

**PLAN OF MANAGEMENT FOR THE
TUAMA MOSQUE & CULTURAL
CENTRE
AT
31-35 ANZAC STREET, GREENACRE**

November 2013

Background

The United Arab Muslim Association (TUAMA) owns and operates the current praying hall and cultural centre at 31-35 Anzac Street, Greenacre. TUAMA was established 6th August 1985 to provide cultural services to the Muslim Community. By providing a place of congregation, cultural exchange, religious services and a place of worship. It has been founded to provide partnership between the Muslims and non Muslims who wish to contribute to the benefit of the society in the local.

The Muslims in the greater Bankstown area form a multi-cultural , multi-ethnic and multi-lingual community. This diverse community of many backgrounds and races is united by its common needs, challenges and social aspirations. The TUAMA is committed to provide a place of congregation and cultural activity including a place of worship that would inspire, attract and act as a positive force for change within the local community and wider community.

TUAMA also provides a forum where scholars from all fields of learning can interact with each other to promote brotherhood, friendship, peace and amity amongst the cultural and religious groups in Australia and also to strive for a peaceful co-existence.

Purpose

This Management Plan sets out the policies and management practices for The United Arab Moslem Association (TUAMA) Mosque & Cultural Centre at 31-35 Anzac Street, Greenacre. As a basic principle the primary functions as a Place of Worship, shall operate in accordance with the proposed hours of operation as set out below and in accordance with this Plan of Management.

The purpose of this document is to set out the methods by which TUAMA will manage the operation of the Mosque and how management will address any issues or concern from members of the congregation, adjoining neighbours or community members in proximity to the establishment.

The proposed TUAMA Mosque and Cultural centre will provide ;

- **Mosque**: A place to congregate for religious activities including worship
- **Community Hall**: A place for cultural activities
- **Funeral Parlour**: A place to prepare the deceased of the faith before burial at a cemetery
- **Library/Religious Teaching Centre**: A place to provide religious education in small workshops and presentations.
- **Carparking**: 238 parking spaces accessed via a one-direction driveway and provision for 4 mini-buses. Ingress is via a 5m wide southern driveway and egress out to Anzac Street is via a 6.5m wide driveway allowing separate left & right existing vehicles.

The key aspects of the Management Plan relate to:

- The hours of operation of the TUAMA Mosque & Cultural Centre;
- Parking Management;
- Management, Maintenance & Waste Collection;
- Staff Training for Fire Safety, Occupational Health and Safety Requirements;
- Noise Management;
- Membership and mini-bus arrangements for management of Friday prayers

These are addressed overleaf;

1. Hours of Operation

The TUAMA Mosque & Cultural Centre shall be open for the following hours:

Activity	Time		No. Staff	No. patrons expected
Prayer Hall	The prayer hall will be open during the following times:			
	Morning Prayer SUBH	7am - 9am	2 clergy	35
	Midday Prayer DHUHR	12noon - 4pm	2 clergy	30
	Afternoon Prayer ASR	4pm - 7pm	2 clergy	20
	Evening Prayer MAGHRIB	7pm - 8.30pm	2 clergy	25
	Night Prayer ISHA	8.30pm - 10pm	2 clergy	30
	Friday Prayer	11.30am-1.30pm	2 clergy 2-3 volunteers	400-500 typically but allowing a maximum of 554
	Eid Prayers (twice per year)	5am–7.30am	2 clergy 5-6 volunteers	600-700
Community Hall	Weekdays	4pm–10pm	2 staff 1 Part time	50-100 maximum
	Weekends	4pm–10pm	4 staff 1 Part time	Typically 200 and max 350-400 for special community functions or can be divided into two separate sub-halls up to 150 each
Funeral Parlour	Any day of the week	8am- 2pm	4 staff 1 Part time	n/a
Library, Religious teaching & admin office	Every day of the week	2pm – 8pm	2 staff 1 Part time 1 volunteer	40-64 participants

Note:

1. A General Manager and three (3) additional administrative staff will be employed to manage the overall operations of the TUAMA Mosque & cultural centre
2. The Centre will also employ a security guard & general hand to assist the admin staff manage the centre
3. There will be variation in prayer times during summer and winter months
4. There will be no concurrent use of the community Hall and Mosque
5. At the times of prayers, all other activities will cease as per the above timetable
6. There will be a 1 hour lead/lag time between library operation time and Friday prayer time
7. Morning prayer times are at sunrise and those times will vary between mid-summer and mid-winter. In winter the sun rises at around 6.30am and in summer the sun rises at around 5.30am (daylight saving). The proposed operating time for the morning prayer is dictated by the religious regulations. The proposed operating time is comparable to other religious places similar to the proposed facility.

