

# PLAN OF MANAGEMENT 11 CURTIS ROAD CHESTER HILL

**Proposal:** Use of Existing Premises as a Community Facility with Minor Internal and External Works

May 2025

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# **Plan of Management**

## **11 CURTIS ROAD CHESTER HILL**

Plan of Management- *For the approval of a Community Facility with minor internal and external works*

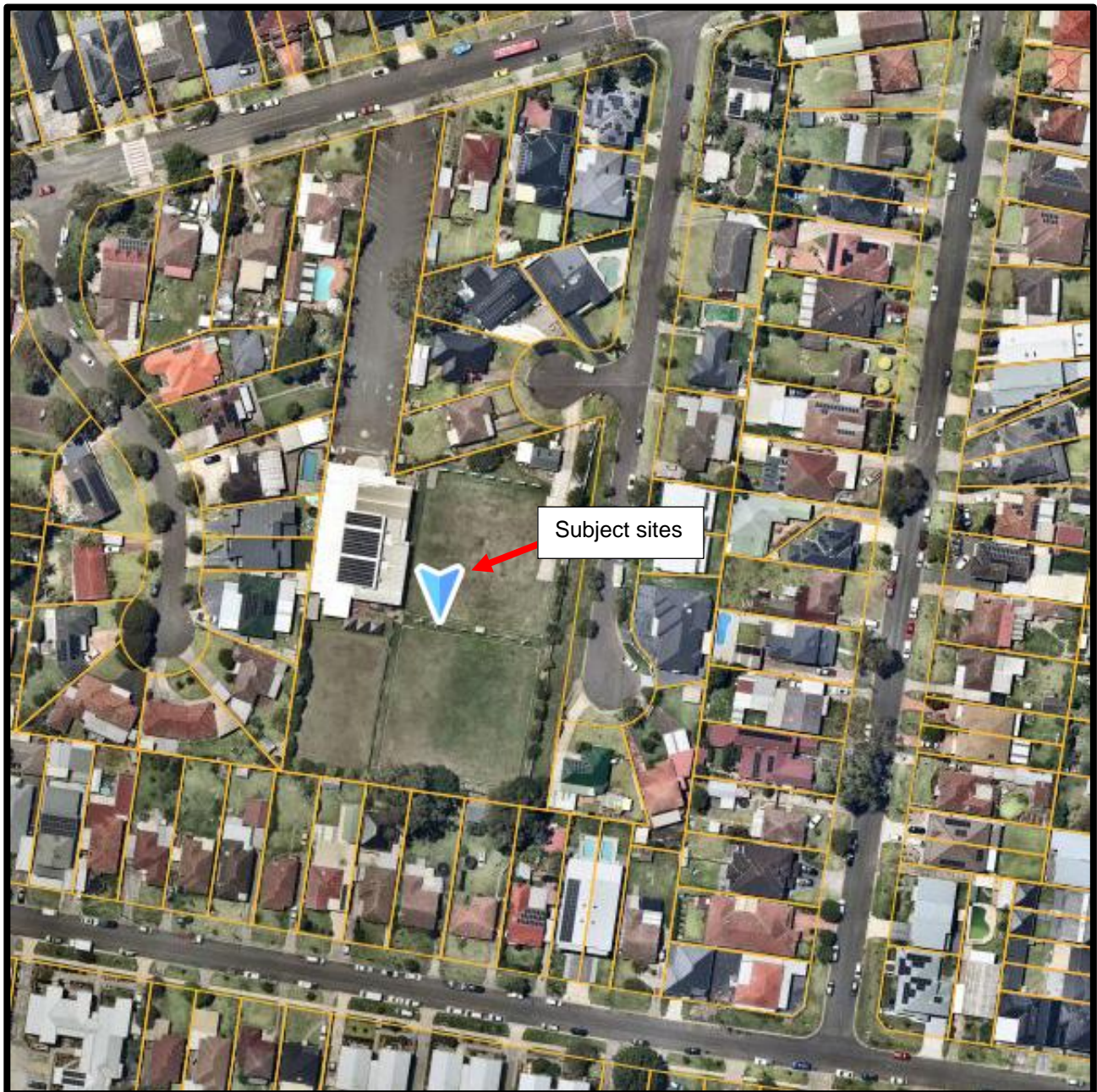
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**PIVOTAL PLANNING**

## 1. Introduction

This Plan of Management provides directions and controls on the use and management of the premises as a community facility for a maximum of between 50 and 100 people at any one time, at 11 Curtis Road Chester Hill, legally identified as Lot A DP 410761.



