

# PLAN OF MANAGEMENT (POM) DRAFT

## THE HUB @ LIDCOMBE



## 2 BACHELL AVENUE

**September 2024**

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## **SECTION 1.0 INTRODUCTION**

- 1.1 This Plan of Management (POM) has been developed as part of the Development Application prepared for Cumberland City Council detailing the construction and operation of a mixed use premises (referred to as “The HUB @ Lidcombe” or “The HUB”). The development will comprise; specialised retail premises, commercial and office premises, work spaces, high technology, self storage, child care centre, food & drink premises, light industries, dog daycare and a health centre.
- 1.2 This POM addresses the relevant matters for consideration as part of the development application assessment by Council. This POM identifies the operational management protocols required to manage the land uses within The HUB @ Lidcombe development. Specific uses such as the Child Care Centre, the Health Centre, the light industries and self storage premises will require well considered operational commitments.
- 1.3 The Draft POM is based on plans prepared by Two Form Architecture. It is arranged in sections, initially dealing with the overall operation of HUB and then sections dedicated specifically to the Child Care Centre the Health Centre, the Light Industries and the Self Storage.
- 1.4 Section 2 contains the general description of the site, the location and composition of The HUB.
- 1.5 Section 3 sets out the operational matters for The HUB. It deals with overall site cleanliness and maintenance, security, access/egress, waste management, noise, traffic, graffiti removal, licensed venue procedures, childcare procedures and lighting.
- 1.6 Section 4 sets out operational procedures for the Lidcombe Child Care Centre (LCCC) which will form the basis for the operation of the Child Care Centre. This includes but is not limited to hours of operation, staffing, acoustic controls, arrival and departure (staff and children), indoor and outdoor activities and supervision, enrolment, terms & conditions, family involvement and grievance, insurances, maintenance, fire safety and emergency protocols, neighbourhood amenity and security.
- 1.7 The document is supported by the following documents:
  - Acoustic Report.
  - Waste Management Plan.
  - Traffic & Parking Assessment Report
  - Loading Dock Management Plan
  - Green Travel Plan

Recommendations and commitments from these documents have been adopted as part of the POM.

- 1.8 The POM is to be updated with any relevant details from the development consent. and extracts of the approved DA plans.

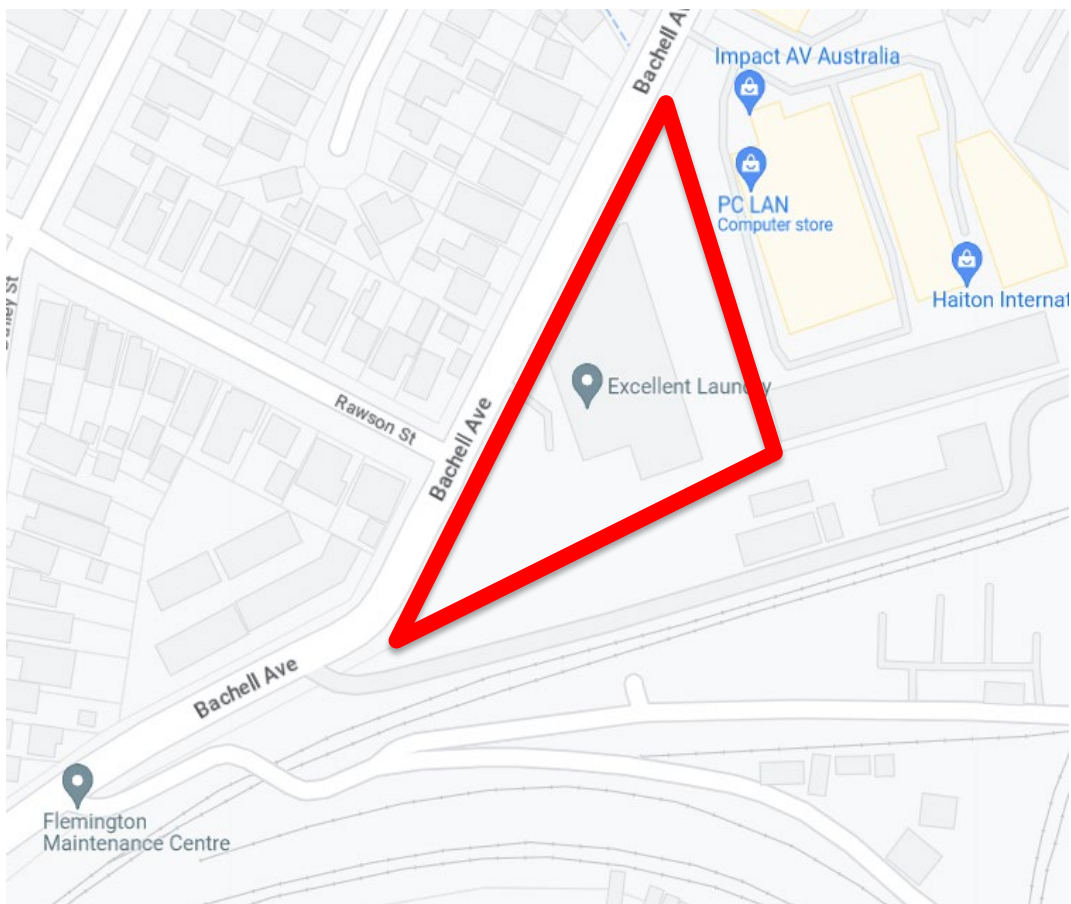
## **SECTION 2.0 GENERAL**

### **2.1 Description of Site**

2.1.1 The subject site is No. 2 Bachell Avenue Lidcombe. It comprises the following allotment:

Lot 2 DP 219413

2.1.2 The site is located adjacent to both residential and industrial sites at a junction zone between Bachell Avenue and the Olympic Park station rail line in Lidcombe.



