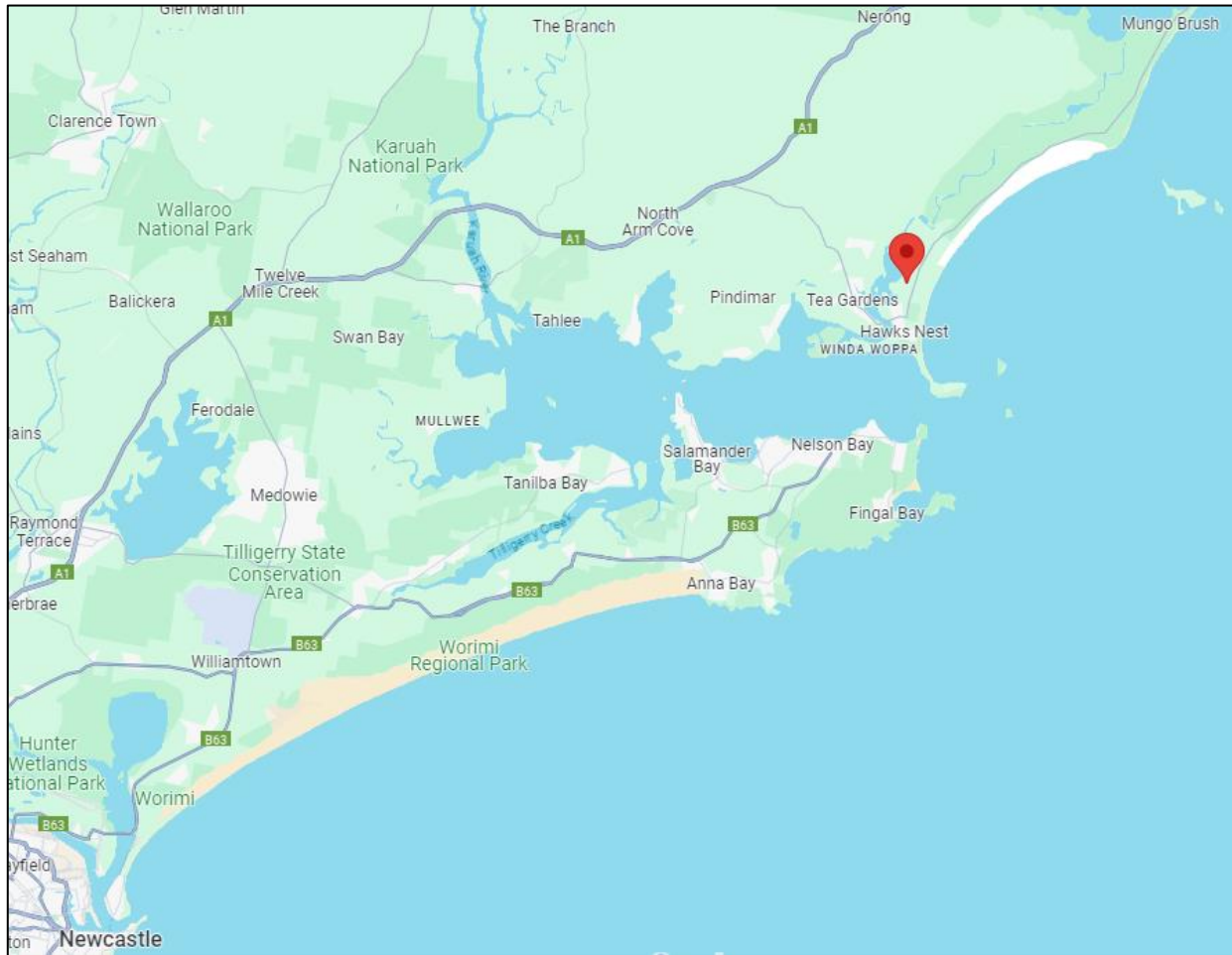


Figure 1: Regional Context Map



Figure 2: Locality Diagram

The site is located on the Mungo Brush Road, approximately 2km from the local village of Hawks Nest, approximately 80km (1hr drive) to the north of Newcastle and approximately 110km (1.5hr drive) to the south of Foster.

The site comprises an irregular shaped parcel of land between Mungo Brush Road in the east, and the Myall River in the west. The site contains dense vegetation between the Myall River and the Caravan Park area. There is also a strip of vegetated land between the Caravan Park area and Mungo Brush Road.

