
Site Operational Management Plan

Iron Arena



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Appendices

Appendix A – Flood Evacuation Plan

1 Introduction

1.1 Purpose

The purpose of this Plan of Management (PoM) is to outline the requirements and expectations involved with the operation of the Taree Iron Area. The policies and procedures outlined in this PoM will help to make the premises a safe, efficient and pleasant environment in which to work, play and spectate. Additionally, the safety and security issues addressed in this PoM have been devised to ensure the amenity of neighbouring properties is maintained at all times during the operation of the premises.

Specific measures are also noted in relation to event management, for larger events that may occur on the site. It is anticipated that up to 5 larger events may occur annually.

Objectives of the PoM:

- To demonstrate the development's commitment to the ongoing amenity of staff, users, the community and nearby properties;
- To set out specific actions and procedures to manage patrons and the operation;
- To establish a process to receive and remedy complaints; and
- To promote good communication between the proposed operations of the premises, and the Council, local community and residents.

As part of the induction process, all staff will be required to be familiar with this Plan of Management.

1.2 Contact Details

Iron Arena :

Cnr Bligh Street & Recreation Drive, TAREE NORTH NSW 2430

Phone:

0403 590 073

Email Address:

miranda@tareebasketball.com.au

Postal Address:

Taree Basketball Association Inc

PO Box 266 TAREE NSW 2430

2 Site

Currently the site is legally described as Lot 1 & 2 DP798539 and Lot 1 DP783990. The development area is located wholly within Lot 1 DP798539 with frontage to Recreation drive. The area in proximity to the development area consists of a cycle way, cricket batting cages, netball court, hockey field, sports administration and storage buildings, and a shared car park with access to the corner of Recreation Drive and Bligh Street.

Figure 1 Site Aerial – Development Area (Source: Six Maps)



3 Operational Details

The stadium is used by Taree Basketball Association Inc. and Manning Futsal to deliver basketball and futsal programs to the Taree area. The stadium is also home to Taree Basketball's 12s to 18s representative level teams that participate in the Basketball NSW Waratah Junior League. The facility currently caters for badminton, indoor netball, wheelchair basketball, along with acting as a venue for local school sporting teams. Manning Futsal also utilise the hockey fields at the venue, along with another venue off site to cater for all of its participants.

3.1 Hours of Operation

The stadium will be used by local sporting leagues, no later than 10pm in the evenings. The roster will change from time to time, however no team will be at the premises later than 10pm in any ordinary case. Events may take place later in the evening, particularly on weekends and as such players and spectators may be on site until 11pm at the latest with staff required to exit before 12am.

No change to the existing hours of operation are proposed. In the circumstance where a regional event requires extended operations, an arrangement with Council will be required and shall be specific for the event in question.

3.2 Staff

All staff will be trained in relevant management measures. Staff training days will be held on a regular basis to reinforce safety and security procedures.

4 Event Management

From time to time, the Stadium will manage larger regional events. Specific measures are also noted below in relation to event management. It is anticipated that up to 5 larger events may occur annually.

Event organisers and other business operators involved in event activities will both have responsibility for health and safety matters. In these situations, event organisers should communicate with all relevant people like workers, volunteers, contractors, suppliers and the local road authority or council, and work together in a co-operative and co-ordinated way so all risks are managed. This could include pre-event planning meetings to identify potential traffic hazards and decide what needs to be done to control the risks.

4.1 Large Events

Most events will be small in nature, and would be within the expected general operation of the site. In this regard, no specific additional measures are likely to be required. However, for the rarer large events, i.e. Regional Events, a specific event management plan would be prepared in consultation with the Council's Events Team.

Each Regional Event will have a separate and specific Event Management Plan prepared. This plan will comprise the following details:

- the event summary
- contact details of key personnel
- a traffic control plan describing how to control the movement of traffic affected by the event activity (if required)
- approvals for the event from authorities (if required)
- pedestrian routes
- the number of entries and exits and how they will be managed
- monitoring and controlling site access provided to delivery vehicles throughout an event
- parking arrangements including over-flow parking (if required)
- provisions for people with disabilities e.g. ramps at entries and exits
- Where employed, communication channels between the traffic monitors and event management in case of an emergency, and
- how to implement and monitor the effectiveness of a traffic management plan (if required).