**Figure 1: Location of the site**



**Figure 2: Aerial of site prior to redevelopment**

## 2.2 Description of Development

2.2.1 The HUB @ Lidcombe is to support the following uses:

- 2685 m<sup>2</sup> Food and Drink Premises (eg: Restaurants & Cafes)
- 3432 m<sup>2</sup> Specialised Retail Premises
- 6947 m<sup>2</sup> High Technology Industries
- 6041 m<sup>2</sup> Office Premises
- 711 m<sup>2</sup> Child Care Centre (indoor area)
- 1813 m<sup>2</sup> Workspaces (Light industries)
- 2700 m<sup>2</sup> Health Centre
- 863 m<sup>2</sup> Gym & Wellness Centre
- 276 m<sup>2</sup> Dog Daycare
- 392 m<sup>2</sup> Self Storage

2.2.2 The Childcare Centre will cater for 106 children and- 18 staff as per the following breakup:

- 36 Children 0 to 2 years old (9 staff applied)
- 20 Children 2 to 3 years old (4 staff applied)
- 50 Children 4 to 5 years old (5 staff applied)





***Figure 3: Bachell Avenue from the North.***



***Figure 4: view of the Main pedestrian entry.***



***Figure 5: Bachell Avenue from the West.***



***Figure 6: View of the entry with vertical connection to terrace café.***





***7: View of South sunken courtyard.***



***Figure 8: level 5 terrace and Café.***



**Figure 9: View of internal open void.**

## **SECTION 3.0 – THE HUB @ LIDCOMBE (ALL USES)**

### **3.1 Hours of Operation**

- 3.1.1 The HUB's general hours of operation are between 7:00am → 7:00pm. The food and drink premises will trade until 12:00am.
- 3.1.2 Outside of the above hours, the HUB is under controlled access via swipe card.
- 3.1.3 The table below identifies hours of operation and access measures for individual areas.

LOCATION	HOURS OF OPERATION	COMMENT
<b>Basement LEVEL 2</b>		
General Parking	7:00am → 7:00pm	Access outside these hours is via swipe card.
Loading Bays	Controlled Access	Access is via building management.
<b>BASEMENT LEVEL 1</b>		
Ramp down to Basement 2	7:00am → 7:00pm	Access outside these hours is via swipe card.
Loading Bays	Controlled Access	Access is via building management.
<b>LOWER GROUND FLOOR LEVEL</b>		
Ramp down to Basement 1 and 2	7:00am → 7:00pm	Access outside these hours is via swipe card.
Gym	5:00am → 10:00pm	
Self Storage	Controlled Access	Access is via swipe card.

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LOCATION	HOURS OF OPERATION	COMMENT
Loading Bays	Controlled Access	Access is via building management.
<b>GOUND FLOOR</b>		
Bachell Avenue Entries 2 & 3*	7:00am → 12:00am	Access outside these hours is via swipe card.
Bachell Avenue Entry 5* (Health & Wellness precinct)	7:00am → 7:00pm Monday → Friday 7:00am → 4:00pm Saturday & Sunday	Access outside these hours is via swipe card.
Amenities	7:00am → 7:00pm	Access outside these hours is via swipe card.
Bachell Avenue Entry 1* (northern vehicular entry)	4:00am → 7:00pm	Access outside these hours is via swipe card. Access before 7am is for loading and unloading only. Loading activities are to occur within the unit with the vehicle door closed.
Bachell Avenue Entry 5* (northern vehicular entry) – Ramp down to Lower Ground	7:00am → 12:00am	Access outside these hours is via swipe card.
Bachell Avenue Entry 5* (northern vehicular entry) – Ramp up to Level 2	4:00am → 7:00pm	Access outside these hours is via swipe card. Access before 7am is for loading and unloading only. Loading activities are to occur within the unit with the vehicle door closed.
Loading Bays	Controlled Access	Access is via building management.
Ambulance Bay	7.00am → 7:00pm	Access is via building management.
Garbage Room	Controlled access	Swipe card access only for tenants.
Specialised Retail	9:00am → 7:00pm Monday → Wednesday & Friday 9:00am → 9:00pm Thursday 9:00am → 5:00pm Saturday & Sunday	
Food & Drink Premises	8.00am → 12.00am (terraces close at 10:pm)	