**Figure 1:** Aerial view of the site identified as 11 Curtis Road Chester Hill (Near Map 2025)

### 1.1. Purpose of this Plan

The purpose of this Plan of Management is to describe the operational, security, parking, and management details of the proposed use, and to outline measures that will be taken to minimise crime, antisocial behaviour, and impacts on surrounding properties.

Details in this plan include the type of uses to be undertaken at the community facility premises at any one time, the number of people to be catered for at any one time, security and access arrangements, as well as noise and patron management.



The plan of management relates to a Development Application for the approval *Use of existing premises as a community facility with minor internal and external works*

## **1.2. Aims and Objectives of this Plan**

The aims of this plan are to provide a breakdown of the operation of the premises.

## **1.3. Business Operation Overview**

The proposed development is a community facility. The facility will provide a range of services for the benefit of a charitable association that has ownership of the facility. The detail breakdown of day-day activities is detailed below

The premises will be used for a variety of community-based activities, and will run Monday-Sunday from 9am to 10pm, with a maximum of 50 people attending most of the events with the exception of events on Friday afternoon and Sunday.

A breakdown of the expected events and times of these events are detailed below;

### Monday

Monday Day- community assistance 9 am- 4 pm - Maximum 50 people. These include document translations, filling forms, free professional advice services.

Monday Afternoon- scouts group meetings - 5pm- 9pm Maximum 50 people

### Tuesday

Tuesday Day- community services 9 am- 4 pm Maximum 50 people. These include document translations, filling forms, free professional advice services.

Tuesday Afternoon- soccer training or club meeting 5pm- 9pm Maximum 50 people

### Wednesday

Wednesday Day- community services 9 am- 4 pm - Maximum 50 people. These include document translations, filling forms, free professional advice services.

Wednesday Afternoon- scouts group meeting 5pm- 9pm Maximum 50 people.

### Thursday

Thursday Day- community services 9 am- 4 pm - Maximum 50 people. These include document translations, filling forms, free professional advice services.

Thursday Afternoon- soccer training or club meeting 5pm- 9pm Maximum 50 people. Training will take place on the grass bowling greens to the rear of the premises.

### Friday

Friday Day- Islamic prayer 12pm-3pm Maximum 100 people.

Friday Afternoon- community/ board meeting 5pm- 10pm max 80 people.

(Note: Worshipers will utilise designated assembly area during prayer sessions)

### Saturday

Saturday Day- family gathering, community activities, school program (tutoring and counselling services), 9 am- 4 pm Maximum 50 people

Saturday Afternoon- family events- funeral services (condolences only) 5pm- 10pm max 80 people

#### Sunday

Sunday Day- Christening, Mass, or similar 11 am- 2pm Maximum 100 people.

Sunday Afternoon- family events 5pm- 10pm max 80 people.

(Note: Worshipers will utilise designated assembly area during prayer sessions/mass)

The events will be supervised by members of the community organisation. The application is accompanied by a legal advice letter detailing how the organisation overseeing the proposal, falls within the definition of community facility.

The site has a pre-existing at-grade parking area at the front of the premises that will cater for a 47 car parking spaces, inclusive of 2 accessible spaces.

area at the front of the premises that will cater for a 47 car parking spaces, inclusive of 2 accessible spaces.

The premises will be fitted with quality security systems, providing patrons and their families the peace of mind that a 24-hour audio and visual remote guard monitoring and communication system is there for their safety and security.

#### **1.4. Hours of Operation**

The hours of operation will vary from day to day however will not operate past 10pm on any one day and will not commence operation prior to 9am on any given day.

#### **1.5. Maximum Numbers**

The maximum number of patrons will vary from day to day, however will not exceed a maximum of 50 people for most gatherings with the exception of Fridays, Saturdays and Sundays, where maximum will be 100 for Fridays and Sundays and 80 people on Saturdays

### **2. Play and Supervision**

Children will utilise the breakout areas, at the existing green spaces during community events where children are expected to attend. During days where soccer training is being undertaken, there will be supervision of children when utilising the outdoor spaces by coaching personal, to ensure noise levels are maintained at a minimum level.

