

# Operational Plan of Management

Port Macquarie Aquatic Facility

Gordon Street, Port Macquarie

# 1. Introduction

## 1.1 Purpose

This Operational Plan of Management (PoM) has been prepared by Ethos Urban on behalf of Co.Op Studio, and relates to the new Port Macquarie Aquatic Facility (PMAF) at Gordon Street, Port Macquarie.

The purpose of this PoM is to clearly establish the operation of the PMAF and detail applicable management procedures and practises. This PoM will also consider the proposed PMAF potential impacts on the surrounding environment, and detail provisions to mitigate such impacts.

## 1.2 Implementation

At all times, the PMAF will manage their operations in accordance with the following:

- All relevant regulatory approvals.
- Port Macquarie Aquatic Facility emergency management plan.
- Council's noise management procedure.
- Principals and mitigation measures established in this PoM.

## 1.3 Ownership and management

The land owner of the PMAF is Port Macquarie-Hastings Council (PMH Council). The relevant contact details are below\*:

Name	Role	Contact details
Lucilla Marshall	Group Manager Liveable Communities	Phone: 6581 8063 Email: <a href="mailto:Lucilla.Marshall@pmhc.nsw.gov.au">Lucilla.Marshall@pmhc.nsw.gov.au</a>

*\*Changes to this information is at the discretion of PMH Council.*

## 1.4 Amendment to this Plan

This PoM will be reviewed from time to time and amended when necessary. Management is to liaise with PMH Council in respect of any amendments to the Plan and provide a copy of any amended Plan to PMH Council.

## 2. Site description

The site is located at Gordon Street, Port Macquarie, and is located within the Port-Macquarie Hastings local government area (LGA). The site has a total area of approximately 2.9ha, comprising a total of 15 allotments:

Lot	Section	DP
5	16	758852
6	16	758852
7	16	758852
8	16	758852
9	16	758852
14	16	758852
15	16	758852
16	16	758852
17	16	758852
18	16	758852
19	16	758852
20	16	758852
1		808449
2		808449
7063		1040735

## 3. Proposed development

This PoM supports a development application (DA) to Port Macquarie-Hastings Council, which seeks approval for the following development:

- Site amalgamation;
- Site preparation including demolition of existing structures, removal of two (2) trees, and earthworks;
- Construction and operation of the Port Macquarie Aquatic Facility in two (2) stages:

### Stage 1

- A recreation facility (outdoor) which comprises:
  - o An outdoor swimming pool (50m with 10 swimming lanes);
  - o A sheltered swimming pool (25m with 6 swimming lanes);
  - o Ancillary structures including a grandstand.
- A recreation facility (indoor) which comprises:
  - An indoor swimming pool (20m program pool for children);
  - Ancillary buildings including a café and kiosk, multi-purpose room, administrative offices, and change rooms.
  - A gymnasium;
- Three (3) signage zones;
- At-grade car parking for 129 vehicles; and
- Landscaping works.

**Stage 2**

- Ancillary structures associated with the recreation facility (outdoor) comprising two (2) waterslides and splashpad;
- Expansion of the gymnasium proposed under Stage 1; and
- At-grade car parking for 41 vehicles.

## 4. Plan of Management

### 4.1 Area to which this Plan of Management applies

This PoM applies to the new PMAF, which will be located upon the area outlined in red in **Figure 1**.



**Figure 1**      *Site aerial*

Source: Nearmap / Ethos Urban

### 4.2 Use of recreation facility

The proposed development will operate as a recreation facility, comprising the following:

- A 50m outdoor swimming pool.
- A 25m sheltered swimming pool.
- A 20m indoor swimming pool for children.
- Ancillary uses including a café and kiosk, multi-purpose room, administrative offices, two (2) waterslides and splashpad; and
- A gymnasium.

Other activities at the PMAF will include:

- Special events including swimming carnivals, gala days, and regional events. It is expected that up to 40 special events will be held per year.
  - Around 20 club and regional events (excluding regular events and club nights).
  - Around 18 school carnivals.
- Learn to swim lessons including Schools and Department of Education programs.
- Aquatic exercise activities, training and classes including squad training, ball games (eg water polo), aqua aerobics, synchronized swimming, underwater sports (eg scuba diving).
- Lifesaving activities.
- Introduction and use of temporary amusement equipment and floating inflatable play equipment.