The site's topography is generally flat and sandy, with insignificant variations in levels throughout.

3.0 CARAVAN PARK OVERVIEW

The Caravan Park will be a private facility on privately owned lands. Features include: -

1. 212 long term sites;
 - a. 31 with caravans,
 - b. 181 with moveable dwellings,

2. Community Amenity Facilities;
 - a. Clubhouse / Community Building (office, dining/lounge area, kitchen, computer/library room, craft room, theatre etc),
 - b. Indoor pool
 - c. Outdoor pool
 - d. BBQ area
 - e. Undercover lawn bowls facility,
 - f. Men's shed,
 - g. Tennis court,
 - h. Community garden,
 - i. Vehicle washdown shed (car / caravan / boat),
 - j. Perimeter walking path,
 - k. Shuttle bus.

3. Services and infrastructure;
 - a. Internal roads and parking,
 - b. Gated entry and Gatehouse building,
 - c. Amenities building (showers, toilets etc),
 - d. Laundry building,
 - e. Caravan / boat storage parking,
 - f. Bin storage area,
 - g. Maintenance shed,
 - h. Stormwater system, including treatment devices (raingardens and rainwater tanks),
 - i. Waste water pump station.

An overall layout plan can be seen below.

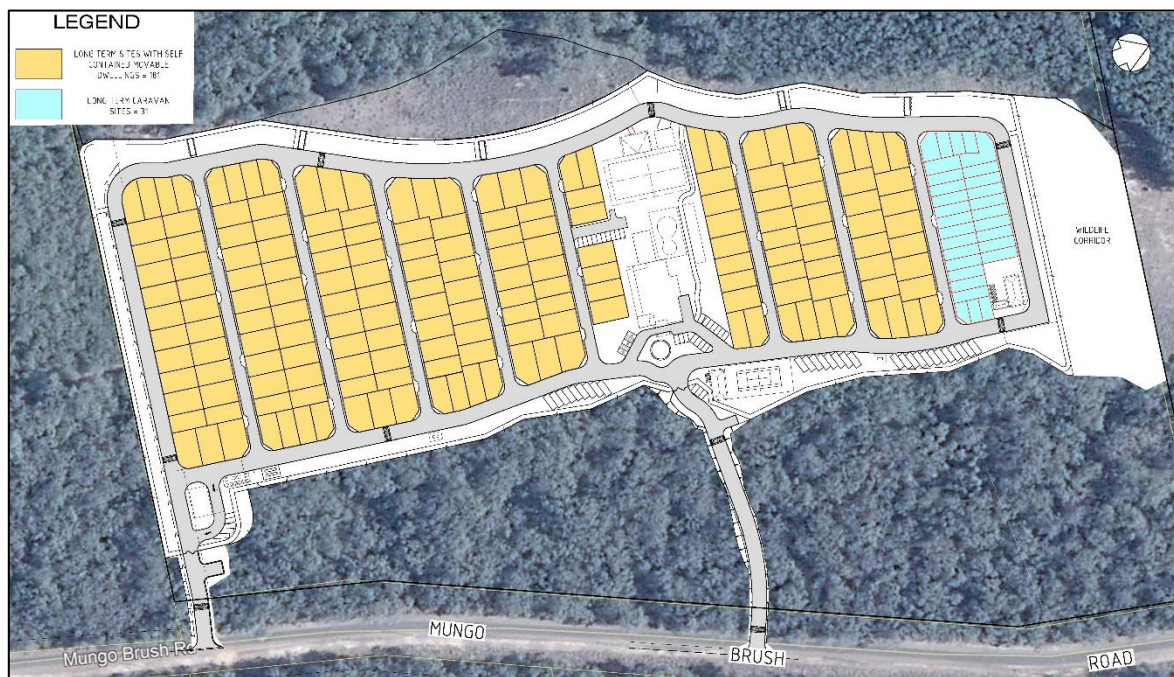


Figure 3: Site Layout Overview

4.0 PARK MANAGEMENT

4.1 Owners Responsibilities

The Caravan Park will be privately owned, and responsibility for all operations and maintenance of the Park will fall to the owners. This will include overseeing the implementation of:

- i. Management and operating policies and procedures, including adherence to all conditions of approval,
- ii. Recruitment, training and supervision of appropriately skilled staff, in adherence to all applicable Equal Employment Opportunity (EEO) requirements, NSW Health and WorkCover NSW requirements and regulations.