### **3. Noise Attenuation/Noise Management Plan**

#### Noise Attenuation

All noise attenuation recommendations of the acoustic impact assessment prepared by ANAVS- Acoustic Noise and Vibration Solutions, dated May 20 2025. The noise management recommended in the acoustic assessment which will be implemented is as follows;

A Noise Management Plan should be implemented on site and include the following:

- *Install a contact number at the front of the Community Facility so that complaints regarding the centre operation can be made.*
- *Implement a complaint handling procedure. If a noise complaint is received the complaint should be recorded on a Complaint Form. The Complaint Form should contain the following: ▪ Name and Address of the Complainant.*

- Time and Date the Complaint was received
- The nature of the complaint and the time/date the noise was heard
- The name of the employee that received the complaint
- Actions taken to investigate the complaint and the summary of the results of the investigation
- Indication of what was occurring at the time the noise was happening (if applicable)
- Required remedial action (if applicable)
- Validation of the remedial action
- Summary of feedback to the complainant

Also, a permanent register of complaints should be held on the premises, which shall be reviewed monthly by attendees to ensure all complaints are being responded to. All complaints received shall be reported to management with initial action/investigation commencing within 7 days. The complainant should also be notified of the results and actions arising from the investigation.

#### 4. Traffic Management Plan

For events where there is an expected high patronage or turnover of people a traffic management plan has been prepared for the application. The traffic management procedures are detailed below;

*The expected maximum attendance during the **peak use & special religious events** of Friday afternoons and Sunday mornings/afternoons at the subject site is up to 100 people.*

*The traffic and parking demand during the peak use and special events can be accommodated within on-site car parking area.*

*It is recommended that at least 2 to 3 staff members/volunteers patrol the site and fronting street, in high visibility gear during the peak use periods, to ensure there is no disturbance to adjacent properties and their driveways and to efficiently control traffic movements of vehicles into and out of the site.*

#### MANAGEMENT OF TRAFFIC & PARKING DURING PEAK USE OPERATIONS:

- *The management of the subject site to provide its community members an educational information flyer advising of safe parking and traffic practices during attending the site and that all vehicles are to be parked within the allocated on-site car parking spaces and that under no circumstances that members block driveways of neighbouring properties.*
- *Allocated Staff members/volunteers in high visibility gear will be present on site to regulate traffic movements into and out of the site and to manage on-site parking, to ensure that no vehicles are illegally parked and are not obstructing driveways of adjoining properties.*

*All vehicles are to be parked within the allocated line marked car parking spaces, with no stopping of vehicles or dropping-off/picking-up of people to take place near the driveway, to avoid traffic congestions or vehicle queuing.*

- *The management of the subject site may have the option to run an additional minibus (i.e. van) service to pick-up and drop-off locals and elderly members of the community, who wish to attend services from the neighbouring local areas, if possible.*

#### 5. Access Control and Security

##### 5.1. Street Access and Personal Access

Access to the premises is gained by way of Curtis Road.

### 5.2. Closed Circuit Television Cameras

Security cameras will be located strategically in order to capture all areas of the tenancy. CCTV will capture patrons in all areas of the premises (except for bathroom and change room areas).

### 5.3. Personal Safety and Security

The following procedures will be implemented in the community facility:

- (a) Staff greeting patrons at the door will not permit any intoxicated person to enter the premises, and will bring to the notice of the Manager on duty any person on the premises who may be considered intoxicated;
- (b) Appropriate signage will be provided in visible positions;
- (c) Emergency contact numbers for essential services are near all phones at all times;
- (d) Adequate lighting to ensure vision of all tutoring facility equipment and tools on days where it is being undertaken;
- (e) The site will include surveillance through CCTV systems around the perimeter of the building, as well as within the building;
- (f) Alarm systems will be installed within the premises;
- (g) Identification signs for access and facilities for people with disabilities.

### 5.4. Lockers and Storage

The extensive CCTV system continually films the locker area as well as all parts of the premises. Appropriate security signage will be located throughout the premises

### 5.5. Security Training and Maintenance

Staff training will be carried out upon the completion of the installation of the security systems, following which ongoing training will be made available by the security firm on request.

There will be ongoing technical maintenance for any security system requirements. This includes:

- Testing all alarm devices are powered and effective;
- Testing emergency help buttons;
- Testing communication systems are working and capable of contacting security and emergency services.

### 5.6. Warning Signs

Detailed signage will be provided on the outside of the building as well as inside the premises, advising of the CCTV systems in place.

### 5.7. Passive Surveillance

Passive surveillance across the site will be increased throughout the day and night as a result of increased attendance to the premises. Such passive surveillance is considered to form a beneficial deterrent to crime, not only to local businesses that are closed for business at these times, but also to local residents. This deterrence can potentially assist in the reduction of criminal activities that are more likely to occur at non-standard business hours.

## 6. Emergency Procedures and Management

### 6.1. Plan of Management and Emergency Procedure Review Process

The Plan of Management will be reviewed on an annual basis with input from both management and staff regarding the validity of all the noted points. In addition, this forum will be utilised to discuss the addition of any relevant operational matters not previously documented on the Plan of Management.

