

OPERATIONAL PLAN OF MANAGEMENT

64 Mountford Ave, Guildford NSW 2161
Place of Public Worship -Jun 2019

Prepared for
Islamic Community Milli Gorus / Sydney



Contents

1.0 Introduction	2
2.0 Background Information	2
2.1 Islamic Community Milli Gorus Sydney Inc. (ICMG Sydney)	2
3.0 Administration	3
3.1 Association Committee	3
3.1 Staff	3
4.0 Prayers and Events.....	3
4.1 Daily Prayers	3
4.2 Events.....	4
4.3 Organisation of cultural tours (ancillary use)	4
4.4 Social support services (ancillary use)	4
4.5 Women's social gatherings (ancillary use but linked to the dominant use).....	4
4.6 Bookshop and café (ancillary use)	5
4.7 Seminars and workshops (ancillary use).....	5
4.8 Youth Activities (ancillary use).....	5
4.9 Saturday community language school (ancillary use)	5
4.10 Guest Rooms (ancillary use).....	5
5.0 Noise Control	6
6.0 Traffic Management	6
7.0 Waste Management	7
8.0 Complaints Handling.....	7
8.1 Policy	7
8.2 Contact.....	7
8.3 Complaint Handling Procedure.....	8
8.4 Community Engagement	8



1.0 Introduction

This plan of management has been prepared for the operation and management of 'Place of Worship' with associated community centre activities at 64 Mountford Avenue, Guildford NSW 2161, legally described as **Lot 18, DP 683** within the local government of Cumberland Council.

We submit that the dominant use of the site is a place of worship and is in use during prayer times on a daily basis. There are a number of ancillary uses that will also occur on site including;

- Administration office use;
- Social support services;
- Women's arts and craft workshops;
- Seminars and workshops with guest speakers;
- A cafe/bookstore;
- Youth activities;
- Saturday community language school.

2.0 Background Information

2.1 Islamic Community Milli Gorus Sydney Inc. (ICMG Sydney)

The subject site is currently occupied by ICMG Sydney. The key mission statement of the ICMG is to achieve the following;

To promote and advance the cultural, social, economic and religious welfare of all the Muslim communities in NSW and, in particular, to promote and advance mutual co-operation, mutual understanding and harmony.

ICMG Sydney is a Sub-branch of ICMG Australia and was known as NSW Islamic Social Cultural Association before Feb 2016 and NSWISCA was established in 1992.

Today ICMG Australia (Headquarters) operates as one of the largest Islamic organisations in Australia and caters for every aspect of a Muslim's religious, social and cultural life by opening mosques, schools and organising social and cultural events.

3.0 Administration

3.1 Association Committee

The proposed mosque will be managed by ICMG Sydney Inc (Board). Regular Association committee meetings will occur on site; these are likely to include predominantly during business hours with some evening meetings scheduled. The evening meetings are likely to attract on average **8-10 people with a maximum of 15 people**. These meetings will be held in the meeting/board room close to the street side of the building on first level. The evening meetings will be finished by **9:00pm**.

3.1 Staff

The board will appoint a property manager to coordinate the operations. There will be a number of staffs to manage the operations of the mosque and the related facilities and will include; a property manager, 1-2 sales assistant/librarian for the bookshop/café, resulting in a total of **4 - 5 casual staff including Imam**. The general hours of operation will be regular business hours of approximately **9am – 6pm Monday to Friday and 9am to 4pm Saturday**.

The Imam (prayer leader at the Mosque) will reside at the premises 15mins before and after the prayer times for management and security purposes.

4.0 Prayers and Events

4.1 Daily Prayers

The proposed use of the site will be a place of worship under the name of Guildford Mosque. The Islam religion services focus on prayer and the hours of worship and dedication respond to the cycle of the sun. Accordingly, the hours of prayer vary throughout the year, based on the hours that the sun rises and sets in summer and winter. As result, slight variation of prayer hours will occur as indicated below.

There are five (5) prayer services per day, each of which operates for a maximum of **15minutes** and at approximately the following starting times:

- Sunrise(dawn) prayer between 6:00-7:00am - **30-40 people**
- Lunch time prayer between 12:00-1:00pm - **40-50 people**
- Afternoon prayer between 3:00-4:30pm - **20-30 people**
- Sunset prayer between 5:00-7:00pm - **30-40 people**
- Evening prayer between 7:00-10:00pm - **60-70 people**

4.2 Events

Also, like all religions there are a number of cultural events during the religious (Lunar) calendar. As per the Muslim religion there are weekly and yearly events that occur. These include the following events and outline the expected numbers and hours of operation.

