

Plan of Management

Christ Church Anglican Bexley

A congregation of St George North Anglican Church

1A, B & C Dunmore Street and 38 Albyn Street, Bexley NSW 2207

Initial Issue Date	14 th June 2022
Revision 1	9 th November 2022



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1. Introduction

This document is a Plan of Management ('POM') which seeks to control the operational impacts associated with the ongoing use of the Church located at 1 A, B & C Dunmore Street and 38 Albyn Street, Bexley, NSW, 2207 ('the Site'), particularly impacts upon the surrounding residential environment.

To continue its long commitment to the local community St George North Anglican Church (SNAC) is proposing to again reinvigorate the Site through including the following development:

- The existing church building
- The proposed multi-purpose ministry hall with toilet, kitchen, learning and administration facilities
- Renovation of the church hall for use as a child-care centre
- Car parking and designated service areas

This POM demonstrates a commitment St George North Anglican Church (SNAC) to put into place necessary management procedures for the Church including appropriate security of the premises, the receipt and reporting of complaints and an ongoing review mechanism.

Street Address	1 A, B & C Dunmore Street and 38 Albyn Street, Bexley, NSW, 2207
Lot and DP	Lots 19 & 20, Section 2, DP 1036 Lots 18 & 21, Section 2 in DP 1680
Uses	Place of Public Worship, Community Facility Childcare Centre - Refer to the separate Plan of Management prepared by Dr Brenda Abbey (Childcare by Design Pty Ltd)
Date of Preparation	14th June 2022, Revision 1: 9nd November 2022

2. Background and objectives

The community of Bexley and surrounds have been worshipping on the current St George North Anglican Church (SNAC) parish site, known as Christ Church Bexley, 1A, 1B & C Dunmore Street and 38 Albyn Street, Bexley for 135 years. The Christ Church building was opened in 1887 and subsequent church hall building constructed in 1915 and a residence in 1922. Various renovations, alterations and extensions were made to the church and hall in 1930's, 1950's, 1960's and 1980's. A development consent was issued for use of the church hall as a child care centre in 1994. Sound proofing of the church building was completed in 2000.

SNAC has prepared this Plan of Management (POM) to provide detailed policies, performance criteria and procedures to minimise the physical, social and environmental impact of activities and operations at 1A, B & C Dunmore Street and 38 Albyn Street, Bexley.

The objectives of this POM are to:

- Identify all appropriate environmental safeguards and demonstrate how they will be implemented on-site;
- Manage site activities effectively;
- Enable adverse impact on the environment to be minimised;
- Provide details of complaints management procedures; and
- Monitor and manage environmental and social impacts.

It is proposed that this POM is periodically reviewed to ensure its ongoing effectiveness. This is covered in the Review Process Section.

3. Operation Details

A brief description of surrounding land uses	<p>Northern Boundary – Commercial</p> <p>Eastern Boundary – Residential</p> <p>Southern Boundary – Residential</p> <p>Western Boundary – Residential</p>
Type of activities conducted within the premises	<p>SNAC endeavour to conduct the following activities within our premises:</p> <p>Auditorium – Place of Public Worship including Sunday church services and various activities 7 days per week for children, youth and adults.</p> <p>Kitchen – Commercial style kitchen serving morning tea, dinner and supper on a Sunday and accommodating church uses at other times</p> <p>Multipurpose Learning and Meeting Rooms – Various activities including: education, bible studies, kids’ activities, and other community services;</p> <p>Christ Church heritage building – Place of Public Worship ancillary to auditorium including small groups and as a chapel.</p> <p>Church heritage hall – Child Care Centre (weekdays) and Place of Public Worship (outside of Child Care Centre Hours of operation).</p> <p>See hours of operation for further information.</p>
Identification and location of such activities that have the potential to adversely impact the amenity of surrounding land uses	<p>The auditorium use as a Place of Public Worship is designed to preserve solar access and to provide visual and acoustic privacy to the neighbouring residences and has the largest impact with pedestrian and vehicle traffic in morning periods on a Sunday.</p> <p>Further the acoustic impacts require management and a built form response.</p> <p>The hall's use as a child care centre has the largest impact with pedestrian and vehicle traffic in morning drop-off and evening pick-up periods.</p> <p>The proposal provides additional car parking spaces. The new auditorium and renovation of the hall will be designed to meet modern acoustic standards.</p>