2. Operational Procedures for the Parking area

A traffic & parking study was undertaken by TTPA which revealed that

The traffic and parking assessment undertaken for the proposed new Mosque and Cultural Centre development in Anzac Street, Greenacre has concluded that:

- the traffic generation of the proposed development will not cause any detrimental impact in the operation of the surrounding road network
- the proposed parking provision will be sufficient to accommodate the normal peak activities
- the proposed access, internal circulation and parking arrangements will be appropriate to current design standards

3. Management, Maintenance & Waste Collection

Management & Maintenance:

TUAMA will be responsible for the management and operational matters.

- TUAMA will be responsible for the management and operational matters for the TUAMA Mosque and Cultural centre.
- The clergy employed by TUAMA will be responsible for the daily operational matters of the TUAMA Mosque and Cultural centre.
- Professional companies will be engaged to undertake regular cleaning and maintenance of the grounds and properties.

Waste Collection:

The Community Hall:

The operating team and the attendants will place the waste and recyclable in specially marked bins in and around the Community Hall during operation.

The caretaker for the community hall will collect the waste and recyclable for these bins after the conclusion of the event. The caretaker will transfer the waste and recyclables to the 240ltr waste & recycling bins in the main bins holding compartment

The Prayer Hall:

The operating team and the faithful attending the prayers will place the waste and recyclable in specially marked bins in the colonnades in and outside the main prayer Hall during operation hours.

The caretaker for the prayer hall will collect the waste and recyclable from these bins after the conclusion of the event, or whenever necessary. The caretaker will transfer the waste and recyclables to the 240ltr waste & recycling bins in the main bins holding compartment

The Funeral Parlour:

The operating team and the visitors will place the waste and recyclable in specially marked bins in and around the Funeral Parlour during operation.

The caretaker for the Funeral Parlour will collect the waste and recyclable from these bins after the conclusion of the event. The caretaker will transfer the waste and recyclables to the 240ltr waste & recycling bins in the main bins holding compartment. The waste generated from the Funeral Parlour is only household type waste. All the belongings of the deceased will be handed over to the family members in the waiting room. The deceased will be washed by specialists, with water only, and then wrapped in a shroud after the washing ceremony is concluded. No other refuse is expected from such operation.

The Library/Religious Teaching & Admin Building:

The staff and religious attendees will place the waste and recyclable in specially marked bins in and around the building during operation. The caretaker for the building will collect the waste and recyclable from these bins at the conclusion of the day. The caretaker will transfer the waste and recyclables to the 240ltr waste & recycling bins in the main bins holding compartment

Waste Collection :

The bins' holding compartment is located at north western corner of the site in the Bin Storage Compartment identified on the Ground Floor Plan .

The collection truck will be a private commercial operator and there is enough area for that sized truck to maneuver and get access to the bins holding compartment through car parking area. The traffic to the bins holding compartment is a one way traffic and there is space for the garbage truck to stand next to the compartment for loading without obstructing traffic.

The waste that is produced during the regular times will be standard household waste and during special or festival events there will also be waste of disposable plates, spoons, and food etc.

The company proposed to be used is Visy Recycling based at Smithfield but there are many more company's who do the same job if Visy do not perform satisfactorily.

4. Training for Traffic and Parking, Fire Safety, Occupational Health and Safety Requirements;

Volunteer Members of the congregation will be trained in the general operational procedures of the TUAMA Mosque & Cultural Centre, including traffic and parking control, occupational health and safety and emergency evacuation procedures. Training will be held on an ongoing basis to ensure that all volunteers are appropriately briefed and kept up to date with current procedures and processes.

