

**BLACKROCK MOTOR PARK
OPERATIONAL MANAGEMENT PLAN**

**For a Recreation Facility (Outdoor)
282-288 Rhondda Road & 102 Miller Road, Wakefield**

Version

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1. PURPOSE AND OBJECTIVES

This Operational Management Plan (OMP) sets out procedures for the management of activities and facilities at BlackRock Motor Park (BlackRock).

This OMP forms an essential part of the framework for the ongoing operation and management requirements for all facilities and activities at BlackRock, including all track and non-track related activities. The OMP has been prepared to ensure operational procedures are implemented and maintained to minimise adverse impacts to the surrounding area

The plan should be read in conjunction with the BlackRock Motor Park Noise Management Plan and the conditions of development consent set out in the Notice of Determination to the development approval.

The Operational Management Plan will be regularly reviewed in line with good operational practice and is therefore subject to revised versions being published at the discretion of BlackRock management and in consultation with Lake Macquarie Council and the local community, and/or in accordance with the six-monthly reporting and compliance process set out in Section 8 of this document.



2. BLACKROCK MOTOR PARK

BlackRock Motor Park primarily comprises a private motor track circuit with ancillary accommodation and facilities providing for activities based around a motoring experience. The uses proposed for the facility include driver training, recreational track activities, motor park/resort short stay accommodation, corporate functions and other motor vehicle related activities, including go-cart racing and a four-wheel drive track.

BlackRock is to be utilised as a unique recreation and resort facility based around a motoring experience, where “members” have a safe and dedicated place to participate in driving activities (their own or motor park cars), with an emphasis on a high-quality facility that also caters for families and bespoke corporate events.

The facility will not be utilised as a motorsport “racetrack” for organised competitive motor racing or spectator events or championships.

The facility predominantly provides for:

- Driver training centre;
- Track circuit for motoring experiences - private and public;
- Short stay accommodation (directly related to the motor park activities), and
- Corporate functions.

Operationally, the facility caters for:

- Public Experiences – including driver training and public track days.
- Corporate Events – where the facility is hired out for private corporate events (such as new car launches).
- Member Events – private events for members only, where the facility is closed to the public.



3. CAPACITY AND HOURS OF OPERATION

3.1 Facility Capacity

BlackRock Motor Park will have a maximum capacity of a total of 500 people (staff, members, public) on site at any one time.

The total capacity of guests at BlackRock at any one time will be strictly managed and limited by the available capacity for each activity (which are pre-booked) and the particular activities scheduled to operate on the same day. Which activities operate concurrently will be determined by the operating scenario designed for a particular day.

3.2 Hours of Operation

Hours of Operation of BlackRock Motor Park as follows:

Track activities (includes skid pan, all motor vehicle and other noise generating activities) –

8.00am to 6.00pm, seven days per week (Australian Eastern Daylight Savings Time)

8.00am to 5.00pm, seven days per week (Australian Eastern Daylight Time)

Non-track related activities –

6.00am to 10.00pm, seven days per week (accommodation operation on site is 24hr)

3.3 Staff and Administration

BlackRock will employ a total of 45 staff with the potential for 30 to be on site at any one time.

A portion of the on-site staff, located in various buildings, will provide administration, technical, accounting, human resources and management resources to BlackRock as required. Contact details for BlackRock are provided on the official website.