- Weekly Friday prayers for **30-40min duration** between the hours of **12.30pm-2.00pm** with a maximum of **450 people** in attendance.
- Ramadan (**30 days per calendar year**) prayers **40min duration** between **7pm – 9pm** daily with a maximum of **250 people** in attendance.
- First Eid Prayers (Ramadan Eid Prayers – following day after the end of Ramadan) prayers **30min duration** between **6am – 8am** maximum of **300 people**
- Second Eid Prayers (Eid of Adha Prayers – 70 days after the first Eid Prayers) prayers **30min duration** between **6am – 8am** maximum of **300 people**

Note: Please bear in mind that during prayer times, none of the other facilities will be used or occupied, as all persons are required to be and will be in the prayer hall once the prayer has commenced.

The high number of attendees will not remain at the mosque for extended period of time. The site will only be of use at it's peak, once a week (Friday Middy) and this occurs where most residents will be at work.

4.3 Organisation of cultural tours (ancillary use)

As part of the Association's administration tasks it arranges cultural tours and excursions for its members, family and guests. These will be for the individual or groups and include Hajj (Pilgrimage) and Umrah tours once a year each. This will cause only registration and some paperwork by an officer in the office during business hours and there will not be any public activity on the site.

4.4 Social support services (ancillary use)

The Association provides social support to its members and this will result in staff meeting with community members on a as needs one to one basis. This service also requires the individual office room for consultations.

4.5 Women's social gatherings (ancillary use but linked to the dominant use)

A number of social gatherings for women will be held at the premises; these are likely to occur during **business hours 9am – 6pm** and estimated will attract **10 – 15 people each time**.

4.6 Bookshop and café (ancillary use)

The site includes a small bookshop and cafe located at the front of the site, this will generally be open from **Monday to Friday 9am to 6pm** and **Saturday 9am to 4pm** and will be staffed by 1-2 staff. Café will serve mostly light refreshments and coffee to the community. There will not be any cooking facility. The manager will be responsible for the operation of this facility on behalf of the association.

4.7 Seminars and workshops (ancillary use)

The venue will provide a lecture hall, these will be used to hold seminars and workshops few times a year (quarterly) including guest speakers. The lecture hall can accommodate 190 people respectively. Therefore, a **maximum of a total of 190 people** could be located on the site at anyone given time. It is envisaged that **average attendance** in the lecture hall **150 people**. Some of these seminars and workshops will occur during business hours and others will occur during evening hours. Again, these will be concluded by **9pm Monday to Thursday** and **11pm on Friday and Saturday** nights.

4.8 Youth Activities (ancillary use)

There are youth gatherings every Saturday evenings between **6pm-9pm** to provide speeches about social, moral and spiritual life. The gatherings occur in the main prayer hall and with attendance of **maximum 40 people**.

4.9 Saturday community language school (ancillary use)

There will be classrooms in the new building that will cater to the current 'Saturday community language school'. School is currently registered under NSW Department of Education operating as Community Language School. School will be operated by **1 manager** and **4 teachers**. Therefore, a **maximum of a total of 80 students** could be located on the site at anyone given time. It is envisaged that **average attendance** in all the classrooms is **60 students**. The school duration will be between **9am-2pm Saturdays** during NSW School terms.

4.10 Guest Rooms (ancillary use)

The site will have two separate guest rooms each with their own en-suite. These guest rooms will be used to accommodate our interstate and international guest visitors, such as spokespeople and Imams for their short stay. Apart from accommodating our short stay guests, there will be no long-term residential living.

5.0 Noise Control

The main sources of noise from the building are:

- Vehicles arriving and departing the site;
- Attendees talking and congregating whilst arriving and departing in the on-ground parking area; and
- Indoor activities.

It is important to note, that the prayers are conducted in silence with the Friday prayers usually followed by a short speech from the Imam.

Management and the Imam will encourage patrons to enter and leave the site in an orderly fashion and the importance of minimising outdoor noise, particularly at the sunrise prayer. This measure will be reinforced through the installation of signs at both the entrance and exit points at the site reminding attendees to minimise noise at all times. Additionally, no speakers, musical instrument or electrically amplified sound equipment will be used outdoors at the site.

After prayer services, no gathering or crowding will be allowed in the nearby public spaces to eliminate any noise and amenity impact by attendees. Attendees who smoke tobacco is possibly one reason for attendees to congregate and within the immediate vicinity. To minimize this, additional signage is to be erected at the facility entry and exit points requesting persons not to smoke on the footpaths outside the facility.

The main door face to the property at 60 Mountford Avenue will be closed during the sunrise (dawn) prayer times and the foyer entrance door face to the Guildford Road and the door next to the lifts will be allocated for access to the main prayer hall to eliminate the noise any disturbance to the neighboring properties. Also, internal speakers will not be in use during the Sunrise prayers.