4.2 Site Manager Responsibilities

A site manager is to be appointed to run the Caravan Park on a day-to-day basis. The site manager will be responsible for;

- i. responding to the Residents Liaison Group's queries;
- ii. managing Park security, including access gate operations, gatehouse staffing, after-hours access and any additional measures as determined appropriate (security cameras, daily locking and unlocking of community facilities etc);
- iii. communicating with police, ambulance and other emergency services as required;
- iv. overseeing procedures for evacuation in the case of fire or other emergencies;
- v. induction and supervision of all personnel, and any trades engaged to undertake works in the Park;
- vi. preparation and implementation of the staff roster;
- vii. education and training of all personnel;
- viii. oversight of maintenance of incidents and accident/injury registers;
- ix. direct communication with individual residents;

- x. regular evaluation of the premises for maintenance, repairs, and replacements;
- xi. ensuring repairs and maintenance works are carried out in a timely manner;
- xii. maintain hygiene standards within the Park and ensuring regular cleaning of facilities;
- xiii. enforcement of the Park rules for residents and visitors;
- xiv. communicating and building a positive relationship with neighbours;
- xv. managing the operation of the Resort Shuttle Bus and any other facilities operated by a third party; and
- xvi. implementation of Equal Employment Opportunity (EEO) requirements, NSW Health and WorkCover NSW requirements and regulations.

4.3 Staff Responsibilities

Various staff will need to be engaged to assist in operating the Park, including administration staff, cleaning staff, grounds staff etc. In addition, specialist trades may need to be periodically engaged for scheduled (e.g. Waste Water Pump Station maintenance) and unscheduled maintenance works. These Staff and contractors will be responsible for:

- i. assisting the Site Manager in upholding and implementing all relevant policies and procedures with particular reference to access, unauthorised activities and anti-social behaviour;
- ii. conducting spot cleaning of common areas and Park facilities on an as-needs basis;
- iii. assisting residents, on a daily basis, in and around the communal/Clubhouse facilities, and the Park in general;
- iv. maintaining landscaping of the communal areas of the Park, including appropriate vegetation management of the bushfire perimeter Asset Protection Zone;
- v. maintaining access roads and paths as necessary to ensure the safety and amenity of Park residents;
- vi. maintaining stormwater infrastructure, including pipework, rainwater tanks and raingardens to ensure the amenity of residents and the protection of the adjacent natural environments,
- vii. overseeing the removal of waste and maintenance of waste collection areas;

- viii. cleaning and disinfecting all wet areas, toilets and common areas;
- ix. managing maintenance of cleaning schedules and spot cleaning checklists;
- x. acting under the instructions of the manager/proprietor in case of an emergency and/or evacuation of the Lifestyle Resort or any of its facilities; and
- xi. ensuring all child resistant barriers to the swimming pool are operational and maintaining water quality of the pool.

4.4 Hours of Operation

The Park will be in operation twenty-four hours a day, seven days a week.

It is expected that the office will be open during standard business hours only, with an after-hours emergency contact number provided for any issues outside these hours. This number will be provided to all residents on arrival, and also be prominently displayed at the Gate House and Club House buildings.

4.5 Record Keeping

The Site Manager, or their delegated staff, shall maintain a record at all times of all current residents of the Park.

Additionally, the Site Manager will keep a current version of the following documents on file at the site office, and make them available for any current residents of the Park;

- i. This Plan of Management
- ii. The Development Consent for the Park
- iii. The Council issued Approval to Operate
- iv. Koala Plan of Management
- v. Vegetation Management Plan
- vi. Stormwater Management Plan

The Site Manager should be familiar with the requirements and recommendations of these documents, and ensure that any relevant requirements are passed on to

all operations and maintenance staff and any contracted trades brought onto the site.

4.6 Communications

A noticeboard is to be provided within the Clubhouse building to notify residents of any relevant operational issues, such as emergency evacuation procedures, the current shuttle-bus arrangements, any planned or unplanned maintenance works on Park facilities, and in-house social events etc.

4.7 Health and Wellbeing

The Site Manager will be responsible for the regularly inspecting the Park facilities and common areas, to identify any maintenance or unscheduled cleaning requirements. Additionally, the Site Manager will arrange for regular pest control of the communal facilities.

