

# OPERATIONAL PLAN OF MANAGEMENT

## St Mary & Sts Cosman & Demian Coptic Orthodox Church

Lot 2 in DP 1200708, 118-120 Arnold Avenue, Kellyville NSW 2155  
and Lot 3 in DP 1200708, 8 Raymond Court, Kellyville NSW 2155

Date: 21 April 2022

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## 1 Introduction

The Coptic Orthodox Church is the Christian church that was founded in Egypt. The Copts as the successors of the ancient Egyptians are defined as the modern sons of the Pharaohs. They played an essential role in the whole Christian world, especially during the first five centuries. Their religious background helped them to accept Christianity with eagerness and to enjoy its depth through their ascetic life, meditation and studying of the Holy Scripture.

The Copts are proud of the apostolicity of their church, whose founder is St. Mark, one of the seventy Apostles (Mark 10:10), and one of the four Evangelists. He is regarded by the Coptic hierarchy as the first of their unbroken 118 patriarchs, and also the first of a stream of Egyptian martyrs.

The Coptic Church is known as being a worship-loving church. Her worship is rather incessant, her liturgies are rich with theology and rites, so profound and delightful. A child can participate with a cheerful heart. Her feasts are continuous every-day besides Sundays, the weekly feasts, the monthly and the yearly feasts. Its songs are diversified and enjoyable. With her calm, meek and effective spirit she is capable of reaching deep into the soul and she shakes the heart and emotions in credit of the Kingdom of God. Her joy is mixed with asceticism and her fasting exceeds half of the year.

Worship in the church represents a living part of the ecclesiastical life which reacts together with the enjoyment of the Holy Bible, doctrine faith, ascetic life and her sacred outlook to man and his entity. All that collaborates to lead to "life in Christ".

This devotional life is not exclusive for the priests and monks, but it is for every member of the church. Everybody participates in worship and performs through organized church services without confusion. They worship collectively not individually, in spirituality and gentleness and not in the rigid deadly letter. The spirit of public worship can be practiced by the believer even in his bedroom, because he practices his personal worship as a member of the community, who thanks, praises, and asks in the name of the whole, as all are in the depth of his heart.

Liturgy does not mean some hours spent by believers - clergymen and laity - in participating in the Eucharistic liturgy, performing on vesper or matin or baptism or marriage celebrations etc., but it is in its essence the true communion with Christ. This liturgical life is not lived only when a believer participates in common worship whatever it is, but it dwells within his heart even when he is alone in his room. In other words "liturgy" is a life which the church practices, through which she acknowledges her nature, realizes her message and attains her own existence which is life and growth in Jesus Christ.

The word "priest" is designated for a clergyman who spiritually serves people and their needs. There are three ranks in Priesthood. The order of Deacons. The order of Priests. The order of Bishops. Deacons are servants, Priests are teachers and shepherds of a parish. The Deacon's responsibility is to help the priest or bishop perform the religious ministry. The spiritual duties are primarily during Liturgies, which may not be performed if the deaconate are not present.

## 2 Objectives

This Plan of Management has been prepared for the operation and management of St Mary & Sts Cosman & Demian Coptic Orthodox Church ("**the Coptic Church**") at 118-120 Arnold Avenue, Kellyville NSW 2155 and 8 Raymond Court, Kellyville NSW 2155, legally described as Lot 2 and Lot 3 in DP 1200708 ("**the Site**").

This Plan of Management is a working document to provide:

- management and personnel with clarity regarding roles and responsibilities, and the nature of tasks to be undertaken; and
- full details regarding permitted activities and operation of the premises.

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### 3 Administration of the Plan of Management

All deacons and volunteers at the Church are to be provided with a copy of the approved conditions of consent and must understand their obligations to comply with the conditions and procedures set out in this Plan of Management. All deacons and volunteers are to comply with the operations and timing requirements contained in this Plan of Management.

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### 4 Review mechanism

In order to ensure the Plan of Management remains relevant, the Plan of Management will be reviewed:

- Upon any change in relevant legislation.
- If, as a result of a complaint and actions taken in response to that complaint, changes to the Plan of Management are warranted.
- Annually.

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### 5 Operational details

#### 5.1 Objectives

- To identify the activities that take place at the Coptic Church.
- To detail the operation and responsibilities for each activity.

#### 5.2 The Church and Ancillary Buildings

The activities at the Coptic Church will be carried out predominantly within the church building ("**Church**") and two ancillary buildings.