Volunteer members of the Committee and congregation will be encouraged to obtain first aid certificates and keep them current. All members of the Congregation will be made aware of emergency and evacuation procedures. All committee members will be trained to supervise any actions necessary to ensure a smooth process is followed in any emergency and be aware of nominated evacuation points.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

Emergency systems will be maintained as part of the routine maintenance procedures carried out by a qualified professional. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately. These checks will take place, weekly, monthly and bi-annually depending on the required frequency. Annual certification of Fire Safety Equipment and preparation of the relevant documentation will be carried out by a fire consultant. Annual certification required of any equipment will be overseen by Committee members. .

Combustible furnishing and fittings, such as lounges, desks and any display boards (such as A-Frame boards) will not be permitted to block public corridors or egress routes from the premises. Any curtains and furniture should be of materials that resist the spread of fire and will limit the generation of smoke and heat.

An Incident Report will be required to be completed for all incidents which necessitate action by an emergency service, Fire Brigade or Police called in after hours. Committee members are to be made aware of their responsibilities under the relevant legislation such as the Occupational Health and Safety Act 2000 ("*OHS Act*") and the Occupation Health and Safety Regulation 2001 ("*OHS Regulation*").

The following safety guidelines will be observed at the TUAMA Mosque & Cultural Centre by the Committee:

- All hazards (e.g. broken chairs, loose carpets, missing lights) should be removed, repaired or replaced;
- All work spaces such as the Kitchen, are to be kept clean and tidy and free of hazards;
- Passage ways and aisles and emergency exits within the Mosque & Cultural Centre are to be kept clear at all times;
- Any stored materials and products are not to be stacked higher than what is considered to be a safe height (such as not higher than the average height of a person);
- All no smoking rules are to be strictly observed;
- The Kitchen will display the appropriate required signage.

5. Noise Management

The Congregation will be reminded to observe the signage erected around the premises asking people to exit the property in a quiet and orderly manner.

Note:

Within the Funeral Parlour, activities typically comprise body washing (or “Ghusl”), wrapping and prayers in preparation for the final prayer “Salate El Janaza” before burial. Immediate family members only attend the washing ceremony (normally 2-4) while the non-immediate family members and friends attending the funeral prayer would wait in the Community Hall. The deceased is wash/wrapped in a shroud, placed in a coffin, rolled out of the funeral parlour on a stretcher and is taken up the lift into the mosque. Hence there is no noise associated with the funeral parlour operations.

7. Security

The entire site is fenced and gated. A double sliding gate is proposed at the entry and exit driveways.

The Mosque/ Community Hall:

A 1.5m high fence is proposed for the entire frontage of the site. The lower section is a 1.0m high masonry wall between 1.5m high piers with a painted render finish that is graffiti resistant. The upper section between the piers is a palisade type fence. Lockable gates providing direct pedestrian access are proposed in the front boundary fence in front of the Forecourt to the main building.

The Library/Religious Training & Admin Building:

The front fence to the Library/Religious Training & Admin Building is similar to the one in front of the main building. A lockable gate providing direct pedestrian access is proposed in the front fence.

The Funeral Parlour

The funeral parlour is only accessed through the main drive way. Only a handful of staff and close relatives (2-4) are in attendance during the washing/prayers procedure so that there is no security issue.

8 Friday Prayer Management (Mini-bus and TUAMA Membership)

The peak weekly prayer day is Friday noon prayers which commence around 12 noon. TUAMA seek to manage the Friday prayers by incorporating two key management features; A mini-bus pick-up & return private transport service and Friday membership. Management is outlined as follows;

Mini-Bus Transport Service

Approximately 50% of the TUAMA congregation are seniors (over 55 years) who would benefit and enthusiastically utilize a door-to-door pick-up/ drop-off private mini-bus transport service. To minimize reliance on cars for Friday noon prayers, TUAMA as part of the weekly operations **would commit to providing four (4) Toyota Commuter mini-buses** (seating capacity of 14 persons) **and provision of four (4) designated drivers** to run a weekly Friday noon prayers pickup-drop off route. Mini-bus routes will service the surrounding suburbs including Greenacre, Chullora, Yagoona, Bass Hill, Bankstown and Condell Park. The approximate departure times for the mini-buses will be;