### 4.3 Hours of operation

The proposed hours of operation are as follows:

Component	Day	AM	PM
Stage 1			
Recreation facility including: - 50m, 25m, 20m swimming pools; - Café and kiosk - Administrative offices	Monday – Friday Saturday Sunday	5 8 9	8 6 6
Gymnasium	Monday – Sunday	24 hours	
Stage 2			
Recreation facility including: - 50m, 25m, 20m swimming pools; - Café and kiosk - Administrative offices	Monday – Friday Saturday Sunday	5 8 9	8 6 6
Gymnasium	Monday – Sunday	24 hours	
Waterslides and splashpad	School holidays, special events and weekends (flexible timing)	9	4

### 4.4 Staff and patrons

The staff population and patron capacity for each stage is expected to be as follows:

	Stage 1	Stage 2
Staff (lifeguards, admin, maintenance)	1 x Facility Manager 1 x Assistant Manager 1 x Customer Service 1 x Duty Manager/Maintenance  1 x Learn to Swim Coordinator 1 x Fitness Coordinator 1 x Head Swim Coach  3 x café staff 1 x kiosk staff 5 x lifeguards 1 x maintenance	1 x Facility Manager 1 x Assistant Manager 1 x Customer Service 1 x Duty Manager/Maintenance  1 x Learn to Swim Coordinator 1 x Fitness Coordinator 1 x Head Swim Coach  3 x café staff 1 x kiosk staff 5 x lifeguards 1 x maintenance  2 x Duty Officers 1 x slide and splash pad operator
Staff (gymnasium)	1 x gym staff	2 x gym staff
Patrons	420 at any one time	

Staffing numbers may vary during seasonal peaks or during special events.

## 4.5 Staff hours

The staff hours are expected to be as follows:

Staff	AM	PM
Facility Manager	9	5
Swim Coaching and Lesson Staff	Split hours over a 38 hour week or lesson availability	
Customer Service	6	8
Pool Staff	4:15	8:30
Maintenance	5:15	8:30
Gym	5am to 12pm	3pm to 6pm
Administration/ Centre Management	9	5

- Customer service staff will require at least 1 staff member across all opening hours. Customer service staff and kiosk staff will be required to start 15 minutes prior to opening hours.
- At least 1 pool staff employee is required on site at all hours. Pool staff are required to start 45 minutes prior to opening to visitors to ensure all pool covers are removed and water testing can be completed before opening. Checking of change rooms and preparing pools for lap swimming is also required prior to opening.
- The learn to swim coordinator will be staffed based on program numbers.
- The gym will be staffed with at least 1 staff member from 5am-12pm. From 3pm to 6pm, the gym will be staffed with group fitness staff for booked programs.

## 5. Daily operation

### 5.1 Access and egress

#### Pedestrian access

Pedestrian access will be via the entry foyer adjacent to the car park, as illustrated in the architectural plans, prepared by Co.Op Studio dated 26 September 2023.

Entry gates will control access to the PMAF (swimming pool areas and gym). With the implementation of controlled and security access systems, members enter with a personal access card. General admission passes are available for visitors.

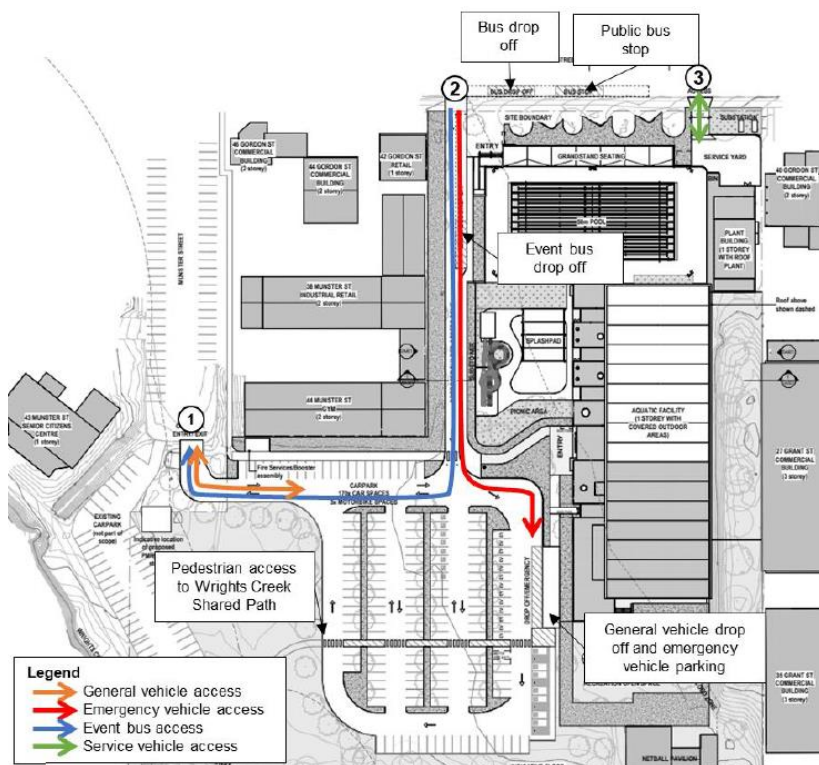
Multiple evacuation routes are available connecting to the public road and footpath network. Emergency egress will be via the front entry to the car park or recreation spaces surrounding the car park with additional evacuation routes available to Gordon Street.