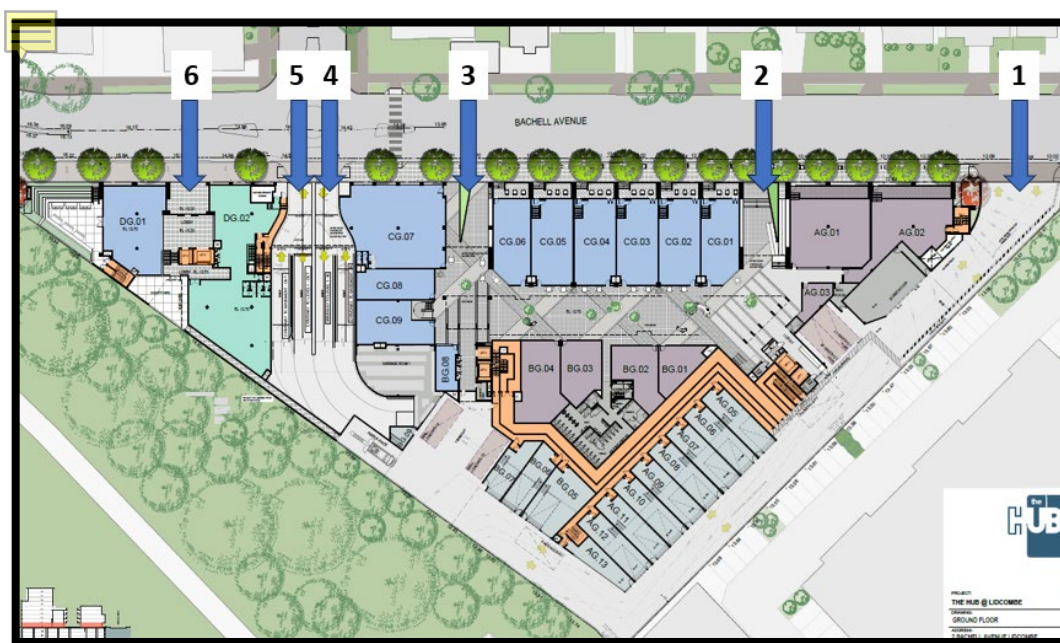
LOCATION	HOURS OF OPERATION	COMMENT
Workspaces (Light Industries)	4:00am → 7:00pm	
<b>LEVEL 1</b>		
Amenities	Controlled access	Swipe card access only for tenants.
Specialised Retail	9:00am → 7:00pm Monday → Wednesday & Friday 9:00am → 9:00pm Thursday 9:00am → 5:00pm Saturday & Sunday	
High Technology	10:00am → 7:00pm Monday → Friday	
Health Facilities	7:00am → 7:00pm Monday → Friday 7:00am → 4:00pm Saturday & Sunday	
Food & Drink Premises	8.00am → 12.00am	
Light Industries		
<b>LEVEL 2</b>		
Amenities	Controlled access	Swipe card access only for tenants.
Garbage Room	Controlled access	Swipe card access only for tenants.
Loading Bays	Controlled Access	Access is via building management.
Access Point to Workspaces (Light Industrial Tenancies)	Controlled access	Swipe card access only for tenants.
Retail	10:00am → 7:00pm	
Specialised Retail	9:00am → 7:00pm Monday → Wednesday & Friday 9:00am → 9:00pm Thursday 9:00am → 5:00pm Saturday & Sunday	
High Technology	10:00am → 7:00pm Monday → Friday	
Health Facilities	7:00am → 7:00pm Monday → Friday 7:00am → 4:00pm	



LOCATION	HOURS OF OPERATION	COMMENT
	Saturday & Sunday	
Workspaces Industries) (Light	4:00am → 7:00pm	
<b>LEVEL 3</b>		
Amenities	Controlled access	Swipe card access only for tenants.
Specialised Retail	9:00am → 7:00pm Monday → Wednesday & Friday 9:00am → 9:00pm Thursday 9:00am → 5:00pm Saturday & Sunday	
High Technology	10:00am → 7:00pm Monday → Friday	
Health Facilities	7:00am → 7:00pm Monday → Friday 7:00am → 4:00pm Saturday & Sunday	
<b>LEVEL 4</b>		
Amenities	Controlled access	Swipe card access only for tenants.
High Technology	8:00am → 7:00pm Monday → Friday	
<b>LEVEL 5</b>		
Amenities	8:00am → 7:00pm	Access outside these hours is via swipe card.
Childcare Centre Lobby	7.00am → 7:00pm Monday → Friday	
Roof top terrace	8:00am → 10:00pm	
Office	8:00am → 7:00pm Monday → Friday	
Café	8:00am → 12:00am	
<b>LEVEL 6</b>		
Amenities	Controlled access	Swipe card access only for tenants.
Office	8:00am → 7:00pm Monday → Friday	
<b>LEVEL 7</b>		
Amenities	Controlled access	Swipe card access only for tenants.

LOCATION	HOURS OF OPERATION	COMMENT
Office	8:00am → 7:00pm Monday → Friday	
Recreational court	10:00am → 9:00pm	Staff use only Access is via building management.
<b>LEVEL 8</b>		
Amenities	Controlled access	Swipe card access only for tenants.
Office	8:00am → 7:00pm Monday → Friday	
Dog Day Care	8:00am → 7:00pm Monday → Friday	

\* See figure 10 below for identification of the building entries



**Figure 10: Access Points.**

### 3.2 Site Management and responsibilities

The following staff are responsible for management and upkeep of HUB:

- 3.2.1 Centre Manager (CM) - responsible for the overall management of the HUB, including coordination of the loading dock, click and collect and waste management. They are based in the HUB's Management Office (HMO) located on Level 2.
- 3.2.2 Cleaning staff – responsible for the cleanliness and maintenance of all public areas of the HUB. Cleaners' rooms are located on ground level.

- 3.2.3 Security staff – responsible for maintaining security throughout the HUB and ensuring the closing and opening of the floors and bathrooms at the beginning and end of each trading day. They are based in the HMO on - level 2
- 
- 3.2.4 Gardening staff – responsible for the maintenance of the public and private lands, including the footpath and nature strips along Bachell frontage. They will also maintenance and upgrade the garden beds and planters on each level, except within the LCCC.
- 3.2.5 Working Group - The Centre Manager (CM) shall chair the Working Group (WG), comprising representatives of the tenants, landowner, neighbours and the Local Area Command shall be invited to participate.