### 6.2. Fire Safety

- (a) Emergency Management and Evacuation Plans and Fire Mitigation Plans are to be provided within the

premises;

- (b) No smoking in areas other than the designated smoking zones (if any);
- (c) All fire safety features within the building will be regularly maintained in accordance with any statutory requirements;
- (d) Management will ensure that up to date safety procedures are implemented and displayed at all times;
- (e) Management will ensure that all staff is aware of the fire safety procedures to be followed in the event of a fire at the premises.

## **7. Property and Waste Management**

### **7.1. Property Damage**

In the event of property damage, the business will have the damage assessed and contained within a 24-hour period to ensure the safety of the public and children of the facility. Upon assessment, immediate measures will take place by the business manager to engage the services of a suitable tradesperson to address the situation.

### **7.2. Graffiti Management**

In the event of graffiti, the business will endeavour to address the situation within 24 hours by any means possible. If the business is unable to personally fix the problem, the services of a graffiti removal company will be engaged to ensure the graffiti is removed within 3-5 days.

### **7.3. Rubbish Removal**

Staff/Volunteers will be tasked with ensuring any rubbish dumped either within or outside the premises will be disposed of quickly and effectively.

### **7.4. Waste Management**

The amount of waste/garbage generated by the community facility will be minimal and requires emptying by staff approximately once a day. There will be minimal food-based waste generated at the premises. Bins will be provided within the premises and adjacent to the entry and in the kitchens.

All wastes will be stored in approved containers placed inside the premises before being removed for disposal by Council or appropriate contractors.

The existing building has a designated waste collection area that is sufficient for the disposal of waste generated by the facility.

### **7.5. Cleaning**

Cleaning of the premises will be carried out on a daily basis. A major cleaning of the facility will be undertaken by contractors outside of the hours of operation or on Friday-Sunday.

### **7.6. Minimising Impacts on Surrounding Residents and Premises**

To minimise impacts upon neighbouring premises and their customers, the following rules are to apply:

- (a) Management will comply with any noise conditions imposed by the Council, and any recommendation of acoustic assessment undertaken in respect of the premises
- (b) No smoking in areas which may affect the amenity of other residents in neighbouring premises. Ash and butts are to be disposed of appropriately and not off balconies or windows.
- (c) Management will continue to maintain at the premises a quality CCTV surveillance system with coverage of the entrance and all indoor areas.

## **8. Complaint Handling and Dispute Resolution**

This Complaint Handling and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties.



The purpose of this Policy is to outline a set of procedures to respond to complaints and disputes effectively and fairly, in a professional and timely manner. This Policy provides a process for handling and resolution of complaints and disputes between the facility, employees, and surrounding residents and businesses.

The objectives of this Policy are to establish a process to:

- Record, take action, and resolve complaints and disputes;
- Review and monitor performance against the procedures outlined in this Policy.

### **8.1. Dealing with Client Disputes**

To maximise the chance of a successful resolution the business will:

- Listen to what the complainant has to say;
- Request documentary evidence if required to verify the facts;
- Negotiate face-to-face in a calm and professional manner;
- Provide accurate information on the options available to the complainant for the resolution of the issue.

### **8.2. Communication**

The contact details including a phone number of the manager/owner of the premises will be made available 24 hours, 7 days a week on the outside of the premises.

### **8.3. Procedures for Receiving Complaints**

If a complaint is submitted, the business must:

- If the complaint is verbal – attempt to resolve it immediately;
- If the complaint is in writing – acknowledge in writing the receipt of the complaint as soon as practicable, and enclose a copy of this Policy for the complainant's information;
- Ensure that the complainant receives proper consideration resulting in a determination;
- Act in good faith in dealing with and resolving the complaint;
- Investigate the complaint including by:
  - Seeking all relevant information from the complainant; and
  - Obtaining all relevant information from employees.
- Keep the complainants informed of progress towards resolving the complaint
- Communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the club of the complaint. This includes:
  - The remedies (if any) available to the complainant; and
  - Information regarding any further avenue for complaint.
- No action will be taken on anonymous complaints except in exceptional circumstances

### **8.4. Recording the Complainant – Complaints and Disputes Register**

A Complaints and Disputes Register will be established, maintained, and kept up-to-date. The Register will be comprised of a copy of each Complaint Report.

The Register includes the following information about every complaint that is received:

- Date complaint is made;
- Nature of complaint/issue;
- Action taken to investigate the complaint;
- Date resolved; and
- How resolved.