Pick up (commencing) 10.45am and set down at Mosque 11.15am
Pick up (commencing) 11.20am and set down at Mosque 11.50am

Local congregants will be educated to utilize the mini-bus service as part of the on-going management of the prayer facility. Applications for TUAMA membership will incorporate an option to utilize the mini-bus service. Having regard to the older demographics of the TUAMA congregation, the communal mini-bus transport service will be readily accepted and utilized as it avoids reliance on private cars and creates an important social opportunity for congregants prior to noon prayers. The provision of the mini-bus transport service has capacity to readily transport up to **112 congregants** prior to the commencement of noon prayers. Allocation of “early” or “later” pickup will be determined as part of the TUAMA membership application. Accordingly, congregants will know which allocated time to meet the mini-bus in front of their home to ensure all persons can be accommodated on the mini-bus.

NOTE: Should patronage demand increase beyond the 2 x 4 bus collection capacity, an additional earlier or later service could be provided. Late arrival to prayers is considered normal practice in the muslim faith and very early arrival (if required) presents opportunity for congregants to socialize ahead of prayers which is also normal practice. Unlike many other faiths, prompt arrival around the start of prayer times at 12noon is infact not typical practice, rather congregants arrive over an extended period and even well after formal prayers have commenced.

TUAMA Friday Noon Prayers Membership

A key feature and driver of the TUAMA Mosque is to provide a precedent of an enjoyable praying experience in contrast to the congested operations at some other Mosques in the locality. In effect, a pleasant “business class” experience rather than the cramped environment of “economy class”. The instigators of the TUAMA mosque are not seeking to replicate overcrowded and chaotic Friday noon prayers experience and wish to promote a high quality praying ambience and regular attendance by TUAMA members.

NOTE: The membership system would only apply to the Friday noon prayers which is potentially most impacting on surrounding streets as congregants arrive/depart. Ultra-peak praying days/periods (eg Eid) are typically completed by 7.30am so that larger numbers attending would not impact on the functions of the surrounding industrial precinct.

Congregants wishing to attend noon Friday prayers will be required to;

- Complete a membership application (maximum 554 membership). As part of the membership application process congregants will be offered an “early” or “later” mini-bus pick-up/drop off service. By nominating, congregants will in effect commit to using the communal transport service.
- Be accepted as a member and pay an annual membership fee (nominal amount to in effect partly subsidise the mini-bus operations)
- To address fluctuations in congregant status (eg moved out of the area, died etc) congregants will be required to apply for membership on an **annual basis**. By limiting the Friday noon prayers to “members only” and allowing for a maximum of 554 congregants in relaxed /uncrowded surrounds, the membership concept will be well utilized particularly by the older members who seek a calmer praying ambience..
- Current TUAMA membership cards will be required to be produced on entry to the mini-bus or at controlled entry points to the mosque. TUAMA will commit to having security personnel who will monitor the controlled entry points (both pedestrian and carpark entry) to ensure only current members are admitted to Friday noon prayers.

The introduction of a TUAMA membership system, while unique to a mosque is not a unique concept per se. The membership would operate in a similar fashion to that of a registered club, though it would only be applied to noon Friday prayers when peak usage coincides with industrial precinct core business hours.

9 Complaints Procedure

A member of the TUAMA Committee will be nominated to Council to be the point of contact for any complaints that arise from the activity at the TUAMA Mosque & Cultural Centre.

- The nominee is to keep a written log of complaints and events so that matters can be brought to the attention of the Committee. The log is to be available to Council officers and the Police at all times.
- Complaints should be directed to the Nominee in the first instance
- At all times during the functions at the TUAMA Mosque & Cultural Centre, the Nominee is to address any complaint regarding aspects of the operation of the TUAMA Mosque & Cultural Centre. Complaints are to be acted upon immediately if necessary.
- All other complaints are to be responded to by the Nominee, within 10 days or referred to other authorities, such as the police or Council, if required.