### **3.3 Cleanliness and Maintenance**

The following procedural commitments are made:

- 3.3.1 All public areas directly outside the building to be cleaned weekly.
- 3.3.2 All internal areas to be cleaned daily.
- 3.3.3 All internal walls and floors plus external walls to be maintained with no defects or trip hazards.
- 3.3.4 All surfaces to be maintained in good order.
- 3.3.5 All blown light fittings shall be replaced within 48 hours.
- 3.3.6 All graffiti shall be removed within 48 hours.
- 3.3.7 The paint finishes in the carpark should be a lighter colour so as to improve lighting outputs and improve surveillance. Maintenance of paint should use the same paint type and colour.
- 3.3.8 All landscaping and planting shall be maintained weekly. This shall ensure, apart from maintaining a clean and tidy appearance, that the planting does not present opportunities for concealment and entrapment.
- 3.3.9 Driveways and paved surfaces are to be kept clear. Areas that are likely to be impacted by debris from trees especially Casuarinas in the adjacent TAHE land are to be inspected daily and cleaned weekly at a minimum.
- 3.3.10 Stormwater assets be kept clear. Areas that are likely to be impacted by debris from trees especially Casuarinas in the adjacent TAHE land are to be inspected and cleared weekly at a minimum.

### **3.4 Site Security**

- 3.4.1 No unauthorised entry to doors marked 'Staff Access Only'.
- 3.4.2 Centre Manager will issue all swipe cards and control the access system. The – LCCC will not issue their own swipe cards.
- 3.4.3 A record of swipe cards issued to the LCCC are to be submitted to the CM. The list is to be updated every three (3) months.
- 3.4.4 Swipe cards are not to be shared or 'loaned' with other staff or patrons.
- 3.4.5 All doors and entry points to be alarmed with back to base monitoring.

- 3.4.6 CCTV to be provided to each tenancy and to all public areas
- 3.4.7 CCTV footage to be kept for 28 days and made available to Council or NSW Police as may be required.
- 3.4.8 Decals, signage and graphics should not cover windows (internally and externally) as these could reduce passive and active surveillance throughout and around the outside of the Centre.

### **3.5 Deliveries and Pick-ups**

- 3.5.1 All loading and unloading shall occur within the dedicated loading – bays provided on site access via building management in accordance with the Loading Dock Management Plan prepared by Lyle Marshall & Partners (as amended)(Appendix C).
- 3.5.2 The loading dock remains closed 24/7 with access coordinated and booked in through the HUB Management Office (HMO).
- 3.5.3 All deliveries shall be coordinated to minimise standing vehicles within the surrounding road network.
- 3.5.4 Where a delivery has been booked in, the HMO shall grant access to the loading dock once a representative of the relevant tenant arrives at the loading dock to take delivery.
- 3.5.5 Delivery drivers shall not be left alone within the loading dock.
- 3.5.6 Where customers are utilising the 'click and collect' bays, the HMO shall be informed. The HMO shall grant access to the loading dock once a representative of the relevant tenant arrives at the loading dock.
- 3.5.7 Customers shall not be left alone within the loading dock.

### **3.6 Waste Management**

The following procedures to be followed:

- 3.6.1 All bins to be removed by licensed private contractors.
- 3.6.2 Bins to be collected on site and no bins are to be placed on Council footpath at any time.
- 3.6.3 All bin store areas to have hot/cold water with suitable floor wastes connected to sewer with epoxy floor, sealed doors and ventilated.
- 3.6.4 Bin areas to be kept in a clean state free from debris and odour.

### **3.7 Shopfronts**

- 3.7.1 Lease agreements to require tenants to maintain shopfronts predominantly free of decals, signage, and graphics to maintain surveillance.

### **3.8 Fire Safety and Emergency**

The following procedures:

- 3.8.1 AFSS to be erected at entry and is to be clearly visible.
- 3.8.2 All essential services to be annually checked (or as required by BCA/NCC) and maintained in good working order.
- 3.8.3 Defective fire services to be repaired within 24 hours. LCCC - will be required to issue copies of all inspections of Essential Services.



3.8.4 LCCC - operators to obtain owners consent for all work regardless of CDC or DA. CM to co-ordinate all synergies between essential services between tenants.

3.8.5 All building works to be approved by Centre Manager to ensure fire services are coordinated and no fire engineered solutions are compromised.

### **3.9 Recreational Court**

3.9.1 The table tennis tables and the basket ball court (recreational court) on level 7 are reserved for the use of HUB staff only. Access to these uses is not available to members of the public.

3.9.2 Bookings are to be made through centre management.

3.9.3 Hours of use are limited to 10am till 9pm.

### **3.10 Insurances**

3.13.1 The tenant will hold Public Liability Insurance with a minimum 20 million coverage.

### **3.11 Plant and Equipment**

3.11.1 Operate in accordance with manufacturer specifications.

### **3.12 Noise management**

3.12.1 Light industry units on the ground and second floor are available for early access. Access before 7am is for loading and unloading activities only. Loading activities are to occur within the unit with the vehicle door closed.

### **3.13 Doggy daycare**

3.14.1 Doggy daycare (DDC) patrons will be asked to use the goods lift exclusively.

3.14.2 Warning signs are to be displayed within and at all entries to the goods lift advising patrons warning that the lift is used for transporting dogs.

3.14.3 Dogs in the lift are to be on leash at all times and under the control of owners.

3.14.4 DDC is responsible for keeping cleaning supplies for cleaning the lift at all times.

3.14.5 DDC staff are to check the lift at every visit to ensure cleaning is not required.

3.14.6 Dogs in external areas are to be exercised in groups of 5 animals or less. If continuous barking occurs dogs are to be returned to internal spaces and exercised in smaller groups.