All new residents of the Park will be provided with an information pack containing the following:

- i. Park map including the location of all Park facilities, street names and access points,
- ii. locality map and directions to key external destinations;
- iii. Park Shuttle Bus arrangements;
- iv. local / regional public transport options;
- v. information on local community services (council services, doctors, pharmacies, etc.);
- vi. town centre and shopping centre locations;
- vii. Park Rules;
- viii. business hours contact details and emergency contact details for Park management;
- ix. alternative contact details if manager is unavailable; and
- x. emergency evacuation procedures.

Park Rules will be prepared and adopted covering the following issues:

- i. general park use policies, including details such as;
 - a. rules for usage of Park facilities (pools, Men's Shed, bowls green, tennis court, communal kitchen and BBQ areas etc),
 - b. unauthorised activities,
 - c. visitors' policies (including their access to Park facilities),
 - d. including the implementation of all requirements of the park approval, the Koala Plan of Management and the Vegetation Management Plan;
- ii. peace and quiet, abusive language, excessive noise and anti-social behaviour;
- iii. behaviour and conduct in communal areas and Park facilities; and
- iv. emergency response plans (e.g. bushfire, major storm event etc), and contact details for emergencies.

4.8 Security & Access

While park security will generally be achieved by the natural and passive surveillance achieved through the site design, it may be necessary to include additional security measures, as determined by the Site Manager. To maintain the security of the Park residents, the Site Manager will ensure the following procedures are implemented:

- (i) security cameras should be located in critical locations, such as at the site entry points, the communal areas and areas with limited passive surveillance (such as the maintenance shed and caravan/boat storage areas);
- (ii) management staff are responsible for maintaining the Park incident book and accident/injury register. Any breach of security or related episode is documented the incident book and reported to the Manager; and
- (iii) Security gates are provided to the entrances of the Lifestyle Resort and the operation and maintenance are the responsibility of the Site Manager.

Vehicle entrance will be through an electronic sliding gate or boom gate with access granted by electronic method (such as a numbered keypad, number plate recognition, swipe card etc). A notice sign shall be provided at the gates to advise contact details (office hours, and after hours) to arrange entry for visitors, trades

etc. The Site Manager will ensure that access codes / arrangements are provided to local emergency services once the gates have been installed.

A pedestrian gate shall accompany the main vehicle gates, again controlled via a numbered keypad, swipe card, intercom etc.

Manual back-up arrangements should be implemented in the instance of electronic gate malfunction to ensure resident safety and security. In this instance, residents shall be notified that the gates are inoperable and what alternate access measures are in place.

4.9 Emergency Procedures

All staff shall undergo training in emergency procedures as part of ongoing personnel development, including familiarisation with fire exits, the location of fire extinguishers and hydrants, and bushfire survival plan.

In the event of a fire or other emergency requiring evacuation of the communal facilities or any other area of the Park, the Site Manager and/or other staff will implement fire evacuation procedures, ensuring immediate removal of all persons from the Park and notifying emergency services.

A first aid kit and instructions on CPR are to be maintained in readily accessible locations in the Park, including the pool areas and Club house building.

4.10 Garbage Collection

The Site Manager is responsible for organising internal waste collection from the cabin and caravan sites and transfer to the bin storage area. The Site Manager will also be responsible for ensuring regular cleaning and maintenance of the bin storage area.

The Owner is responsible for making arrangements for either Council or a private contractor to collect all domestic waste from the bin storage area on a reasonable frequency (weekly or biweekly) and the maintenance of any waste enclosures.

4.11 Shuttle Bus

The Owner is to make arrangements to provide a minimum of two vehicles for the purpose of providing transport services to residents;

- 1) A Park shuttle bus, to assist with resident access to local facilities. The exact scope of service is to be determined with the Residents Liaison Group with respect to the residents required level of need, but at a minimum it is expected that a 10-seat (minimum) bus would be made available onsite for shuttle services to local destinations such as the Hawks Nest shopping strip, Bennetts Beach and the Tea Gardens shopping centre and Tea Gardens river foreshore area. This may be on an on-demand basis (as booked in by residents), or on a regular (minimum twice a day) timetable. With local destinations so close, it is expected there will be minimal issues coordinating resident on-demand bookings and regular scheduled services.

