



Shop 3 - 360 Hector St Bass Hill – PLAN OF MANAGEMENT

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GENERAL INFORMATION

What type of Vehicles will be used, for dropping off and picking up patients?

Generally, Toyota Hiace Vans, which have the capacity for transporting people with disabilities.

What is the maximum number of patrons the bus can accommodate at once? 12

What Routes will the busses be taking to ensure maximum number of patrons can utilise the services? Bus routes will be unique to each patient.

Where will the busses park if all parking spaces are occupied? There are more than enough parking spaces accommodated on site

Will the bus fit in the designated spot? As per the traffic engineering report, the parking spaces are bigger than needed.

Where will the busses park when they are not in use? The busses will not be parked on site. They will be parked in the head office of "hope and Care" in Bankstown

Disclaimer

This plan has been prepared on the basis of information made available at the date of publication. While we have tried to ensure the accuracy of the information in this publication, we accept no responsibility or liability for any errors, omissions or resultant consequences including any harm, loss or damage arising from reliance on information in this document or referenced in this document.

1.1 PURPOSE

This Operational Plan of Management provides rules and principles for the day-to-day management of a *Food and Drinks Premises* ("Kebab Shop") Shop 3 - 360 Hector St Bass Hill

NOTE: This Plan should be read in conjunction with the Development Consent to which the plan relates. To the extent there is any inconsistency between this Operational Plan of Management and the Development Consent, applicable Legislation or Regulations which relates to the use or its operation, the Development Consent, Legislation and Regulatory requirements shall prevail.

1.2 LICENSING

The licensing procedure and proposed facilities and equipment requirement, staffing requirements, capacity, operational requirements, administrative requirements, probity checks, miscellaneous and record keeping must be in accordance with relevant food licencing requirements/standards and other regulatory requirements.

1.3 OPENING HOURS

The hours of operation for participants of the Centre will be 10:00am to 10:00pm, Monday to Sunday.

The centre will be open to staff for cleaning, cooking, preparation, and maintenance purposes between 6:30am and 11:00pm, Monday to Sunday.

The centre will open on all public holidays and operate 52 weeks per year. The operator is to seek approval from the consent authority if they wish to operate on a public holiday.

1.4 CAPACITY

The shop is to have a maximum capacity of 15 customers in accordance with the Development Consent.

1.5 STAFF

The shop is to have up to 3 staff members plus a manager. The Centre is to ensure that at least one 'manager' is present on the premises during the hours of operation where participants are on Site.

The 'manager' on duty is to act as the point of contact for the local community as well as ensuring that this Plan is implemented.

Each staff member is to have a current first aid certificate.

1.6 NOISE MANAGEMENT

Noise management will be as per the acoustic report.

1.7 MAINTAINING RELATIONS WITH NEIGHBOURS OF THE SITE

The manager is to ensure good relations with neighbours of the Site:

- The Manager shall act as a point of contact to the neighbouring properties and mediate any concerns that may arise,
- Staff is to ensure activities likely to cause a nuisance to neighbouring properties are avoided, such activities may be reported to the Manager who is to act upon the complaint and register any incidents in accordance with the complaints register.

1.8 STAFF ARRIVAL

Staff arrival is typically to occur during the hours of operation via a small car, however staff may periodically arrive to the site between 6:30am – 10:30pm during the days of operation.

1.9 SAFETY AND SECURITY MEASURES POLICY

The Centre will be equipped with the following security facilities:

- Security cameras
- Back to base alarms
- Individual swipe passes or keys for all staff (codes will be cancelled upon staff leaving permanently leaving the centre)

The on-duty manager shall be “first point of call” service for residents needing assistance with the exception of matters that are of concern to professional emergency services such as police, fire, ambulance, SES, etc.

The Manager and any staff are to ensure that their roles and responsibilities under the relevant Work Health and Safety legislation and regulations.

1.10 INSURANCES

The operator will be required to maintain insurance which covers all aspects of the Centre as well as Public Liability Insurance of \$20 Million Workers Compensation Insurance.

1.11 CENTRE CLEANLINESS, WASTE MANAGEMENT AND MAINTENANCE

The shop is to be kept clean by staff.

Waste will be stored in the designated bins in the provided area in accordance with the approved waste management plan referenced in the Development Consent. Staff are to ensure that waste collection area is well kept, and bins are collected and taken out of public viewing in a timely manner.

1.12 COMPLAINT REGISTER

- A complaints register is to be kept and maintained on Site by the Operator, recording incidents and complaints by neighbours, participants or other stakeholders. The register is to record:
 - Date
 - Nature of the complaint
 - Name and contact details of plaintiff
 - Actions taken
 - Resolution/outcome of the matters
 - Further action required (if applicable)
 - Action taken to address complaint (if applicable)
- The complaint register is to be made available for inspection by Camden Council