3.14.7 The perimeter of the outdoor exercise areas are to have 1.8m high barriers to reduce noise impacts on surrounding activities.

3.14.8 Owners are responsible for informing operation management immediately if lift cleaning is required due to animals excreting waste in the lift.

### **3.14 Gym**

3.14.1 The gym will operate independently from the rest of the centre allowing for earlier opening times and later closing times. It is expected that the gym will open at 5am and close at 10pm.

3.14.2 The gym will be staffed at all times.

3.14.3 The gym is to be cleaned daily.

3.14.4 Access to the gym out of hours will be from the basement car park with the use of a swipe card. Alternately the gym will be accessible directly from the street via the Bachell street entry.

## **SECTION 4.0 LIDCOMBE CHILD CARE CENTRE (LCCC)**

This section provides requirements in addition to section 3.0 of this POM.

### **4.1 LCCC Operation Details**

The HUB @ Lidcombe includes the construction and operation of a new child care centre, comprising:

#### **4.1.1 Summary of LCCC :**

- 106 children from 0-5 years.
- 18 Full time / Part time staff (minimum at any one time)
- The Operational Management Plan (OMP) of the LCCC - is to be submitted as part of the licensing of the LCCC -
- The OMP is to be agreed and signed off by the HUB's Centre Manager.

#### **4.1.2 Age Groups and Staffing:**

The centre will provide spaces for the following age groups / no. of children:

- 12 children aged between 0 to 1 years old (3 staff applied)
- 12 children aged between 1 to 2 years old (3 staff applied)
- 12 children aged between 0 to 2 years old (3 staff applied)
- 20 children aged between 2 to 3 years old (4 staff applied)
- 20 children aged between 3 to 4 years old (2 staff applied)
- 30 children aged between 4 to 5 years old (3 staff applied)

- Each group will be required to *maintain staff-to-children ratios in accordance with the Children's Services Regulation (Education and Care Services National Regulations – Chapter <https://www.my80stv.com/7>, Part 7.1, Division 2).*

#### 4.1.3 Play Areas:

The LCCC includes the following internal zones and play areas:

- Entrance foyer and reception
- Administrative office
- Staff / parent meeting rooms
- Kitchen and laundry
- Storeroom and other storage
- Staff and childrens amenities
- 1 internal play space for 30 children aged 3-4 years
- 1 internal play space for 20 children aged 4-5 years
- 1 internal play space for 20 children aged 2-3 years
- 1 internal play space for 12 children aged 0-2 years
- 1 internal play space for 12 children aged 1-2 years
- 1 internal play space for 12 children aged 0-1 years
- Cot room and nappy change
- Outdoor play area for 0-2 years (-)
- Outdoor play area for 2-5 years (-)
- Outdoor storage room

## 4.2 LCCC Hours of Operation

- 4.2.1 Proposed operating hours: Monday - Friday: 7am – 7pm.
- 4.2.2 Staff may arrive and leave outside of these hours with access via swipe card only.
- 4.2.3 Parents may arrive prior to 7am, however the centre will not accept children prior to 7am.

## 4.3 Staffing

- 4.3.1 The LCCC, with 106 children will be operated by a minimum of to check (including the primary contact staff and Nominated Supervisor) at any one time.
- 4.3.2 Each group will be required to maintain staff-to children ratios in accordance with the Children's Services Regulations.

*(Education and Care Services National Regulations –Chapter 7, Part 7.1, Division 2).*

## 4.4 LCCC Acoustic Measures

- 4.4.1 The Acoustic Report is to be kept on-site by the LCCC - Director (and within the HMO). All requirements are to be satisfied on a daily basis.
- 4.4.2 All noise complaints are to be logged in a LCCC - register kept on-site by the LCCC - Director and written response provided to the

complaint advising of the outcomes of the investigation of the complaint.

- 4.4.3 A record of all noise complaints received are to be submitted to the CM within 48 hours of receipt, including any action taken, resolution or directions for resolution of the matters.
- 4.4.4 Where unfinalized, the LCCC -- has a further 48 hours to resolve the complaint and report the matter back to the CM.
- 4.4.5 If the matter then remains unresolved and without direction for resolution, then the matter shall be reported to the Working Group.

#### **4.5 Staff Arrival**

- 4.5.1 Staff arrival is staggered between the hours of 6.30am to 9.30am.
- 4.5.2 Staff access to the LCCC - outside of these hours is permitted – via swipe card (which will record name and time of arrival).

#### **4.6 Parents/Children Arrival and Departure**

- 4.6.1 Morning arrival - usually between 7:00am-10:00am.
- 4.6.2 Pick-up - generally between 3.30pm to 7.00pm.
- 4.6.3 Access to the LCCC - is via the lift. There are two lifts that service the floor. Neither is a dedicated lift with the exception of in emergencies. When emergency evacuation is required the goods lift will remain operational and will provide a no stop connection between the childcare centre and the ground floor.
- 4.6.4 If access is required out of standard centre hours, no swipe card is held, then arrival or pick-up to be organised with LCCC - staff (via intercom) and the lift programmed to only allow access up to Level 5.
- 4.6.5 Prior to the HUB's opening hours, parents/guardians can only access the lobby located on Lower Ground Floor and Bachell Avenue entry. Likewise, the lift will only open on those levels.
- 4.6.6 During the HUB's opening hours, parents can access the lobbies located on every level.

*(Education and Care Services National Regulations – Regulation 99)*

#### **4.7 Indoor Activities**

- 4.7.1 Indoor activities are programmed depending on children's needs and developmental stages.
- 4.7.2 All indoor as well as outdoor activities are supervised by the regulated number of trained staff.
- 4.7.3 Flexible routines based on children's needs and interests and the weather conditions in accordance with Regulations.