One ancillary building comprises a community hall, holy bread room, cool room, kitchen and canteen on the ground level and classrooms on the first floor and is described in this Plan of Management the "**Community Hall Building**".

The other ancillary building comprises of the church library on ground level and administrative office and meeting room area on the first floor and is described in this Plan of Management as the "**Library and Administration Building**".

In accordance with Section 5.3 (Services Schedule and Management Plan) below, the Church and the ancillary Community Hall Building will not be used concurrently except during the youth meeting on Fridays.

Any pack up, cleaning etc associated with services in Section 5.3 that are scheduled to conclude at 9:45pm on Tuesdays, Thursdays, Fridays and Saturdays are to take place immediately to ensure all patrons are off site by 10:00pm.

### 5.3 Coptic Church services schedule and management plan

Day	Time	Service and details	Number of parishioners (excluding Deacons)	Number of Deacons (in addition to Parishioners)	Number of cars
Tuesday	6-8pm	<b>Holy Liturgy.</b> Held in the Church Building only.	20-30	10-15	15-18
Tuesday	9:00pm-9:45pm	<b>Bible Study – English.</b> Held in the Church Building only.	20-30	10-15	15-18
Wednesday	8-10am	<b>Holy Liturgy.</b> Held in the Church Building only.	20-30	10-15	15-18
Wednesday	7-8pm	<b>Deacons Meeting.</b> Held in the Church Building only.	0	15-20	10-15
Thursday	7:00 - 8:30pm	<b>Bible Study - Arabic.</b> Held in the Church Building only.	12-15	3-5	10-15
Thursday	8:30 - 9:50pm	<b>Praises - Tasbeha.</b> Held in the Church Building only.	12-15	3-5	10-15
Friday	4-6pm	<b>Holy Liturgy.</b> Held in the Church Building only.	20-30	10-15	15-18
Friday	7:00-9:45pm	<b>Youth Meeting.</b> The Youth Meeting is divided into 3 groups: <ul style="list-style-type: none"> <li>• young youth for 14-17 year olds</li> <li>• youth for 18 – 23 year olds</li> <li>• working youth for 24-28 year olds</li> </ul>	40-60	0	25-30

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		One youth meeting is held in the church, the second youth meeting will be in the Community Hall Building and the third youth meeting group will be held in the classrooms on the first floor of the Community Hall Building.			
Saturday	8-10am	<b>Holy Liturgy – Arabic.</b> This service is aimed for the elderly and is in Arabic, it is limited to the Church Building. Once the service is concluded the congregation would move to the Community Hall Building within the Community Hall Building to partake in a meal.	30-40	10-20	25-30
Saturday	5-9:50pm	<b>Hymns, bible school, choir, Vespers and Praises.</b> The youth members of the Coptic Church will use the Classrooms on the first floor level of the Community Hall Building for Hymns, bible school, choir.  Vespers and Praises will be held in the church.	40-50	15-20	25-30
Sunday	8am -11am	<b>Holy Liturgy.</b> Sunday is known as the day of the Lord for the Coptic Church, accordingly it is the main service and has the highest attendance.  The service begins in the Church Building and is attended by all, once the service is concluded everyone is directed to the Community Hall within the Community Hall Building to break their fast and have a meal.	120-160	30-40	40-50
Sunday	12-1:30pm	<b>Sunday School &amp; Servants Meeting.</b> After the meal following the Holy Liturgy	50-65	10-15	40-50

		<p>Service, the children are then directed to the classrooms on the first floor of the Community Hall Building which is aimed at educating the children in the Christian faith. The children and the servants (educators) are all members of the same congregation that attended the Holy Liturgy service in the Church Building.</p> <p>Whilst the children are learning in the classrooms, the parents wait and spend some social time in the Community Hall Building or sometime may choose to use the Library in the Library and Administration Building for reflection.</p>			
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#### 5.4 Special services or events

Special events are mainly limited to the Church Building with the only exception of Good Friday. After the service on Good Friday, the congregation will move to the Community Hall Building within the Community Hall Building for a meal to break their fast.

The Church Building is usually at full capacity, accommodating 280 persons. Security guards will be employed during special services or events to manage parking and order around the grounds of the Coptic Church.

Services usually begin at 6pm and end just after midnight.