#### Vehicle access

Ingress and egress to the car park for general vehicles is via Munster Street. A drop-off/pick-up area is provided along the eastern edge of the car park.

Emergency vehicle and event bus access is via Gordon Street. Retractable bollards are proposed adjacent to Gordon Street and the southern portion of the shared zone to control vehicle access for these purposes.

Service vehicle access is via Gordon Street. Loading will occur via the service yard adjacent to Gordon Street.



**Figure 2** Overarching vehicle access plan

Source: Stantec

## 5.2 Orientation – Gymnasium

All new gym members will be inducted and made aware of key operational components, including:

- Education on the use of all equipment, and cleaning of equipment after every use.
- Restricted weight training to areas allocated for this use.
- Remain respectful when entering and leaving the gym.
- 24-hour video surveillance and security system.

## 5.3 Food and beverages

Ancillary low scale food preparation is proposed as part of the operations. The food and beverage offering will likely include (but not limited to) coffee, cold drinks, wraps, packaged and frozen snacks, hot food, and healthy food options.

A seating area for the café is provided adjacent to the 25m sheltered swimming pool.

## 5.4 Patron amenities

Showers, toilets, lockers and change areas (male, female, family change) will be made available to patrons, as illustrated in the architectural plans, prepared by Co.Op Studio dated 26 September 2023.

## 5.5 Maintenance and cleaning

### General

PMAF will engage a cleaning contractor to manage cleaning within the premises. Cleaners will be responsible for collection and removal of all waste and general cleaning throughout the facility, including the grandstand area, picnic areas and change rooms.



**Ancillary café**

Surfaces within the café and seating area must be wiped regularly and floors cleaned. All rubbish must be placed inside bins provided or taken away.

**Gymnasium**

All gym equipment will be serviced on a regular basis. If any equipment is identified as faulty or requires repair, the equipment will be removed from the premises or clearly marked as 'Out of order'.

Cleaning of the premises, gym machines and equipment, will occur on a daily basis. Signage will be placed around the gym to remind patrons that they must use personal towels, and use disposable wipes to clean equipment after every use.

**5.6 Waste management**

The nature of waste generated by the proposed development will primarily be general waste, recycling waste and food waste. Operational waste management is to be in accordance with the Operational Waste Management Plan (OWMP) prepared by Elephants Foot, dated 20 July 2023.

**Waste storage and servicing**

Cleaning staff will be responsible for waste management within each area of the facility during daily operations. This will be carried out back of house where possible.

On completion of each trading day or as required, nominated staff or contracted cleaners will transport all general waste, recyclables and food waste to the bin storage area and place them into the appropriate collection bins. General waste may be bagged, but recyclables and food waste should be deposited loosely into the collection bins.