#### **4.8 Outdoor Activities and Supervision**

- 4.8.1 All outdoor activities to occur in line with the SunSmart Recommendations published by Cancer Council NSW (Refer to Annexure B- the Sun Protection Policy), the following outdoor play



schedule is implemented at Childcare Centre. Outdoor activity times and sun protection practices to include:

- October – March: At the childcare centre we minimise outdoor activity between 11am and 3pm (daylight saving time). Sun protection practices are required at all times when outside.
- April- September: At the childcare centre, outdoor activity can be planned at any time of the day. Sun protection practices are required between 10am-2pm except in June and July when the UV Index is mostly below 3 (in NSW).

4.8.2 Outdoor activities vary from day to day and are dependent upon the weather and the programme.

*(Education and Care Services National Regulations – Regulation 168)*

#### **4.9 Enrolment and Terms & Conditions**

4.9.1 The LCCC – will establish an enrolment procedure and terms and conditions – which parents sign.

4.9.2 The LCCC – will operate approved childcare software.

*(Education and Care Services National Regulations – Regulation 160, Regulation 168)*

#### **4.10 Family Involvement and Grievance**

4.10.1 The LCCC – will encourage family involvement and communication relating to the centre, children, curriculum and activities.

4.10.2 In addition, they will establish policies to properly manage any grievances.

4.10.3 Parents should receive an outline, which provides an overview of the company, philosophy, curriculum and policies.

*(Education and Care Services National Regulations – Regulation 160, 168, 172, 174, 175)*

#### **4.11 Insurances**

4.11.1 In order to be licenced, the operator will take out the following insurances:

- Childcare Insurance which covers all aspects of a childcare centre and includes Public Liability Insurance of \$20 Million
- Workers Compensation Insurance

*(Education and Care Services National Regulations – Regulation 29)*

#### **4.12 LCCC – Policies and Procedures**

4.12.1 The LCCC's operations will be documented in their Policies and Procedures.

- 4.12.2 All staff are to read the Policies and Procedures and confirm in writing at induction and as part of staff training that they have done so. The Policies and Procedures are to be discussed at Staff Meetings and continually updated and redistributed as they are amended to retain relevance and compliance.

*(Education and Care Services National Regulations – Regulation 168, 170, 171, 172)*

#### **4.13 LCCC -Cleanliness, Waste Management and Maintenance**

- 4.13.1 The LCCC – is to be kept clean by both staff and external professional cleaners and gardeners.
- 4.13.2 The LCCC – is to have a designated WH&S Officer who maintains a schedule of required maintenance, which is routinely undertaken by handymen, builders and other tradesmen as required.
- 4.13.3 Care to be taken that any fire safety services are not undermined by maintenance crews. Annual testing or as required by BCA for all access / egress, disabled access and fire services.
- 4.13.4 As the LCCC – educates children on environmental issues, it is a core objective to recycle our waste.
- 4.13.5 Waste bins are to be provided throughout the LCCC – with all waste (general putrescible and recyclable wastes to be collected by staff).
- 4.13.6 LCCC – putrescible waste bins to be serviced and stored by staff in the designated waste storage area in Lower Ground Level and collected by private contractors.
- 4.13.7 Waste Management Policy 7.30 is attached as **Annexure A**.

*(Education and Care Services National Regulations – Regulation 103 – Regulation 115).*

#### **4.14 Fire Safety and Emergency**

- 4.14.1 The LCCC – must carry certified fire equipment commensurate with the standards.
- 4.14.2 All equipment is recertified as required by the law/BCA/NCC and manufactures specification.
- 4.14.3 The LCCC – will have documented Emergency Evacuation Plans as well as Evacuation diagrams on display throughout the centre.
- 4.14.4 The staff and children will have regular training sessions on how to proceed in cases of emergency.

*(Education and Care Services National Regulations – Regulation 97)*

#### **4.15 Community and Neighbours**

- 4.15.1 All parking to occur as designated on the architectural plans (Annexure H).
- 4.15.2 The LCCC – supports requests from local schools and other associations to present opportunities to families and involvement in their activities.

- 4.15.3 Any complaints from residential neighbours are taken seriously and resolved either internally by LCCC – Management or referred to the HUB's Centre Manager and/or HUB Working Group.

#### **4.16 Noise Management**

- 4.16.1 The LCCC – is to be managed in accordance with the recommendations of the Acoustic Report prepared by *The Acoustic Group*.
- 4.16.2 The Acoustic Report, prepared by *The Acoustic Group*, is to be kept on-site at all times.
- 4.16.3 Noise abatement measures are to be articulated to all staff and parents/guardians as part of induction and general information provided upon employment or enrolment with the centre.
- 4.16.4 Where not covered by the Acoustic Report, the LCCC will follow recommendations by the Association of Australian Acoustical Consultants as prescribed within the AAAC Guideline for Child Care Centre Acoustic Assessment 2010.

#### **4.17 Security and Safety**

- 4.17.1 The LCCC will have the following security measures in place:
- Security cameras and CCTV – external and internal
  - Back to base alarms.
  - Swipe card access to all staff and parents to the centre.
  - Single lift access which is user specific and not shared by another user.
  - The fire egress is not to be used a staff entry or exit point.
  - The staff door in reception must remain secured and closed at all times. It is not to be left propped open at any time.
  - Staff caught leaving the door propped open shall be issued a written warning and can be dismissed on this basis.  
(*Education and Care Services National Regulations*)

### **SECTION 5.0 LIDCOMBE GYM & WELLNESS CENTRE (LGWC)**

This section provides requirements in addition to section 3.0 of this POM.

