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# PLAN OF MANAGEMENT

HILLS AWQAF PTY LTD

1 LARAPINTA PLACE, GLENHAVEN

# CONTROL PAGE ONLY

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# TABLE OF CONTENTS

1	INTRODUCTION	1
1.1	INTENT	1
1.2	COPIES OF THE POM	1
1.3	INDUCTION PROGRAM	1
1.4	REVIEW MECHANISM	2
2	ACTIVITIES	3
2.1	OBJECTIVES	3
2.2	ACTIVITIES	3
2.3	HOURS OF OPERATION	4
2.4	PRAYER AND RELIGIOUS SERVICES	5
2.5	DELIVERIES	7
2.6	YOUTH SERVICES	7
2.7	SITE MAINTENANCE	7
3	NOISE MANAGEMENT	9
3.1	OBJECTIVES	9
3.2	NOISE MANAGEMENT MEASURES	9
4	COMPLAINTS HANDLING	10
4.1	OBJECTIVES	10
4.2	COMMUNITY LIAISON OFFICER	10
4.3	COMPLAINTS HANDLING PROCEDURE	10

# APPENDICES

## APPENDIX A | COMPLAINT DOCUMENTATION

# 1 INTRODUCTION

This Plan of Management (POM) relates to the operation of the Place of Public Worship at 1 Larapinta Place, Glenhaven.

## 1.1 INTENT

The POM is a working document to provide:

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

The activities referenced in this POM are listed below:

- Prayer and religious services.
- Religious events associated with Islamic faith and the local community.
- Prior and post worship congregation.
- Youth Services.
- Youth Counselling.

## 1.2 COPIES OF THE POM

- Four (4) copies of the POM must be available for review on site at all times. These will be located at the following locations:

- Two (2) in the male prayer hall, near the entrance.
- Two (2) in the female portion of the prayer hall, near the entrance.

The four copies are available to staff, worshippers and the public.

## 1.3 INDUCTION PROGRAM

- Prior to individuals undertaking any responsibilities outlined in the POM, they must undertake an induction program.
- Roles subject to an induction are:
  - General Administrators.
  - Prayer Assistance/Counter.
  - Community Liaison Officer.
- The induction program is to provide clear direction and understanding to management and personnel regarding the carrying out of tasks and

responsibilities associated with the function of the Mosque. Those being inducted will have a clear understanding of what to do, when and how.

- The Site Manager is responsible for organising and carrying out the induction.
- The induction involves the Site Manager detailing the roles and responsibilities required for operation of the Mosque and stressing the importance of adhering to the POM.
- An induction will be provided on an as-required basis, when new people are required to undertake the outlined roles.
- Each staff member or volunteer will receive their own copy of the POM for future reference.

#### 1.4 REVIEW MECHANISM

- This Plan of Management will be reviewed on an annual basis in September and updated to reflect any improvements or changes that have occurred in the operation of the Mosque.
- The review will be undertaken by the Executive Committee and the Site Manager. It will be informed by ongoing communication between staff, volunteers, worshippers and the community.

## 2 ACTIVITIES

### 2.1 OBJECTIVES

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

### 2.2 ACTIVITIES

The Mosque is used for the following activities:

- Prayer services.
- Religious events associated with Islamic faith and the local community (i.e. Ramadan and Eid).
- Prior and post worship congregation.
- Youth Services.
- Youth Counselling.

A summary of regular activities and maximum attendances per activity are provided in the below Table.

TABLE 1 | REGULAR ACTIVITY SUMMARY

DAY	TIME	ACTIVITY	MAXIMUM ATTENDANCE
Monday - Thursday	5:30am – 6:30am	Morning Prayer Service	25
	9:00am – 6:00pm	Administration	10
	9:00am – 11:00am	Youth Services / Counselling	15
	12:00pm – 2:00pm	Midday Prayer Service	50
	3:00pm – 6:00pm	Youth Services / Counselling	15
	3:30pm – 5:00pm	Afternoon Prayer Service	25
	5:30pm – 8:30pm	Sunset Prayer Service	25
	7:00pm – 9:00pm	Evening Prayer Service	25