**Roles and responsibilities**

An extract of the OWMP is provided below, which details the roles and responsibilities of various stakeholders throughout the operation of the PMAF:

Roles	Responsibilities
Building Management	<ul style="list-style-type: none"> <li>Ensuring that all waste service providers submit monthly reports on all equipment movements and waste quantities/weights;</li> <li>Organising internal waste audits/visual assessments on a regular basis</li> <li>Purchasing any on-going waste management equipment or maintenance of equipment once building is operational;</li> <li>Managing any non-compliances/complaints reported through waste audits;</li> <li>Coordinating general waste, recycling and food waste collections;</li> <li>Organising replacement or maintenance requirements for bins;</li> <li>Organising bulky goods collection when required</li> <li>Investigating and ensuring prompt clean-up of illegally dumped waste materials.</li> <li>Preventing storm water pollution by taking necessary precautions (securing bin storage areas, preventing overfilling of bins)</li> <li>Abiding by all relevant WH&amp;S legislation, regulations, and guidelines;</li> <li>Providing staff/contractors with equipment manuals, training, health and safety procedures, risk assessments, and PPE to control hazards associated with all waste management;</li> <li>Assessing any manual handling risks and preparing a manual handling control plan for waste and bin transfers;</li> <li>Ensuring site safety for residents, children, visitors, staff and contractors; and</li> <li>Ensuring effective signage, communication and education is provided to occupants, tenants, maintenance staff, and cleaning contractors.</li> </ul>
Contract Cleaners	<ul style="list-style-type: none"> <li>Emptying collection receptacles and transferring general waste, recycling and food waste to collection bins in the storage area.</li> <li>Cleaning bins as required;</li> <li>Organising, maintaining and cleaning the waste holding area;</li> </ul>
Staff	<ul style="list-style-type: none"> <li>Dispose of all general waste, recycling and food waste in the allocated receptacles provided;</li> <li>Ensure adequate separation of general waste, recycling and food waste; and</li> <li>Compliance with the provisions of Council and the OWMP.</li> </ul>
Waste Collection Contractor	<ul style="list-style-type: none"> <li>Provide a reliable and appropriate waste collection service;</li> <li>Provide feedback to building managers/staff regarding contamination of waste streams; and</li> <li>Work with building managers to customise waste systems where possible.</li> </ul>
Ground Staff/Landscaping Contractor	<ul style="list-style-type: none"> <li>Removal of all green waste generated during gardening maintenance activities for recycling at an offsite location or composting green waste onsite.</li> </ul>
Developer	<ul style="list-style-type: none"> <li>Purchasing all equipment required to implement this OWMP prior to the occupation of the building to be provided to the strata.</li> </ul>

## 5.7 Amenity

At all times, management shall consider the amenity of surrounding properties and shall take all reasonable measures to ensure that there is no significant adverse impact on the surrounding area.

Management will take all measures to ensure that the behaviour of staff and patrons when entering, leaving, or occupying the premises does not detrimentally affect the surrounding amenity.

The premises shall be conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, or otherwise.

## 5.8 Noise

Acoustic impacts will be mitigated by the following measures.

It is expected that patrons and staff of the PMAF will conduct themselves in a responsible manner. To this extent, Site Management will endeavour to minimise noise that causes nuisance to the surrounds by ensuring the PMAF operates within the requirements of this PoM.

### Aquatic activities, including during special events

The Environmental Noise Assessment stipulates noise management measures to minimise noise during special events:

- Sporting events are to be held during the daytime period only (being 7am-6pm).
- Providing marshalling to usher visitors onto the site encouraging quiet arrival and departure noting the proximity of the adjacent residential area.
- Provide forewarning of large events to the surrounding residential receivers to help manage expectations and provide sufficient time to allow alternate planning.
- Ensure supervision of children who have raised voices facing towards the residential receivers and not seated in the grandstand.
- Ensure noise levels from a portable amplified PA system are kept to a reasonable level and are facing away from residential receivers.

### Gymnasium

- At all times, members must ensure that equipment is used in a correct and controlled manner so that no unnecessary noise is created (e.g. dropping of weights).
- Weight training must be restricted to areas allocated for this use (i.e. where rubber flooring has been installed to mitigate acoustic impacts).
- If deemed necessary, signage will be installed to remind gym members to correctly use gym equipment to mitigate noise impacts.

## 5.9 Parking

Parking upon the site is provided within the car park and will be delivered as follows:

	Stage 1	Stage 2
Car parking	129 including 15 accessible spaces	+41
Motorcycle parking	3	No change
Bicycle parking	Provision made	No change

Patrons will also be able to make use of public transport in the vicinity, including the bus stop adjacent to the site on Gordon Street. It is also expected given the site's level of public transport accessibility, that patrons and staff can also travel various modes of transport (e.g. walking, cycling or bus).