#### **5.1 LGWC Operation Details**

The HUB @ Lidcombe includes the construction and operation of a new gym and wellness centre. The specific details of the Fitout and operation are subject to a separate development application by the incoming tenant. This plan of management shall be updated to reflect the future development application.

#### **5.2 Hours of Operation**

It is anticipated that the LGWC will operate between the core hours of 5:00am to 10:00pm.

### **5.3 Attendance and Staffing Arrangements**

It is anticipated that the LGWC will operate as a mixture of free access studio, group fitness classes, personal training, and with steam, sauna rooms. This is to be clarified by the incoming operator.

Staffing will be confirmed by the incoming operator.

### **5.4 Access Control and Security**

Each member is issued a unique personal access card.

Internal CCTV will be expected of the incoming operation to all areas excluding the bathroom and change areas.

Remote monitoring is expected.

Remote noise monitoring will be expected.

### **5.5 Noise Management**

A condition of the lease will be the requirement to prepare a tenancy specific acoustic report which considers the particulars of the LGWC. This plan of management shall be updated to incorporate the requirements of the acoustic report.

### **5.6 Emergency Procedures and Management**

- 5.6.1 Upon joining the gym, each member will receive a New Member Information Pack that will describe the behavioural codes of conduct required to be maintained whilst using the premises. This literature will focus on member safety and the necessary measures to ensure that noise levels are kept to a minimum when entering and leaving the premises. Furthermore, the premises will have signs at each exit requesting patrons to leave quietly in order to discourage any loitering outside of the gym.
- 5.6.2 The information pack will also provide details to assist patrons with access to public transport in relation to the use of the facility
- 5.6.3 In the interest of health and safety, the incoming operator will actively promote, encourage and support strategies to minimise harm from alcohol and other drugs. The use of elicits or performance-enhancing drugs will not be allowed under any circumstances. Those found using or trading in illicit drugs will have their membership terminated immediately.
- 5.6.4 In the event the Fitout incorporates help buttons and they are engaged, the protocol is such that the CCTV control room operator will assess the situation and contact both an ambulance and the police should it be deemed necessary. At such time the operator will also be notified to help assist with the investigation in any way deemed necessary by the emergency crews.

- 5.6.5 The Remote Guard Monitoring Service will be able to monitor and record all incidents as well as provide remote access to emergency service crews.
- 5.6.6 There will no cash handling on the premises as all the monetary transactions will take place in the form of an eftpos transaction.

## **5.7 Complaint Handling and Dispute Resolution**

- 5.7.1 This Complaint Handling and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties.
- 5.7.2 The purpose of this Policy is to outline a set of procedures to effectively and fairly respond to complaints and disputes in a professional and timely manner. This Policy provides a process for handling and resolution of complaints and disputes between the operator and its members, employees and surrounding residents and businesses.
- 5.7.3 The objectives of this Policy are to establish a process to:
  - Record, action and resolve complaints and disputes;
  - Review and monitor performance against the procedures outlined in this Policy.
- 5.7.4 **Dealing with Client Disputes**  
To maximise the chance of a successful resolution the franchisee of the club will:
  - Listen to what the complainant has to say;
  - Request documentary evidence if required to verify the facts;
  - Negotiate face-to-face in a calm and professional manner;
  - Provide accurate information on the options available to the complainant for resolution of the issue
- 5.7.5 **Communication**  
The contact details including a phone number of the manager/owner will be made available 24 hours, 7 days on the outside of the premises.
- 5.7.6 **Procedures for Receiving Complaints** If a complaint is submitted, the operator:
  - Must, if the complaint is verbal, either resolve it “on the spot”;
  - Must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the complainant’s information;
  - Must ensure that the complaint receives proper consideration resulting in a determination;
  - Must act in good faith in dealing with and resolving the complaint;
  - Must investigate the complaint including by:
    - Seeking all relevant information from the complainant; and
    - Obtaining all relevant information from employees.
  - Must keep the complainants informed of progress towards resolving the complaint.

- Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the club of the complaint:
    - The remedies (if any) available to the complainant; and
    - Information regarding any further avenue for complaint.
  - No action will be taken on anonymous complaints except in exceptional circumstances.
- 5.7.7 When a Complaint will be Treated as Resolved by the LGWC
- Where the complainant has been notified in writing of a decision and no response has been received, the complaint will be treated as resolved by the club.
  - Where the complaint has been resolved to the complainants satisfaction “on the spot”; or
  - Where the complainant has been notified of a decision about a complaint and no response has been received.
- 5.7.8 Recording the Complaint – Complaints and Disputes Register
- A Complaints and Disputes Register will be established, maintained and kept up-to-date. The Register will be comprised of a copy of each Complaint Report.
- The Register includes the following information about every complaint that is received:
- Date complaint is made;
  - Nature of complaint / issue;
  - Action taken to investigate the complaint;
  - Date resolved; and
  - How resolved.



## **Annexure A – LCCC Waste Management Plan**

**Aim:** To ensure that centre waste is properly and safely disposed of in accordance with local government regulations, workplace health and safety policies and environmental guidelines.

**Reason:** Proper rubbish removal and waste management is an important aspect of the day-to-day operations of a child care centre. Waste must be held and disposed of in a manner which is safe to children, staff and families, does not impact negatively on the community and has regard to the environment. Waste management practises must also comply with relevant local government regulations, other centre policies and work place health and safety guidelines.