4. BLACKROCK FACILITIES AND ACTIVITIES OVERVIEW

4.1 Uses of BlackRock facilities

Facility	Description	Use
Track Circuit	<p>5.58km long high-speed private road, predominantly for motor vehicle related activities.</p> <p>The track has a maximum capacity of 20 vehicles using the track at any one time, with numbers of vehicles determined by specific activity and noise restrictions (in accordance with BlackRock Motor Park Noise Management Plan).</p>	<p>Driver training</p> <p>Private and public track days</p> <p>Driving experiences</p> <p>Car brand experiences</p> <p>Motor vehicle testing</p>
Skid Pan	Concrete “skid pan” which includes water jets to simulate wet driving conditions.	<p>Driver training</p> <p>Vehicle demonstrations</p>
Go Kart Track	<p>Track circuit for Go Karts.</p> <p>(Go kart storage in adjacent Welcome Centre building).</p>	Recreational use of electric go karts
BlackRock Village	<p>Clusters of garage structures located in the north eastern section of the site, with multi-car garage on the ground floor and a loft floor above for short term accommodation.</p> <p>The “village” is a BlackRock members only area.</p>	<p>Storage for up to 128 private vehicles (short or long term)</p> <p>Accommodation (64 rooms in total) for members and their guests</p>
Visitors Centre	<p>The Visitors Centre is the main building and visual focal point on site.</p> <p>The ground floor comprises a function centre/exhibition space, bistro restaurant, sports bar/lounge and accommodation reception area.</p>	<p>Bistro restaurant - 100 seat capacity</p> <p>Function space – 150 person capacity</p> <p>Short term accommodation, directly linked to on-</p>



Facility	Description	Use
	The upper level comprises accommodation units (1, 2 & 3 bed).	site activities – 37 units
Welcome Centre	<p>Main entry point for the site, where all guests will be directed when arriving in the public car park.</p> <p>The Welcome Centre is where guests register and ‘sign-on’ for their experience and will also act as the information and site security centre of operations.</p>	<p>Reception area for visitors</p> <p>Registration and “sign-on” for activities</p> <p>Visitor information</p> <p>Site security operations</p>
BlackRock Lodge	“Lodge” facility for BlackRock members, comprising lounge/dining area, recreation areas (including a gym and outdoor swimming pool) on the ground level, and accommodation on the upper level.	Members recreation and accommodation – 20 rooms
Cabins	Individual accommodation cabins with allocated car parking.	<p>Accommodation - 16 cabins</p> <p>Short term accommodation for public or members who are utilising on-site facilities and activities.</p>
Stables Café	<p>Café (former pit pony stables building), with indoor and outdoor dining spaces.</p> <p>Café (40 seats) as the centre of all food and beverage operations trackside.</p>	Indoor and outdoor food and beverage consumption
Pit Lane	<p>The Pit Lane pavilion building with ground level undercover space for the housing of vehicles utilising the track.</p> <p>Training room, change-room, data engineering, simulation and media centre at the upper level.</p> <p>Scrutineering space at southern end of pit lane.</p>	<p>Centre of operations for all track related activity</p> <p>Temporary trackside parking for 50 vehicles</p> <p>Vehicle marshalling and scrutineering activities, prior to</p>



Facility	Description	Use
		entry of vehicles onto the track Classroom for 50 people
Covered Parking Building	Undercover parking building for housing of 32 vertically stacked vehicles.	Storage for up to 32 motor park owned vehicles

5. BLACKROCK ACTIVITIES AND OPERATIONAL DETAIL

A wide range of motoring and other related recreation activities are provided at BlackRock, which includes driver training, public and private track days, electric go-karts, public driving experiences, low speed 4WD demonstration activities, corporate driving events and functions.

5.1 Operating Scenarios and Procedures

Activities at BlackRock will be programmed according to market demand, timetabling capability and weather conditions.

For all driving activities on the track, the sound power level of all vehicles will be measured and recorded prior to entry onto the track, in accordance with the Blackrock Motor Park Noise Management Plan.

Typical daily scenarios are outlined below:

Operating Scenario	Capacity	Frequency
DRIVER TRAINING Driver training school on site Predominantly use of the skid pan for car handling skill instruction High performance and racing coaching on the track under supervision of qualified driver training instructors	Determined by market demand, timetabling and safety considerations. Participants for the high performance and race coaching will pre-book a place on the track (included in the total number of available places for the days track activities).	Weekdays and weekends in accordance with demand (Learner and P-plate courses for example likely to be more frequent in school holiday periods)
TRACK DAY Public or Private days (utilising guest's own vehicle on the track) Pre-registration through online booking for limited places	40 to 80 vehicles Vehicle numbers for each activity in each session will be determined by acoustic restrictions in accordance with the BMP Noise Management Plan.	1-2 days per week