Friday	5:30am – 6:30am	Morning Prayer Service	25
	9:00am – 6:00pm	Administration	10
	9:00am – 11:00am	Youth Services / Counselling	15
	12.00pm – 2:00pm	Midday Prayer Service	250
	3:00pm – 6:00pm	Youth Services / Counselling	15
	3:30pm – 5:00pm	Afternoon Prayer Service	25
	5:30pm – 8:30pm	Sunset Prayer Service	25
	7:00pm – 9:00pm	Evening Prayer Service	25
Saturday-Sunday	5:30am – 6:30am	Morning Prayer Service	25
	9:00am – 11:00am	Youth Services / Counselling	15
	12.00pm – 2:00pm	Midday Prayer Service	50
	3:00pm – 6:00pm	Youth Services / Counselling	15
	3:30pm – 5:00pm	Afternoon Prayer Service	25
	5:30pm – 8:30pm	Sunset Prayer Service	25
	7:00pm – 9:00pm	Evening Prayer Service	25

## 2.3 HOURS OF OPERATION

- The operation of the Site is between 5.00am and 10.00pm. The premises, including the car park, will not be accessible or used outside of these hours.
- It is the responsibility of the Site Manger to ensure that the Site is not operating outside of these times and that the Site is secure.



## 2.4 PRAYER AND RELIGIOUS SERVICES

### Regular Prayer Services

Daily prayer service takes place within the following time periods and do not exceed 30 minutes:

TABLE 2 | REGULAR PRAYER SERVICES

TIME	MAXIMUM ATTENDANCE
5.30AM – 6.30AM	25
12PM-2PM	50
3.30PM-5.00PM	25
5.30PM-8.30PM	25
7PM-9.00PM	25
WEEKLY SERVICE FRIDAY 12PM-2PM	250

### Special Events

Further to regular services, a small number of special event activities are proposed to be accommodated each year, as follows:

- Special event (Eid) morning prayer services are to be held twice per year in addition to the regular morning prayer service.
- A special midday prayer services is to be held on Easter Friday in place of the midday service.
- Special evening prayer services are to be held during the month of Ramadan in place of the regular evening prayer service.
- All special event services extend between 60 – 120 minutes and are undertaken solely within the prayer halls.

TABLE 3 | ANNUAL SPECIAL EVENTS

DAY	TIME	ACTIVITY	MAXIMUM ATTENDANCE
Monday-Sunday	7.00am-9.00am	Eid Morning Prayer Service	250
Easter Friday	12.00pm-2.00pm	Midday Prayer Service	250
Monday-Sunday	7.00pm-9.00pm	Ramadan Evening Service Prayer	200

Notes:

1. The Eid morning service is only provided twice per year, the days of which vary year to year.
2. The Easter Friday midday service is only provided once per year on Easter Friday.
3. The Ramadan evening prayer service is provided on a daily basis for the month of Ramadan, the month of which varies year to year.

#### Weddings and Funerals

- Special prayer services are occasionally conducted, associated with weddings and funerals. These are short services (less than 30 minutes) which are most commonly conducted immediately following other prayer services and accommodate up to 50 worshippers (men only) whereby worshippers remain following regular prayer service. In this regard, the maximum number of people for the regular prayer service will remain for the following wedding / funeral service. These worshippers have been incorporated in the maximum regular operation attendees contained within Tables 1 and 2.
- The wedding / funeral services are prayer services only. Associated functions including receptions, dinners and other celebrations are held off-site at reception venues, hotels or private homes.

#### Worshipper Numbers

- The maximum worshipper attendance is 250 persons at any one time however, maximum permitted numbers vary per service as demonstrated in Tables 1 and 2.
- It is to be noted that the number of people on-site associated with staff and youth / counselling are contained within the maximum prayer service

attendees. In this regard, during prayer periods, all other activities on-site cease and all people onsite attend the prayer service.

- A counter must be stationed at the main entry to each the prayer hall to count the number of worshippers entering the prayer hall.
- The counter must be equipped with a counting device and radio communication device/phone to allow communication with the other counter and the Site Manager.
- Once capacity is reached, the counters will communicate and inform the Site Manager. The Site Manager will close access to the site and deploy a sign that states "prayer hall full". Subject to consent, a sign will also be located near Glenhaven Road indicating that the Premises has reached capacity to inform vehicles prior to entering.
- Until prayer service starts, the counter/Site Manager will remain at the site entrance to inform any additional worshippers that capacity has been reached and they cannot enter the prayer hall and must leave the premises immediately.

## 2.5 DELIVERIES

- Any deliveries required for the Site are to be scheduled outside of prayer service times but within hours of operation.

## 2.6 YOUTH SERVICES

### Youth Group

- Youth group activities will include religious and doctrine instruction, as well as general socialising associated with the formal activities of the Youth Group.
- Youth Group activities will be undertaken within the premises.