### **Internal Rubbish Bins**

- Use separate garbage containers in the nappy change (must be covered bin), bathrooms, kitchen and play areas.
- Ensure indoor garbage containers are waterproof and have a tightly fitting lid.
- Line indoor garbage containers with appropriate bin liners.
- Empty daily at a minimum unless required more frequently and insert new liners.
- Clean indoor garbage containers weekly.

### **Nappy Disposal**

- Disposable nappies must be disposed of immediately.
- They are to be placed in the covered bin, besides the nappy change table. The bin then needs to be removed and placed in the external waste bin, making it inaccessible to children.
- The nappy change bin needs to be emptied after a series of nappy changes or after an individual nappy change that is a bowel movement.
- All Nappies are to be placed in plastic bags that are tied or otherwise sealed appropriately.

### **External Waste Management (private waste collection).**

Local Governments can have varying requirements for waste removal. Some allow for Council bins to be utilised, others require commercial waste management services to be used or a mixture of both. It will be necessary to determine the best waste removal option that works in a particular local government area.

In those locations that require commercial waste collection, the childcare centre the seek assistance from their nominated service provider in the calculation of suitable bin sizes based upon centre size. Our normal collection frequency is weekly.

### **Practice, Cleanliness and Hygiene**

- All boxes should be broken down prior to placing in compactor.
- All decomposable rubbish should be tied or sealed bags.
- Keep outdoor garbage area clean.
- Do not place rubbish outside unless it will fit into the bin.
- Clean outdoor garbage container if there has been a spill.
- Monitor external waste bin and area for signs of pests and rodents and odours.
- Report any sign of pest build up or infestation to cleaner to provide a complete clean of the rubbish area.
- Report odorous bins that cannot be effectively cleaned or damaged bins to collection service and request replacement.
- If the collection service's bins are full prior to regular weekly collection date, contact the facilities team to arrange for interim collection.
- Ensure the collection service is aware of any special needs of local community and neighbours when collecting rubbish.
- Hands should be cleaned after any handling of garbage.

### **Environmental Sustainability**

- Our educators will model sustainable practices by embedding sustainability into all aspects of the daily running of our service operations including:
  - recycling materials for curriculum and learning activities
  - minimising waste and effectively using service resources
  - turning off equipment and lights when not in use
  - Using the least hazardous cleaning substance appropriate for the situation, for example, ordinary detergent for cleaning dirt from tables and other surfaces.
  - Where possible, compost vegetable matter.
  - where possible, maintain a worm farm
  - where possible, maintain a no dig vegetable/herb garden
  - Incorporating water wise strategies such as drip irrigation and ensuring taps are turned off and leaks fixed.
  - where possible, using food that we have grown in meals on our weekly menu
  - implementing environmentally friendly pest management

### **Specific Centre Requirements**

- Any specific requirements that may occur from centre to centre should be added to this policy for that centre.

## **Annexure B - Sun Protection Policy**

This Sun Protection Policy provides guidelines to:

- Ensure all children, educators and staff have some UV exposure for vitamin D.
- Ensure all children, educators and staff are well protected from too much UV exposure by using a combination of sun protection measures during the daily local sun protection times (issued whenever UV levels are 3 and above).
- Ensure the outdoor environment is sun safe and provides shade for children, educators and staff.
- Ensure children are encouraged and supported to develop independent sun protection skills.
- Support duty of care and regulatory requirements.
- Support appropriate WHS strategies to minimise UV risk and associated harms for educators, staff and visitors.

### **Rationale**

Exposure to ultraviolet (UV) radiation in childhood is a major risk factor for developing skin cancer later in life. By implementing a best-practice Sun Protection Policy and practices, the childcare centre can help protect staff, educators and children from UV radiation and teach children good sun protection habits from an early age.

### **Legislation and Standards**

*Education and Care Services National Law Act 2010:*

Section 167 – Protection from harm and hazards

*Education and Care Services National Regulations 2011:*

Regulation 100 - Risk assessment for excursions

Regulation 113 – Outdoor space-natural environment

Regulation 114 – Outdoor space-shade

Regulation 168 – Policies and procedures

(2)(a)(ii) – Sun protection

### **Procedures**

To assist with the implementation of this policy, educators and children are encouraged to access the daily local sun protection times via the free SunSmart app or at [www.sunsmartnsw.com.au](http://www.sunsmartnsw.com.au).

The sun protection measures listed below are used for all outdoor activities during the daily local sun protection times (issued whenever UV levels are 3 and above), typically from September to the end of April in New South Wales.

Where possible, active, outdoor sun safe play is encouraged throughout the day.

SunSmart practices consider the special needs of infants. All babies under 12 months are kept out of direct sun during the sun protection times (when UV levels are three and above).

## **Practices**

### **Scheduling outdoor activities (Quality Area 2: Children's health and safety)**

The childcare centre will ensure that outdoor activity times and sun protection practices are inclusive of the below:

#### *October - March:*

Minimise outdoor activity between 11am and 3pm (daylight saving time). Sun protection practices are required at all times when outside.

#### *April - September:*

Outdoor activity can be planned at any time of the day. Sun protection practices are required between 10am and 2pm except in June and July when the UV Index is mostly below 3.

All sun protection measures will be considered when planning excursions and all events held at the service.

#### **Sources:**

[www.sunsmart.com.au](http://www.sunsmart.com.au)

[www.cancercouncil.com.au](http://www.cancercouncil.com.au)

Education and Care Services National Regulations 2011.

Annexure C – Loading Dock Management Plan

**Annexure D – Development Plans**