If required, the event organiser shall:

- Inform Mid Coast Council's Sport and Recreation Team and/or Events Team
- Organise event insurances (i.e. Public Liability, Workers Compensation, Personal Indemnity etc)
- Confirm Venue and Contractor Insurances (i.e. stall holders, service providers etc)
- Book and obtain approvals to use additional Council facilities (eg overflow parking or toilet facilities of Netball courts etc)
- Plan and book locations for portable toilets if required
- Confirm operators have any required food stall permits
- Organise any approval for temporary structures required
- Consult with Council in relation venue maintenance including cleaning, mowing etc
- Undertake a pre-event inspection of the areas being used for overflow parking
- Undertake community consultation (i.e. event, noise, traffic changes)
- Arrange regular meetings with stakeholders
- Develop an event run sheet and site map

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- Organise appropriate signage eg toilets, directional first Aid, parking, information, promotional, recycle, activity etc. Install and remove signage.
 - Undertake Risk Management Assessment

If employed, staff and volunteers will be made aware of and understand the traffic management plan and receive information, instruction, training and supervision.

Should external facilities be relied upon in larger events, a site plan shall be developed by the event organiser, in consultation with Council, and shall identify:

- food vendors and stalls
- toilets, including accessible toilets
- emergency access routes
- paths for pedestrians
- overflow parking
- areas for lost children
- areas for staff and volunteers
- waste receptacles and recycling facilities
- first aid facilities
- information stalls and wayfinders
- carpark attendants
- crowd controllers
- marshals.

This plan shall be prepared in consultation with the Council.

4.2 Parking and Traffic

The plan describes the measures that will be in place during events in order to mitigate any impacts and ensure events run smoothly. The below details describes how car parking demand will be managed during events and measures that will be in place to reduce demand. Otherwise, ample car parking is available for evening training and games. The car parking area will be available for car parking in all ordinary circumstances. In no instance should car parking spaces be taken up by structures or storage.

This Event Management Plan is focused on larger events, where patrons may be expected to be in excess of 500 (i.e. 100 per court). This scale of event is likely to be rare, and it is expected that the typical peak capacity would be approximately 300, where the day to day capacity would be significantly less.

Traffic

The event manager should contact the local road authority to find out their requirements where an event interacts with a public road system. There may also be local council or other authority requirements that must be met.

An easily identifiable collection and drop off areas with waiting space shall be designated, to avoid interfering with traffic flows should be provided for the general public, disabled people, taxis and public transport.

Should temporary structures, including food vendors, toilets and referee facilities be required, the loading and unloading of equipment shall occur prior to the commencement of the event to avoid parking and traffic conflicts. Loading and unloading areas should be designed or changed to avoid the need for vehicles to reverse

where there is potential for pedestrians or other vehicles to interact. All users of loading and unloading areas should have clear sight of other users.

No road closures would be required to facilitate any events, and accordingly, event management would be restricted to the sports field precinct including overflow parking.

Emergency Services Access

Emergency services access and their ability to get to an incident should be managed. Entry and exit areas will be adequate for emergency services and provisions made for emergency vehicles to pass through pedestrian traffic areas.

Parking

Prior to scheduling any larger events, consultation will occur with Council to ensure that no other significant events are planned in the precinct.

For Regional Events, in addition to the Event Organiser, a Parking Marshall shall be appointed to co-ordinate overflow parking. The Parking Marshall shall consult and co-ordinate any requirements with the Council for the event.

Should parking attendants be required they:

- should have the requisite training, PPE and identification.
- will be responsible for directing the entry and exit of vehicles as well as the safe movement of pedestrians.
- will be responsible for reporting any issues arising in regard to entry, exit, parking and pedestrian safety so that the plan can be effectively reviewed and improved for future events.

Staff and local members will be encouraged to park in designated areas away from the site, to reduce parking demand.

Larger events shall include clear communication in relation to the staging of games, to allow disbursement of parking throughout the day. Where possible, programming shall be staggered to ensure management of capacities.

