

PLANNING

I N G E N U I T Y

PLAN OF MANAGEMENT – OPERATIONAL

Proposed Aquatic & Swimming Centre
2-6 Girawah Place,
MATRAVILLE

Prepared For: Spirecorp Pty Ltd

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1. Introduction

1.1 OVERVIEW OF THE PROPOSAL

The proposed Aquatic & Swimming Centre (the Facility) is located Ground Level of Building 1, at 2-6 Girawah Place, Matraville and provides an indoor aquatic and swimming facility. The facility comprises two indoor swimming pools, retail shop, café, office, change facilities and staff facilities.

The Facility will operate all year round.

The Facility provides for the following activities to customers, swimming lessons, squad swimming, school swimming, hydrotherapy sessions, aqua-aerobics and sessional swimming/lane hire.

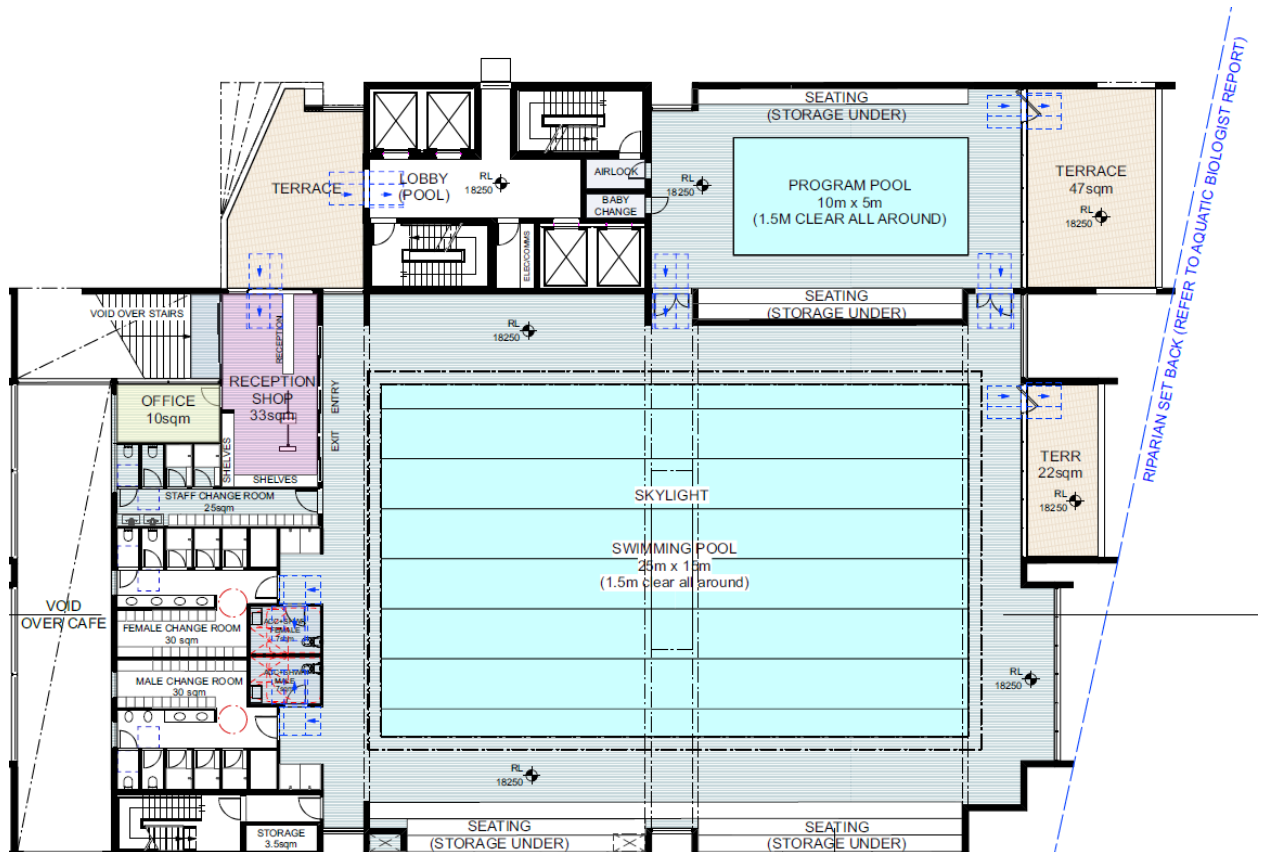


Figure 1 Floor plan of Aquatic and Swimming Centre



1.2 PURPOSE OF THE PLAN OF MANAGEMENT

This Plan of Management (the Plan) provides guidelines and controls for the operation and management of the Facility. It has been prepared to ensure the Facility will run consistently with good management practices, and in a way that minimises any potential impacts on neighbouring properties and the locality as far as practicable.

The objectives of this Plan are to:

1. Ensure that the Facility is managed to provide an acceptable level of amenity and services to meet the reasonable needs of its attendees;
2. Ensure that the operation of the Facility and its activities do not generate unreasonable levels of noise transfer to surrounding properties;
3. Provide operational guidelines with regards to use of the Facility by staff, volunteers and visitors;
4. Provide a mechanism by which the management practices and procedures can be assessed, reviewed and improved on an ongoing basis to provide an acceptable outcome to all stakeholders; and
5. Put in place suitable procedures to deal with emergencies and complaints.

Where there is any conflict between the provisions of this Plan and the objectives, the conflict will be resolved in a way which best gives effect to the objectives.

The operation of the Facility is to be undertaken in accordance with the procedures and requirements set out in this Plan.

1.3 DISSEMINATION OF THE PLAN OF MANAGEMENT

A copy of this Plan will be kept in a readily accessible place on the premises at all times.