Local expected destinations include;

- Hawks Nest Golf Club = 2km (2 min)
- Hawks Nest Shops = 2km (2 min)
- Bennetts Beach = 3km (4 min)
- Tea Gardens Foreshore = 3km (4 min)
- Jimmys Beach = 3.5km (5 min)
- Tea Gardens Shopping Centre = 5.5km (8 min)
- A scheduled service out-and-back loop from the Park visiting Bennetts Beach, Hawks Nest shops, Tea Gardens Foreshore and Tea Garden Shopping Centre (and return) = 15km (30min, including stops)

- 2) A Park-owned vehicle, to be made available for residents to have the opportunity to book for day trips (for a fee). This vehicle would most likely double as a service vehicle also utilised by Park administration staff, unless resident

demand warrants a dedicated vehicle be provided. This vehicle may be driven by either a qualified bus driver, Park staff, or potentially residents who have passed relevant health and safety checks, completed the induction process and signed appropriate usage agreements (subject to management approval).

Both vehicles will be maintained, serviced and insured by the Owner. The Site Manager is responsible for ensuring the management of the vehicles and services, including timetables / scheduling, and resident bookings.

It is noted that some local businesses (such as Hawks Nest Golf Club, Tea Gardens Country Club, Benchmark on Booner and The Tea Gardens Hotel) also offer courtesy bus services.

It is also noted that there are various other community transport options available to Park residents;

- Linked Bus Service – Typically a shopping transport service,
- Free Clinic Bus – volunteer run organisation that arranges trips to local and regional medical appointments for residents of Hawks Nest and Tea Gardens,
- Riverstone Logistics – medical appointments and general vehicle hire services.

4.12 Storage (Caravan / Boat Parking)

On top of regular car parking spaces, the Park will include thirty-two (32) parking spaces for residents to store caravans, boats and trailers. The Site Manager is tasked with overseeing the storage areas and ensuring that Residents that utilise these facilities sign agreements that outline the terms and conditions of long-term storage onsite.

4.13 Internal Roads, Car Parking, Pathways & Washdown Shed

The Site Manager is responsible for ensuring internal roads, car parking and pathways are to be maintained to a high standard. Any damage identified will be rectified promptly to ensure access is not restricted for residents and visitors, and to prevent potential injury or damage.

Visitor spaces & disabled spaces are to be clearly signposted in accordance with the conditions of Consent.

The Washdown Shed is to be made available for the use of residents, and its use is to be monitored by Park staff to ensure the facility is being used as intended and left in a clean and tidy state. The facility shall be maintained as necessary by Park management, including;

- i. supply and maintenance of hoses and pressure cleaner, and
- ii. operation and servicing of grease and oil separator and necessary trade waste agreements with Council.

4.14 Park Communal Facilities

The Site Manager is responsible for the day-to-day operation of the Clubhouse and all other communal facilities (swimming pool, tennis courts, bowls facility, men's shed, theatre area etc). This includes arranging of bookings for residents, as well as coordinating any Park social activities.

4.15 Waste Water Pump Station

The Waste Water Pump Station and associated rising main will be privately owned, and the operation and maintenance of the facility is the responsibility of the Owner. The Owner will ensure that it is designed and installed to meet the requirements of Council, and is responsible for engaging appropriately qualified personnel for the regular monitoring and maintenance.

4.16 Landscaping of Common Areas

The Site Manager is responsible for the maintenance of the landscaping throughout the communal areas of the Park, including;

- i. appropriate vegetation management of the bushfire perimeter Asset Protection Zone as required by the Bushfire Assessment,

- ii. maintenance of vegetation within the Park footprint to ensure a high quality appearance, including all requirements of the Vegetation Management Plan. This is to include watering of all lawn and planting areas during dry periods maintenance (and replacement if necessary) of approved landscaping plans and removal of weed species as necessary, but also limiting the use of fertilisers due to their impacts on the sensitive adjacent downstream environment,
- iii. maintenance of retained vegetation on the site outside the Park footprint (retained vegetation to the east and west, plus the planted wildlife corridor in the north) per the requirements of the Vegetation Management Plan,
- iv. maintenance of raingarden filter media plants in accordance with the Stormwater Management Plan.

5.0 PLAN OF MANAGEMENT REVIEW

This PoM outlines a medium-term strategy for the management and improvement of the Park. It is the Site Manager's responsibility to undertake an annual review of this document to ensure its content remains relevant and aligns with relevant regulatory and resident expectations.