The plan and event size threshold should be reviewed on an annual basis based on experience, to ensure the ongoing efficient and effective management of parking.

Pedestrian Movement

Where temporary parking measures are implemented, parking control measures will be implemented on an event specific basis, and will include consideration of the following measures:

- ensuring traffic routes are wide enough for pedestrian safety
- providing pedestrian routes they are likely to follow so they are unlikely to take potentially hazardous shortcuts.
- for larger events, using traffic controllers to aid pedestrians
- providing clearly visible ground markings, lights or signs, and
- ensuring pedestrians and vehicles can easily see each other.

Public Transport

Encouragement of the use public transport, wherever possible, will be communicated as part of event. Inter Club and School events provide an opportunity for organised bus transport. Social media posts on public transport options will be considered in the event communication strategies.

4.3 Temporary Structures

Should temporary structures be required to facilitate amenities and/or food vendors, consultation and approvals from Council will be sought.

As noted in this plan, should additional toilets and amenities buildings be required, approvals and consultation with Council may also be required.

4.4 Food Safety

All businesses, including not-for-profit and charity fundraisers, are required to sell safe and suitable food in compliance with the Food Standards Code (the Code). This includes businesses that sell food to the public at temporary events. Council will be notified if any event features food stalls, mobile food vending vehicles or any retail food outlet. All food vendors should be separately registered with council and be able to provide you with their details.

4.5 Toilet Facilities

The existing building contains sufficient toilet facilities for day to day use. Larger events may require additional toilet facilities that will either be facilitated by adjoining facilities, for example the Netball club building, or by temporary toilet buildings.

For events with patronage greater than 500, toilet provision shall be in accordance with the NSW Government Premier and Cabinet – Event Starter Guide, which identified:

Toilet facilities for events where alcohol is not available

There is no uniform Australian standard for the number of toilets required at an event. However, as a guide, [Safe and Healthy Mass Gatherings by the Australian Institute for Disaster Resilience](#)  suggests the following number of facilities for outdoor events where alcohol is not available.

Patrons	Males			Females	
	WC	Urinals	Hand basins	WC	Hand basins
<500	1	2	2	6	2
<1000	2	4	4	9	4
<2000	4	8	6	12	6
<3000	6	15	10	18	10
<5000	8	25	17	30	17

*This table is reproduced with the kind permission of Australian Emergency Management, Attorney General's Department.

4.6 Waste Management

Additional bins and collections shall be arranged with Council as part of any Event Approval. Bins shall be dispersed throughout the site to ensure litter management. Following the completion of the event, a litter patrol shall be undertaken to ensure the amenity of the stadium is maintained.

4.7 Risk Management

During the planning stage for any larger event, risk management will be considered. The Events team will identify potential risks, which may include:

- medical emergencies, including drug and alcohol issues, injuries, severe allergic reactions, heat stroke or exhaustion, life-threatening events, and mass casualty incidents which could overwhelm local health resources
- emergencies requiring involvement of the police or fire brigades
- terrorism
- security
- inadequate security
- non-arrival of deliveries of goods

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- equipment failure
 - property damage or loss
 - food poisoning
 - lost children
 - breach of noise restrictions
 - larger than expected crowds
 - sun exposure or adverse/extreme weather
 - inadequate insurance
 - electricity outages or surges
 - lack of care with hazardous materials.

Prior to the event, the Event Organiser will:

- Identify all emergency requirements, evacuation points etc
- Develop distribute an Emergency Management Plan
- Ensure all staff, volunteers, vendors etc are provided with safety briefing/induction
- Ensure safety training has been provided for identified risks for staff and volunteers
- Organise availability of first aid including qualified officers to administer first aid
- Organise Police involvement if required
- Organise SES if required
- Review the Risk Assessment Plan
- Ensure availability of adequate personal protective equipment (high visibility vests, hat, sunscreen etc)
- Ensure all third parties have required insurances, permits, registrations and compliance with any regulations.

Measures that may be considered are detailed below.

4.7.1 First Aid

All events, no matter how small, have the possibility of a medical incident. Adequate first aid supplies will be on site, and consultation will occur where required with NSW Ambulance for larger events.