	<p>An acoustic report will be submitted with the DA and consider the acoustic impact on the surrounding neighbours.</p> <p>See hours of operation for further information.</p>
Any variation to the above activities at different times of the day or week, or in different seasons	<p>Certain times of the year are busier for the Place of Public Worship, with larger than normal congregation sizes expected, specifically Christmas and Easter. Special arrangements will be made during these times to manage the larger congregation.</p> <p>See hours of operation for further information.</p>

4. Hours of operation

Multi-purpose hall (Place of public worship use)

The below table provides a sample schedule of a typical week within school terms. The schedule is a fluid document subject to change as the needs of the parish and community wax and wane (many of the times and activities below are indicative and will be subject to change). The proposed hours of operation are typically 0800am – 1000pm, 7 days a week. On Sunday volunteers are onsite earlier to set up the auditorium for the first service. As shown in the table, activity for Monday through Saturday consists of staff and small groups, with Sunday being the main day of operation.

Use / Activities		Time	Approximate number of people
Sunday	Sunday Services	0845am – 1000am 1030am – 1200pm 0600pm – 0730pm	125 250 250
Monday	Parish staff meeting Seniors Community Group Community dinners Overcomers outreach (AA group)	0800am – 1000am 1000am – 1200pm 0700pm – 1000pm 0700pm – 1000pm	8 30 60 15
Tuesday	Monthly prayer meeting Ladies Bible study groups Committee meetings Divorce care	0800am – 0900am 0930am – 1200pm 0730pm - 1000pm 0730pm-1000pm	12 40 15 25
Wednesday	Jitterbugs mums and bubs groups Young adults bible study groups	0930am – 1200pm 0700pm – 1000pm	60 120
Thursday	Ladies Bible study groups Various bible study groups	0930am – 1200pm 0730pm - 1000pm	60 40
Friday	Kids after school club Youth Group	0300pm – 0530pm 0600pm – 1000pm	100 130
Saturday	Men's and women's breakfasts (occasional)	0800am – 1000am	60
Other	Easter and Christmas Services*	9am – 12 midnight	500
	Weddings^ and Funerals (occurrence: by request).	Not specified.	250
	Children's holiday club program 10 days per annum		250

*** Easter and Christmas Services:** Of these services, only one (1) late night church worship service is anticipated to be held during each of the Easter and Christmas periods.

^ Weddings: Wedding ceremonies are anticipated to be up to 20 additional services per annum. Typically the wedding ceremony will be held during the day between 9:00am-6:00pm. Aside from the wedding ceremony, a practice for the ceremony is held one evening in the week beforehand from approximately 6:00-9:00pm and this only involves the wedding party.

The SNAC Place of Public Worship use will operate independently from the Child Care Centre Use that will be operated by a suitably qualified and experienced independent operator chosen by the Anglican Church. The SNAC staff and Child Care Centre Director will meet as required to manage operations and address any issues arising.

Child Care Centre use

The Child Care Centre will operate during weekdays as per the below schedule. The peak times are typically morning drop-off and evening pick-up. Refer to the separate Childcare Plan of Management prepared by Dr Brenda Abbey (Childcare by Design Pty Ltd) and dated 16th June 2022.

Use / Activities		Time	Approximate number of people
Monday to Friday	49 place Child Care Centre use	0700am – 0700pm	58

5. Staffing

Place of Public Worship

SNAC conducts 5 to 6 Sunday congregations and multiple midweek activities operating across 3 church sites comprising:

- St James Carlton church and hall, 15-17 Percival Street, Bexley,
- Holy Trinity Bexley North Church and hall, 27 Carrisbrook Avenue, Bexley North and
- Christ Church Bexley, 1 A, B & C Dunmore Street and 38 Albyn Street, Bexley (the subject site).