To ensure that the number of parishioners are not exceeded during special events, the Coptic Church will implement an online booking system which will record the number of parishioners in attendance. The booking system is an internal system that was developed by the church in response to COVID, its located on the HisVine system which is used for pastoral follow up. This is system is accessed via [www.hisvine.org.au](http://www.hisvine.org.au) and is available as a phone application, each congregant has their login details to be able to login and register for a service. Further a telephone number will be provided for one of the committee members to facilitate bookings for anyone who may be technologically challenged.

Special Services or events	Time	Service	Number of Parishioners (excluding Deacons)	Number of Deacons (in addition to Parishioners)	Number of cars
New Years Eve	8pm-12:30am	Holy Liturgy	160-230	40-50	50-65
Christmas Eve	6-11pm	Holy Liturgy	160-230	40-50	40-50
Theophany Feast Eve	6-11pm	Holy Liturgy	160-230	40-50	40-50
Palm Sunday	8-2pm	Holy Liturgy	160-230	40-50	40-50
Good Friday	8-5pm	Pascha Praises	160-230	40-50	40-50
Joyous Saturday Eve (Friday night)	11-6am	Midnight Praises and Holy Liturgy	20-30	10-15	15-18
Easter Liturgy (Saturday night)	6-12:00am-11pm	Holy Liturgy	200-230	40-50	40-50

**Commented [AJ1]:** I am instructed that this should have always been 12pm which is consistent with the current approval.

## 5.5 Other events and usage of other rooms

### Funerals

Funerals usually occur during the day and would usually start at around 11am in the Church Building. The funerals usually have a duration of an hour.

Since 2016, the Coptic Church has had a total of 5 funerals. As such, the Coptic Church does not anticipate conducting more than 3 funerals per year.

Once funeral is concluded all deacons and parishioners move to the cemetery for burial. On some occasions 3<sup>rd</sup> Day prayers can be performed in the Church followed by a meal in the Community Hall, however, it would be very rare for numbers to exceed 100 parishioners at the 3<sup>rd</sup> Day prayers.

### Weddings

A maximum of 6 large weddings will occur per year at the Coptic Church which will host 180 – 280 people. The Coptic Church would not constitute a church large enough for our weddings. Since 2016, the Coptic Church has had a total of 4 weddings. As such, the Coptic Church does not anticipate conducting more than 3 Weddings per year.

All other weddings of less than 180 people would be considered "small" and there are no restriction on the number of small weddings that can be held per year.

Weddings would normally be conducted on a Saturday or Sunday; a wedding would usually take one hour and can be conducted any time between the hours of midday to 4pm. Once wedding is concluded wedded couples usually move to their photo shoot locations within Sydney followed by their designated reception centre if one is booked. The Site will not be used to host receptions following a wedding.

### Other Rooms

- The Holy Bread Room in the Community Hall Building is used to prepare the Holy Bread before Liturgies. Two deacons would prepare the bread 1-2 hours before a Liturgy.
- The Kitchen in the Community Hall Building is used to prepare food by a group of 5-6 servants who would do that during the liturgy.
- The Canteen in the Community Hall Building is used to serve the food to the congregation upon arrival into the Community Hall within the in the Community Hall Building.
- The Meeting Room in the Library and Administration Building is used for meetings of the committee of the church (7 people) which occurs once a month.
- The Office Library and Administration Building is occupied by the parish priest (1-2 priests) and are used during the week for pastoral and administrative needs of the congregation.

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## 6 Noise management measures

### 6.1 Objectives

To identify measures and responsibilities to mitigate noise.

### 6.2 Noise Management Measures Generally

- All that enter and exit the Site are to do so in an orderly fashion.
- The Parish Priest, Deacons and volunteers will observe and manage noise and generally assist in the effective operation of the services including encouraging parishioners to move from the Church to the Hall quietly especially for large events or events late in the evening.
- No parishioners are permitted onsite after 10pm or before 7am, except for the special events listed in section 5.4 above.
- All able bodied people are to use the internal stairwell to access the carpark after 6pm. Less able people to use the lift to access the carpark.



- During evening events in the Community Hall Building and Church Building, all doors and windows shall be closed, except when accessing the lift and toilets.
- General congregating outside the Hall in large groups is not permitted at any time.