### 5.10 Drugs and alcohol policy

The PMAF will maintain a zero tolerance approach to drugs and alcohol. Management will ensure that policies are implemented at the premises to minimise the potential for the use or distribution of illicit drugs on the premises.

### 5.11 Workplace Health and Safety

Management and staff will work together to implement specific procedures to ensure the safety of patrons and staff of the premises.

As part of this commitment managers and staff will monitor all thoroughfares within the premises to ensure that they are kept free from obstructions, particularly the designated emergency exits.

The safety of staff, patrons and visitors is of paramount concern and management and staff are fully conversant with their responsibilities with regard to the safety of the public within the premises and in the surrounding areas.

## 5.12 Security and safety

Active surveillance of the PMAF is provided during staffed hours. A CCTV system will be installed with continual 24-hour digital video recording. Cameras will be strategically positioned at the entrance and throughout the facility to maximise observation within the premises.

### **Lifeguards**

Lifeguards are responsible for aquatic public safety and are required to:

- Undertake appropriate training and hold relevant qualifications.
- Supervise aquatic activities including the swimming pools, waterslide, splashpad.
- Enforce water safety guidelines, regulations and policies and ensure water safety policies are adhered to by patrons.
- Caution patrons of improper activities or danger.
- Rescue swimmers in danger or distress.
- Administer first aid in the event of injury and/or CPR, if necessary.
- Undertake risk management and safety reviews of the facility and pool conditions.

### **Other staff members**

Other staff members will include:

- Centre Manager.
- Assistant Manager.
- Customer Service Coordinator.
- Customer Service Officers, Operations Manager/ Maintenance Manager.
- Duty Managers.
- Learn to Swim Coordinator, Learn to Swim Teachers.
- Squad Coach.
- Cleaners.
- Fitness Coordinator.
- Fitness instructors.
- Café staff - contracted out, kiosk staff.
- Contract garden maintenance staff.

## 6. Emergency and evacuation procedures

### 6.1 Obligations

Site Management will oversee the emergency response procedures and training within the PMAF. In the event that there are inconsistencies between Site Management's procedures and this PoM, Site Management procedures will prevail. Site Management will nominate a representative who will be involved with safety training, and guided through the emergency and evacuation training.

Site Management may also prepare a Security Management Plan, Incident Management Plan and/or Workplace Health and Safety Management Plan.

### 6.2 Fire wardens

#### Chief Fire Warden

Site Management will appoint a Chief Fire Warden. In the event of an emergency, the Chief Fire Warden will wear a white hat.

#### Fire wardens

Fire wardens will be responsible for coordinating staff and patrons of the facility and communicating with the Chief Fire Wardens during emergencies. Site Management is required to nominate a sufficient number of fire wardens to perform these duties.

Fire wardens will be required to attend formal Emergency Response Procedure Training when requested by Site Management, and any meeting organised by Site Management in relation to emergency response procedures. In the event of an emergency, fire wardens will be required to wear yellow hats, provided by Site Management.

#### Evacuation procedures

The emergency evacuation assembly area for the premises is anticipated to be the front entry to the car park or recreation spaces surrounding the car park, however this will be nominated and confirmed prior to the issue of an Occupation Certificate. In cases of drills or emergencies, staff will be directed to these areas by the fire wardens.

All personnel will be required to follow the direction of the Chief Fire Wardens and Emergency Services personnel. In the event of an evacuation, staff and patrons will not be permitted to re-enter the PMAF until instructed by the Chief Fire Warden.

Site Management may engage the services of a suitably qualified emergency personnel to address fire safety, prepare emergency evacuation plans and/or general safety of the facility.

### 6.3 Flood readiness

The preparation of a Flood Emergency Response Plan (FERP) will be developed to provide the employees and visitors with information readily available in the event of a predicted major or extreme rainfall event. The FERP will outline the flood behaviour, advance warning notifications, and the evacuation limitations and emergency procedures to be followed.

### 6.4 Training

Site Management will schedule and facilitate the relevant training for all nominated personnel, ensuring they are able to conduct their duties.

## 6.5 First aid

Site Management will be responsible for nominating and training their own First Aid personnel, as per Workplace Health and Safety requirements.

## 7. Declaration from Manager/Operator

I, ..... of ..... (manager/operator) acknowledge that I agree to the terms, and understand my obligation in relation to this Operational Plan of Management.

.....  
Signed

.....  
Date