It is expected that the current staffing levels of SNAC will remain consistent post development of the site, with the potential of some staff moving from part time hours to fulltime hours if required. All staff reside in housing provided off-site. The number of people and volunteers onsite are reflective of the activities at the time, popularity in the activities, required adult supervision of crèche and young children in accordance with Working with Children requirements and the needs of the community. Below are the indicative staff levels:

SNAC Paid Staff

Fulltime Positions

- Senior Minister, fulltime position
- 6 x Assistant ministers, fulltime positions

Part time Positions

- Various multiple student placements and trainees

-
- Administrator

Volunteers

Volunteer's support of all activities as required.

Child Care Centre

The number of staff operating the 49 place Child Care Centre is in accordance with the NSW Government guidelines. Refer to the separate Childcare Plan of Management prepared by Dr Brenda Abbey (Childcare by Design Pty Ltd) and dated 16th June 2022.

Guidelines for Staff

All staff working at the site will need to complete a specific site induction course prior to commencing any work or activity at the premises. The volunteers will also be informed of the requirements when undertaking activities on the property. The site-specific induction course will include but not be limited to:

1. Control procedures for day-to-day and larger event activities that can be followed to minimise environmental impacts (as outlined in this POM). For church gatherings on Sunday, there is adequate meeting space within the premises that will allow for contained movement.
2. Site layout.
3. Safety procedures
 - a. Staff will be required to enter and exit the premises quietly and safely.
 - b. Staff and volunteers are requested to report any security or safety issues when they become aware of them. Staff are to investigate and enact measures to respond to these issues where they are considered to pose a real risk to staff, volunteers, visitors to the property or the community.
4. Environmental emergency response procedures. – as per DA condition and/or relevant controls and/or legislation
5. Firefighting. – as per DA condition and/or relevant controls and/or legislation
6. Waste management– as per DA condition and/or relevant controls and/or legislation
7. Noise management – as per DA condition and/or relevant controls and/or legislation
8. Parking management – as per DA condition and/or relevant controls and/or legislation

This will foster an awareness of environmental issues, minimise environmental impacts and inform staff of their responsibilities and duties.

Further, COVID safe (or other related disease control) requirements will be implemented in the ongoing management of the building as required by the Authorities.

6. Deliveries and loading/unloading

Details of all deliveries, frequency and type of vehicles associated with deliveries and loading or unloading and clear guidelines for staff and service providers on how to mitigate any adverse impacts will be included in the updated POM. This will be updated for implementation prior to occupancy of the building.

All service providers must be made aware of the POM. Please see Traffic Impact Statement for details in relation to the proposal and response in relation to the traffic.

7. Customer and Patrons

Parishioners and visitors orderly entry and exit to and from the premises	SNAC will train staff and Volunteers how to manage vehicular and people movement onsite.
Location of the premises where parishioners and visitors will mainly concentrate	The auditorium, foyer and multipurpose rooms within the development will be the main concentration of people. Please see floor plans provided.
Location of internal amenities exclusive to parishioners and visitors	The amenities can be found in the basement level and first floor level of the auditorium being the main gathering areas, being the adjacent to lift and stairs.
Assistance available to parishioners or visitors for their safety and enjoyment while on the premises	Please see Hours of Operation for details on proposed activities and Staffing Levels for information on assistance.

Table 5 –Operational Environmental Management Issue – Parking Management

8. Parking Management

Objectives

Ensuring that on-site parking is appropriately managed and to mitigate adverse impacts on the amenity of residents for attendees parking on the street.