4.7.2 Weather Events

In the case of extreme weather it may be necessary to cancel or postpone an event to ensure the safety and security of those present.

The nature of weather events that may impact an event include:

- Wet weather and/or High Winds
- Hot weather

Depending on the nature of the weather event, specific management actions will be implemented.

Wet weather and/or High Winds

Due to the internal nature of the Stadium, wet weather and high winds will only have implications for larger events relying on additional services provided outdoors, including toilets, food stalls and referee areas. Impacts may also be experienced to overflow parking areas.

Prior to the event, a review of the 7 day weather forecast will be made to determine if the event may need to postpone or cancel due to bad weather.

Depending on the size of the event, a revised format may be implemented that does not rely on temporary structures. Consultation will occur with Council whether overflow parking areas need to be closed and relocated due to unsuitable conditions.

In the event that it is deemed unsafe to continue the event, a cancellation statement shall be issued through email and social media. The Event Manager will be responsible for instigating a cancellation.

Hot Weather

Sports Medicine Australia have released a 'Hot weather guideline', refer to Appendix ##. This guideline will inform measures that may be implemented by the Event Organiser during extreme weather events.

4.7.3 Emergency Management

For life threatening emergencies, 000 will be called immediately. For emergency assistance the NSW State Emergency Service will be called on 132 500.

The nature of weather events that may impact an event, requiring emergency management include:

- Fire
- Flooding

As a first principle, events will not proceed when there is a risk of bushfire or flooding, as advised by Council, SES, RFS, Police or other relevant public authority.

Should an emergency event occur without warning, appropriate measures shall be implemented in accordance with the identified requirements. Fire evacuation shall occur in accordance with the existing plan for the building. The Chief Warden will be responsible for the implementation of any evacuation.

A Flood Evacuation Plan is included at Appendix A.

Ongoing review and updating of emergency management measures will occur as needed and will:

- be developed in consultation with the venue or landowner, NSW Police Force, Fire and Rescue NSW or the NSW Rural Fire Service and NSW Ambulance
- identify the person or role that is responsible for managing the emergency response at the site
- be distributed to all agencies and relevant parties
- include the chain of command should an emergency occur
- have clear instructions on how the person in charge will be contacted should an emergency occur.

4.8 Communication Protocols

For larger events, communication with key stakeholders will take place, including

- staff, volunteers, contractors and suppliers
- Mid Coast Council
- emergency services and NSW Police Force – an event specific contact list will be formed, including who to contact in case of an emergency

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- lost children protocols for their safe return to parents and guardians
 - Parking management team

Key event information, including transport and parking recommendations will be communicated via Social Media, as would any cancellations due to weather conditions etc.

During larger events, communications may also occur via

- portable message boards
- electronic variable message signs
- other forms of signage
- information booths
- volunteers and wayfinders
- printed guides or programs
- using SMS to send event updates and news to mobile phones.

5 General Operation

Management will ensure that all operations will be dealt with in an efficient and appropriate manner as follows:

- The management will ensure the operations are managed in such a way as to reasonably minimise any adverse impacts to the amenity of the surrounding area neighbours (business and residential) through noise, waste and behaviour of players and spectators.
- Any behaviours, if it is deemed unreasonable, will be asked to leave.
- Patrons that fail to comply with the venues behavioural requirements and have been provided correct advice and management and proceed to involve themselves in anti-social conduct causing ejection from the premises may be excluded from attending the venue for a period of time.
- The mechanical plant is maintained appropriately to reduce noise and odours.
- The venue operations will be conducted in such a manner as not to unreasonably interfere with, or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapor, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.

5.1 Noise Controls

Patrons, players and employees will be instructed to keep noise to a minimum when entering and leaving the premises. Intoxicated and/or loud patrons will not be allowed entry into the venue and will be ejected if they are already in the venue. All amplified sound will be reduced to background noise 30 minutes prior to closing. All noise complaints will be documented in a register and kept on site.

5.2 Delivery and Service Vehicles

The loading and unloading of service and delivery vehicles will occur within a designated loading bay or carpark area. The majority of goods deliveries and waste collections will occur during off-peak periods to limit disturbance to players.