Operating Scenario	Capacity	Frequency
<p>Morning (AM) and afternoon (PM) sessions</p> <p>Unrestricted speed limit with recording of lap times</p>		
<p>DRIVING EXPERIENCES</p> <p>Public days utilising motor park fleet vehicles</p> <p>Unrestricted speed limit on track under the supervision of BlackRock qualified driving instructor</p> <p>Pre-registration through online booking for limited places.</p>	<p>Capacity for day of 24 to 80 vehicles</p> <p>Activity session numbers limited to ensure high level of safety with no more than 15 vehicles on the track at any one time</p>	2-3 days per week
<p>MEMBERS EVENTS</p> <p>Members only driving activities on track</p> <p>Morning (AM) and afternoon (PM) sessions</p> <p>Unrestricted speed limit with recording of lap times</p>	<p>10 to 60 vehicles</p> <p>Broken into sessions based on driver skill and vehicle type.</p>	1-2 days per week
<p>CAR BRAND EXPERIENCES & CAR BRAND LAUNCHES</p> <p>Auto manufactures hire venue over consecutive days for corporate car brand experiences</p>	<p>Road registered vehicles</p> <p>Driving demonstrations and experiences on the track</p> <p>Vehicle feature demonstrations on the skid pan</p>	<p>1-3 days per month</p> <p>The 4WD area will not be available for public driving experiences and will be utilised on average 1 day per month</p>



Operating Scenario	Capacity	Frequency
and use of all facilities on site	Could include 4WD driving demonstrations on designated tracks	
Car brand launches may include a formal function component utilising the function/exhibition space in the Visitors Centre	Function space can accommodate 150 people	
Typically invitation only events with restricted numbers and motor. park being closed to the public		

5.2 Site access and traffic management

All access to BlackRock will be via the main entrance located on Rhondda Road. All vehicles entering the site will pass through the staffed gatehouse for vetting.

Public access will be restricted to people who have pre-booked an activity/experience on site. Members will be checked off against the member register to accurately record and manage numbers of people on site at all times. In the case of the public, in order to gain access to the site they must pre-book an experience online before they will be allowed access. The total number of available experiences on any one day will ensure BlackRock are able to manage the traffic flow into and out of the site, in accordance with consented conditions of approval.

In the case of members, they will also enter via the gate house and will be checked off against the member register and records kept of the flow of members into and out of the site.

Egress from the site will be available from two locations, one being the main entrance and the second being a “left out” only exit from the second exit point on Rhondda Road. The main entrance has a “left out” exit only for heavy/large vehicles.

At peak times, additional staff may be deployed at the entrance and across the site to direct traffic to the appropriate area, to prevent any potential queuing or congestion impacts to the road network



5.3 Venue Activity Log

BlackRock will maintain a venue activity log, to allow Council compliance officers or any other interested parties to verify BlackRock activity for every day it is operational, to ensure compliance with operational and acoustic conditions outlined in the development consent.

The log will include details of each event day, including:

- Date;
- Event/activity organiser/hirer;
- Start/finish times;
- Summary of track noise levels and weather conditions;
- Any instance of exceedance of operational noise criteria and actions taken to rectify.

A separate log of the online feedback forms will also be kept in accordance with the BlackRock Motor Park Noise Management Plan. The usage and complaints log will be submitted to Council at the required six-monthly reviews.

5.4 Emergency incident response

In the event of a vehicle related incident on the site, and specifically on the track circuit, the emergency response team will be immediately mobilised to attend the scene of the incident.

The emergency response team includes:

- Paramedics – The role of the Paramedics is to immediately attend, assess and respond to an injured persons involved in an incident onsite or on the track circuit. Paramedics will attend in one of the ambulances stationed permanently onsite and if necessary transport the injured person(s) to the most appropriate medical facility for treatment.
- Fire Marshalls – The role of the Fire Marshalls is to immediately attend an incident and bring under control any fire or spill of hazardous material as well as contain and clean up any associated pollution.

In the event of any incident, a detailed report will be produced and filed in the venue activity log.