## 7 Traffic and parking measures

### 7.1 Traffic and parking management

- All parishioners will be directed to park on site.
- For Stage 1 with 59 on-site car parking spaces, patronage limits (inclusive of deacons) will be limited to 200 persons.
- For Stage 2 with 76 on-site car parking spaces, patronage limits (inclusive of deacons) will be limited to 280 persons.
- In both Stages, car parking marshals will be employed (being one or more of the parishioners attending the service) will assist drivers to available car parking spaces, which will eliminate any need for turning bays within the car park.
- The gates at the Arnold Avenue driveways that serve access to the ONE-WAY clockwise internal roadway for the temporary parking of limousines or hearses will be closed except during wedding and funeral services. No other vehicles will be permitted access using the Arnold Avenue driveways.
- All traffic leaving the eastern EXIT ONLY driveway to Arnold Avenue will be directed by regulatory sign post to turn left only. The western driveway at the Arnold Avenue frontage will be the ENTRY ONLY driveway for wedding and funeral vehicles.
- The Raymond Circuit driveways will operate in a clockwise direction with the eastern driveway being the ENTRY ONLY driveway and the western driveway being the EXIT ONLY driveway.
- The eight (8) stacked car parking spaces in both stages are reserved for use by deacons only who arrive early and leave after services.  
unless in during special services or events listed in section 5.4 above.
- During the during special services or events listed in section 5.4 above a maximum of 35 cars will park on street.
- Security guards will be employed during special services or events to manage parking and order around the grounds of the Coptic Church.

## 8 Site maintenance including waste management

Waste collection will wholly occur on site by a private waste contractor Monday to Friday outside church service times during the hours of 7am – 7pm.

Waste vehicles are to enter and exit the site in a forward direction.

## 9 Emergency procedures

An Emergency Evacuation Diagram has been prepared and is provided in the architectural drawing 13A – 13C dated 30 March 2022. The plan includes evacuation routes, assembly points, and a plan of action once a fire alarm has been activated.

The Emergency Evacuation Diagram will be prominently located in each exit.

### Emergency Evacuation Plan

Prior to commencement of operation of the Coptic Church, the emergency evacuations diagram and procedures will be reviewed by a licensed and accredited fire expert. Fire evacuation plans will be installed around the Coptic Church as per the expert's recommendations. This plan and the procedures will be checked by DET before a license to operate the centre is issued.

There are also portable emergency first aid kits located at strategic positions within the building.

Management will ensure staff are appropriately trained in the use of fire safety equipment and fully understand the evacuation procedures in the case of a fire emergency. In addition, practice emergency drills will occur at least every month to ensure that all staff are proficient in the procedures.

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## 10 Neighbour relations and consultations

The Coptic Church is responsible for establishing contact and maintaining a relationship with its neighbours within a 100m radius by undertaking the following tasks:

- 4 weeks prior to the first service, the Coptic Church will undertake a letterbox drop to all mail boxes within 500m radius of the Coptic Church to advise of the activity and nominate all methods to contact the Coptic Church should any matter arise that warrants addressing.
- In maintaining a relationship with the neighbours, the letterbox drop should include at least two after hours contact numbers.
- Provide a clear sign at the front of the property that is visible to the public identifying the name and methods of contacting the Coptic Church in the event that there is a matter that warrants addressing.

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## 11 Complaints procedures

The Coptic Church will implement a complaints procedure, including a complaints telephone number which will be capable of receiving and recording complaints at times the Coptic Church is not operating.

All valid complaints shall be investigated and resolved to the best of the Coptic Church's abilities as soon as possible.

The owner/operator will maintain a "Complaints Book" recording details of any incident that occurs (including the time of the incident), a description of the incident and any actions taken by the management of the Coptic Church in response to the incident. All complaints must include the details of the person reporting the incident including a contact phone number so that management may follow up any complaint. The option will be given to a Complainant as to whether a complaint is confidential or non-confidential.

An "*Incident*" includes:

- any breach of this Plan; or
- any complaint by any person about the operation of the Coptic Church.

The Coptic Church must investigate any incident within 5 working days and the Complainant will receive a response within 10 working days detailing what action has been taken (if any action is deemed necessary) in order to address the complaint or concern.

The Complaints Book must be updated within 24 hours of any incident. The Coptic Church owner/operator must review and initial and date all entries made in the Complaints Book in his/her absence whenever he/she is next at the centre.

The Complaints Book must be made available to Council officers for inspection upon request.

The ~~Coptic Church owner/operator~~ must review the Complaints Book regularly and where appropriate amend this Plan so as to eliminate the possibility of the incident recurring or to minimise the impacts of the incident should it recur.

Contact Details for the registering of complaints are as follows:

TBA upon operational state.