Control Measures

The following measures will be implemented:

- Request that wedding, funeral and other non-Church event organisers make guests aware that parking is limited prior to the event, and encourage people to walk, ride, car-pool or take public transport.
- Bike racks will be provided to encourage people to ride to church.
- Overspill parking spaces numbered 9 and 14 will only be used if required during peak operations such as for worship services, weddings, funerals and other church related events.
- Members of the Church attending the Site are instructed to park properly and not block any part of neighbouring driveways, and no dropping off/picking up passengers in the middle of the street is to occur.
- As discussed above, SNAC will train staff and Volunteers in how to manage vehicular and people movement onsite prior and following church services and related events.

Monitoring Responsibility

The effectiveness of the control measured implemented for traffic management shall be monitored by SNAC staff.

Reporting Responsibility

a) Parking incidents and complaints will be registered on the Complaints Register.

9. Security

SNAC endeavour to adopt security measures within the premises to provide safety to all staff, volunteers and patrons including but not limited to:

- Lighting – Ensure visibility in the early morning and late at night for all patrons visiting the space or participants of the accommodation
- CCTV – Captures and records video of the specific areas of the site and immediate surrounds to ensure if any issues occur, they are monitored, reviewed and appropriate action can be undertaken.

The building in its design will consider security and passive surveillance to provide a substantial upgrade to the existing circumstances. Additionally, the integration of various services and inclusion of activity on the site in its nature will ensure surveillance of the property.

Safety and security are key considerations of SNAC and how we serve the community. It will therefore be reviewed on an ongoing basis.

10. Complaint recording and handling process

Community complaints and general enquiries may be received through a number of routes. The contact details for the public to make general enquiries or lodge complaints about operations at SNAC, other than those made directly to staff or volunteers will be provided on the building and website (however the best contact details will be confirmed in the future signage documentation). The various current details to contact us are:

SNAC Office Hours (0900 - 1700 Monday to Friday)

- Telephone: 02 9553 1840
- Postal: 24 Prospect Street, Carlton, NSW 2218
- Email: office@snac.org.au

All queries will be forwarded through to the responsible person. Early resolution of any complaints will be sought, a response provided, and effort made to resolve the complaint with the complainant.

SNAC will endeavour to capture and record all complaints and enquiries in a Complaints Register. The information captured in this register will include:

- date and time of the contact or complaint;
- means by which the contact or complaint was made (telephone, mail or email);
- any personal details of the individual who provided the information or complaint, or if no details were provided, a note to that effect;
- the nature of the comment or complaint;
- record of operational and other relevant conditions contributing to the comment or complaint;
- action(s) taken by SNAC in relation to the comment or complaint; including any follow up contact with the individual who provided the information or complaint;
- if no action was taken by SNAC in relation to the comment or complaint, the reason(s) why no action was taken.

The administrator will be responsible for logging all complaints in the Complaints Register. Once a complaint is lodged in the Complaints Register, the relevant staff member will attempt to contact and

provide an initial verbal response to the complainant (immediately if the matter is urgent or otherwise within 24 hours of the complaint) and will investigate or action the complaint if necessary.

Once the complaint or enquiry has been addressed the item will be then be closed. Any actions arising that cannot be managed immediately or within a maximum of 5 working days will become an outstanding action in the register until it is closed off.

The following response times are proposed as a target:

- Phone calls during standard office hours: After initial contact, respond verbally within 24 hours or within 2 hours maximum for emergencies.
- Phone calls outside of standard office hours: Verbal response during the next business day, or within 2 hours maximum of personal contact for emergencies.
- Written communication; email or letter: Respond in writing within 5 working days. Any complaints requiring a formal investigation will be attempted to be resolved within 5 working days.
- The administrative staff will be responsible to ensure that the Complaints Register is kept up to date.

11. Review Process

SNAC endeavours to review the POM after the first 12 months of operations to ensure that it adequately addresses the identified issues. Follow up reviews shall take place every five years after that, or when an update of the POM is required.

The review will be initiated by SNAC and will consider:

- Changes in standards and legislation.
- Changes in organisational structure and responsibilities.
- Congregation comments.
- Adjoining resident comments.
- Any input or response from Council

This POM will also be updated prior to occupancy of the building to ensure it appropriately reflect the proposed operations and relevant requirements at the time.