6. SECURITY MANAGEMENT

Based on the Crime Risk Assessment report conducted by Barr Property & Planning (July 2017), the overall crime risk rating is considered 'low'. In order to minimise crime risk, the following recommendations will be adopted and implemented at BlackRock.

6.1 On-site Security

BlackRock will have permanent 24/7 on-site security, including:

- Full-time security guards who will manage:
 - the perimeter security of the site
 - the gatehouse
 - the security office at the Welcome Centre
 - day-to-day site security and guest welfare

- The Welcome Centre which will be:
 - the active security hub of the site
 - house the CCTV monitoring facility
 - designated muster point in case of emergency

6.2 CCTV

BlackRock will manage and operate a comprehensive CCTV network (in accordance with AS 4806.1-2006) which will cover the most significant areas of development on the site, including but not limited to:

- All site entry and exit points
- Every part of the track including entry points and the entire length of the track
- Every facility (both external and internal CCTV coverage)
- The car park and main pedestrian thoroughfares



7. COMPLAINTS MANAGEMENT

BlackRock is committed to managing all complaints relating to the operation of the facility in a timely and professional manner with an aim to investigate and resolve complaints within reasonable timeframes and to the satisfaction of the complainant.

A complaints management procedure has been established for BlackRock in accordance with the current Australian Standard (AS/NZS 10002:14) for complaints management and reporting.

7.1 Complaint Register

BlackRock operates a Complaints Register, as part of the complaint management procedure, which provides a record of complaints, which includes:

- Complainants details
- Date and time of complaint
- Format of the complaint (phone, online etc)
- Nature of complaint
- Relevant date(s) and/or time(s) in relation to the complaint
- Actions and relevant timeframes taken to resolve the issue

The complaint register will be retained on-site and made available to Council compliance officers (or other appropriate regulatory authorities) upon request.

7.2 Complaints management procedure

As part of BlackRock's commitment in regards to complaints management, BlackRock will commit a dedicated resource to the investigation and resolution of all complaints, and this resource will also manage any direct communication with the complainant.

This dedicated resource will have direct access to the senior management of BlackRock and will be empowered to resolve any issues which may arise in the day-to-day operations of the venue.

Resources will be provided for the investigation and resolution of complaints arising from the day-to-day operations of the facility, with the procedure as follows:



1. *Acknowledge the complaint* – whether the complaint has been made by telephone on the 1300 number or online using the complaint form, written acknowledgement (detailing the nature and date of the complaint) will be provided to the complainant where contact details have been provided
2. *Register the complaint* - Details of the complaint will be recorded in the complaints register, including the date, time and nature of the activity that is the subject of the complaint.
3. *Assess the complaint and assign priority* – The complaint will be assessed within 24hrs of receipt and assigned a priority to the investigation and resolution of the complaint.
4. *Investigation* – there are five principles to be followed when investigating all complaints.
 - i. *Impartiality* – each complaint will be approached with an open mind and the facts and contentions of the complaint will be weighed objectively.
 - ii. *Confidentiality* – the complaint will be investigated privately and care will be taken to ensure any identifying details of the complaint are not disclosed.
 - iii. *Transparency* – the complainant will be informed about the steps in the complaint process and given an opportunity to comment on actions and outcomes prior to finalisation of the complaint.
 - iv. *Response* – depending on the complexity of the complaint, once an investigation is complete, the complainant will be notified of the outcome, either verbally or in writing. This response will include all relevant details in regards to the investigation, findings and actions that are to be/have been undertaken to resolve the matter.
 - v. *Analysis* –BlackRock management will regularly review the complaints register to analyse whether there are any complaints raised which may be highlighting a systemic administrative or operational issue that may require implementation of new management practices or systems to address.



8. REPORTING AND COMPLIANCE

BlackRock will report to Lake Macquarie Council every six months from the commencement of operations to review compliance against the Operational Management Plan and Noise Management Plan.

9. COMMUNITY ENGAGEMENT

Community feedback is welcome at any time. BlackRock will invite a representative of the local community to meet with the BlackRock management team on a six-monthly basis prior to the scheduled six-monthly review with Lake Macquarie Council.

Contact details for BlackRock are also provided on the official website.