### Youth Counselling

- Youth counselling will be arranged by appointment, with an allowance being made for emergency counselling that may arise.
- Youth Counselling will take place within the premises.

## 2.7 SITE MAINTENANCE

- The Site will be well maintained with the Site Manager responsible to ensure that the property is kept safe and clean at all times.
- The Site will be regularly cleaned by employees on a weekly basis.

- Following weekly service and during Ramadan, an additional clean will take place to ensure that the premises remains in a safe and clean state.
- Garbage bins will be provided in appropriate locations to ensure all attendees and students have access to dispose of their waste.
- As part of the post worship notification, the prayer leader will remind worshippers to take any litter with them or place it in the bins provided on the Site.
- The Site Manager will be responsible for contracting gardeners to maintain landscaping on the Site.
- Maintenance and servicing of lighting will be coordinated by the Site Manager. Internal and external lighting will be turned off by the Site Manager 30 minutes after the last event for the day or at 10pm at the latest.

## 3 NOISE MANAGEMENT

### 3.1 OBJECTIVES

- To identify measures and responsibilities to mitigate noise impacts.

### 3.2 NOISE MANAGEMENT MEASURES

- All that enter and exit the Site are to do so in a silent or quiet fashion.
- Staff and volunteers will observe and manage noise and generally assist in the effective operation of prayer services. As well as the Site Manager and traffic control officers, staff will be assigned to ensure prayer services are quiet.
- Except for Friday afternoon and special events, worshippers shall be requested/instructed to park their vehicles inside the Basement Car-park to minimise noise.
- All windows and doors will be closed for the duration of the prayer service or activity. The Site Manager will ensure doors and windows are closed or delegate the task to a member who has undertaken the induction.
- In the event of a noise disturbance, designated staff will instruct the offender to be quiet. If this is not achieved, the offender will be asked to leave. The Site Manager will be informed and assist as necessary. If the incident continues, the police will be called by the Site Manager.
- No 'call to prayer' shall take place outside the prayer hall.
- Refuse collection and deliveries shall be undertaken during daytime only.
- All prayers are wholly conducted within the prayer hall. This will be monitored by the Site manager and on-duty staff.
- Before the cessation of prayer, worshippers will be reminded to avoid congregating outside of the designated area and be mindful of adjoining property owners.
- Relevant signage is to be placed within the prayer hall and at various locations throughout the Site, as well as at the main site entrances. The signage will advise attendees to enter the prayer hall as soon as possible and minimise noise. The signs will generally be worded as follows:
  - *Please enter the prayer hall quietly and in an orderly fashion. Please avoid congregating in outdoor areas.*
  - *Please be mindful of adjoining properties and minimise noise.*

## 4 COMPLAINTS HANDLING

### 4.1 OBJECTIVES

- To identify responsibilities and process for managing any complaints.

### 4.2 COMMUNITY LIAISON OFFICER

- A Community Liaison Officer will have the overall responsibility of the complaints handling system.

### 4.3 COMPLAINTS HANDLING PROCEDURE

The complaints handling process will be as follows:

- Once a complaint is raised, the Community Liaison Officer will request the complainant put it in writing using a template (Appendix A).
- Alternatively, the Community Liaison Officer will complete the forms for the person reporting a complaint.
- The Community Liaison Officer will review and lodge their complaint on a register which will be circulated immediately via email to the Site Manager and staff (Appendix A).
- The Community Liaison Officer will further investigate the nature of the complaint and, with the Site Manager and staff, find a reasonable solution. Every effort will be made to respond to the complaint, particularly use based complaints, with urgency, within one week.
- The Complainant will be contacted via their preferred method (phone, email, face to face) to advise them of the outcome.
- Once complaints are resolved, all complaint action forms will be stored away in a register by the Community Liaison Officer.
- All personal details will remain confidential.

APPENDIX A | COMPLAINTS REGISTER & FORMS

COMPLAINTS REGISTER

	NAME	CONTACT DETAILS	NATURE OF COMPLAINT	DATE
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

COMPLAINTS ACTION FORM

COMPLAINT NUMBER	ACTION TAKEN	ACTION TAKEN BY:	COMPLAINER CONTACTED TO INFROM OUTCOME (PLEASE CIRCLE)	DATE



## STANDARD COMPLAINT FORM

NAME

ADDRESS

COMPLAINT

DATE OF COMPLAINT  
AND/OR DATE WHICH  
INCIDENT OCCURRED

