



**422 Hume Highway Yagoona
PLAN OF MANAGEMENT Rev A**

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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 *Mobile food trailer* + associated indoor/outdoor seating (422 Hume Highway Yagoona)

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 the mobile food trailer will be 3:00pm to 12:00am, Monday to Thursday – 3.00pm to 1:00am Friday to Sunday

The shop 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 + 3 car spaces in accordance with the Development Consent.

1.5 STAFF

The shop is to have up to 2 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.

1.6 NOISE MANAGEMENT

Noise management will be as per the acoustic report. "[ANAVS- Acoustic Noise and Vibration Solutions P/L](#)

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 2:00am during the days of operation.

1.9 SAFETY AND SECURITY MEASURES POLICY

The shop will be equipped with the following security facilities:

- Security cameras
- Back to base alarms
- Individual swipe passes or keys at front entry gate for all staff

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 premises 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, customers, 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 Bankstown Council