We also attached the 'Environmental Noise Impact Assessment' prepared by the consultant to this document as reference.

6.0 Traffic Management

There is a total of fifty-nine (59) vehicle parking places including two (2) disabled spaces, located over a double basement design. There are also two bicycle spaces contained within the upper basement level. All vehicles will enter and exit the site in a forward direction.

The Mosque and its community facilities are aimed to serve Muslims who pre-dominantly live or work within walking distance of the site. Pedestrian can directly access the site via the proposed pedestrian gate at Guildford Road. The Imam will encourage attendees to use public transport, walking, bicycle or carpooling to the site so that overall traffic and parking impacts to the site is as minimal as possible.

For the Friday prayers there will be two (2) staff/traffic marshals present 20 minutes prior and 20 minutes after the prayer time to manage the traffic flow and assist in parking cars on site correctly.



Once the carpark is full, the traffic marshal will close the entry points and manage the area around the mosque to ensure all on street parking is legal and not hindering the neighboring properties.

Note: All traffic marshals must complete the relevant traffic control course, wear high-vis clothing and carry a wand before commencement of traffic marshalling. After completion of the Friday service, the traffic marshals will direct all cars to leave the site via the exit.

We also attached the 'Traffic Management Report' prepared by the consultant to this document as reference.

7.0 Waste Management

Garbage will be collected by council and placed on street and retrieved by mosque manager to ensure efficient waste collection and minimal impact on neighboring sites. The waste bins will be removed from the waste room by staff member and returned to the waste room by staff members, once the truck has removed the waste.

8.0 Complaints Handling

8.1 Policy

ICMG Guildford Mosque recognises that people are free to raise complaints and have them resolved in a manner that is fair, sensitive and prompt. ICMG Guildford Mosque recognises complaints as a feedback mechanism to improve the organisation's practices, policies and procedures.

In particular, ICMG Guildford Mosque:

- Will encourage complaints to be raised at an early stage.
- Will handle complaints promptly, and advise complainants of appropriate timeframes at all stages of the process.
- Will treat complaints seriously and sensitively.
- Complaints will be handled with procedural fairness.

All information will be treated with due confidentiality.

8.2 Contact

The Manager will have the overall responsibility of all complaints handling system, this role will be set once the DA has been approved. The neighbors will be notified in writing of the name and contact details of the complaint handling personnel.



8.3 Complaint Handling Procedure

The complaints handling process will be as follows:

- Once a complaint is raised, ICMG Guildford Mosque will request the complainant put it in writing using a complaint standard template. This will be available on the notice board and website.
- The Manager will review and lodge their complaint on a register which will be circulated immediately to the Complaint Manager in the Committee and staff. The complaint register will be available in the administration area.
- The Manager will further investigate the nature of the complaint and with the Complaint Manager in the Committee and Staff find a reasonable solution.
- The complaint and its solution will be presented to the committee for final approval.
- Once the committee approves the complaint and solution the outcomes are promptly implemented.
- The Complainant will be contact to advise them of the outcome.
- Once complaints are resolved, all complaint action forms will be stored away.
- At no point management are allowed to release personal details.

Both the Complaints Register and Complaint Standard Template Form are included in this document for review.

8.4 Community Engagement

The Mosque is responsible for establishing contact and maintaining a relationship with the neighbors of the Place of Worship within a 100m radius by undertaking the following tasks:

- 4 weeks prior to the first service at the Mosque undertake a letterbox drop all mail boxes within 500m radius of the Place of Worship advising of the activity and nominating all methods to contact the Mosque should any matter arise that warrants addressing.
- In maintaining a relationship with the neighbors, the letterbox drop should include at least two after hours contact numbers.
- Provide a clear sign at the front of the property that is visible to the public identifying the name and methods of contacting the Mosque in the event that there is a matter that warrants addressing.

Complaints Register

ICMG Guildford Mosque

Complaint No.	Date	Summary	Assigned To	Date Resolved

Note: All complaint action form and complaint register shall be filed away in a secure and safe location once complaint has been resolved.



Complaint Action Form

ICMG Guildford Mosque

Name: _____

Date: _____

Email: _____

Phone No: _____

Complaint description:

Location: _____

Date of event/incident: _____

Time of event/incident: _____

Signature: _____

Note: This form will be treated with complete privacy and no personal details shall be released.

Office Use Only

Complaint No: _____

*Urgency: _____

Received by: _____

Assigned to: _____

Initial assessment:

Action required:

Notification to Complainant: Yes / No

Completion/Action Date: _____

Signature: _____

* Urgency level: Very High, High, Medium, Low, Noted