A maintenance vehicle may be required on site from time to time which will also occur during off-peak times. Ample space is available to accommodate such a vehicle either in the loading bay or car parking spaces. When access is required, the two parking spaces will be temporarily cordoned off by staff to allow a maintenance vehicle access.

5.3 Complaints and Incident Register

- Management will endeavour to address any reasonable concerns of people in the surrounding area or other third parties without the involvement of Mid Coast Council and/or NSW Police wherever possible.
- Management will respond or meet with any complainants and attempt to address and resolve any reasonable concerns.
- Management will be contactable by telephone during operating hours, or by email outside of hours.

Any complaints made to the venue are to be recorded, and such records are to include the complainant's details, nature of the complaint and action taken by the venue.

5.4 Staff Training

Management will ensure that staff training sessions are held which entail:

- First Aid;
- Fire Warden and Fire Safety training;
- Implementation of the Flood Evacuation Plan and
- Security measures.

6 Security Measures

6.1 General Duties

The Manager shall ensure and require any staff to:

- Be dressed in readily identifiable uniform so that they are highly visible to patrons and displaying security licensing identification on their person.
- Monitor patron behaviour in, and in the vicinity of, the Arena until all patrons have left, taking all practical steps to ensure the quiet and orderly departure of patrons.
- Collect any rubbish in the vicinity of the Arena that may be associated with a game or event.
- If a patron is continuously quarrelsome, unreasonable, or confrontational notify management. Police will be contacted if required.
- Co-operate with the Police and any other private security personnel operating in the vicinity.
- Make a written note with details of any incidents in an Incident Register. The details should be immediately entered in the Incident Register or, where it is not practical to do this, written in a notebook and copied into the Incident Register as soon as practicable.

For the purpose of this Plan, the description, 'the vicinity of the premises' shall be the Arena, car parking and adjoining ovals/fields.

6.2 Lighting

All lighting on the site shall be designed so as not to cause a nuisance to adjoining properties or to motorists on nearby roads to minimise light overspill. Lighting shall comply with the *AS 4282:1997 Control of the obtrusive effect of outdoor lighting*.

Broken light fixtures and bulbs within the premises will be replaced within 24 hours where practical.

6.3 Space Management

Routine maintenance checks and reporting will be carried out by personnel employed at the site to ensure the property is maintained and to reduce the likelihood of crime or vandalism. Landscaping will be maintained in a manner that communicates an alert and active presence.

Furthermore, robust materials are proposed to be used where possible, including graffiti resistant materials and fixed rubbish bins to mitigate against potential malicious damage. Any vandalism or graffiti should be repaired and removed promptly by staff or contractors.

7 Other Relevant Matters

7.1 Fire Safety and Essential Service

- Management shall ensure that all essential services installed at the Arena are certified and shall ensure that they remain in good working order at all times.
- In the event of any malfunctioning of any essential service Management shall ensure that it is rectified as soon as possible.
- Lists of the telephone numbers of all relevant emergency agencies shall be kept near all telephones.
- All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the Arena. In the event of an emergency, staff and security are to direct patrons to the exits and away from the Arena. The Manager is to engage with the supervisor for each level progressively from the top to the bottom, ensuring the Arena is vacated.

7.2 Site Maintenance

The premises and its immediate area will be kept clean and tidy. Its condition will be regularly maintained internally and externally to meet requirements of the Mid Coast Council and any other relevant safety standard.

7.3 Cleaning

Staff will ensure as far as practical that the premises is kept in a clean and tidy condition both internally and externally to the extent of the building. Cleaning of both internal and external areas of the venue will be undertaken by staff.

7.4 Waste Management

Staff will separate general waste and recyclables; this will occur within the corral where a minimum of two separate bins will be located. Waste and recycling bins will be clearly labelled and identifiable. The bins and waste storages areas will be cleaned by staff with protective gloves.

7.5 Dealing With Graffiti

Any damage to property by way of graffiti will be removed from the site within 24 hours of being noticed.

8 Amendments to this Plan

This Plan of Management is a living document and therefore will be reviewed on an annual basis by Management. If it becomes evident that modification to the plan is required for operational and management improvement or compliance, the relevant changes will be made with approval and consultation with Council.