A copy of this Plan will be provided to all persons involved in the operation and management of the Facility.

A copy of this Plan will be displayed in a location that is accessible to all attendees of the Facility so as to achieve compliance with its terms. That shall be via the means of placing multiple copies, to cater for attendees, at the entrance to the Facility at the commencement of each day.

The contents of this Plan shall be discussed frequently with attendees so as to explain its contents and convey the importance of compliance with its terms.

1.4 CONTENTS OF PLAN OF MANAGEMENT

The remainder of this Plan sets out controls for:

- Capacity and hours of operation;
- Operation and activities;
- Communications;
- Noise Management;
- Car parking and traffic management;
- Security and management;





- Lighting;
- Participant and spectator behaviour;
- Waste management;
- Emergency procedures;
- Complaints procedure;
- Annual review of Plan of Management; and
- Operational Rules.





2. Hours of Operation

2.1 AIM OF POLICY

To ensure the Facility operates during the approved hours of operation and in accordance with the relevant Council provisions and conditions of consent to minimise potential impacts on neighbouring properties and the locality.

2.2 IMPLEMENTATION

- a) The hours of operation of the sports facility are between 4:30am to 10:00pm daily.
- b) The Facility must be closed by no later than 10:00pm Monday to Sunday.





3. Operation and Activities

3.1 AIM OF POLICY

To ensure the Facility and its activities run successfully for day-to-day operations, in order to maximise benefit for its users whilst minimising potential impacts on neighbouring properties and the locality.

3.2 IMPLEMENTATION

3.2.1 General Operation

- a) The overall management of the Facility will be the responsibility of the centre manager.
- b) The Facility will be managed in accordance with this Operational Plan of Management, any Development consent issued by Randwick City Council and associated reports associated with the development consent (ie acoustic report, traffic report, lighting impact report, etc).
- c) The Facility will adhere to any conditions contained within an Occupation Certificate issued under the Environmental Planning and Assessment Act 1979.
- d) The Facility will be provided with basement car parking as indicated on the approved plans and will adhere to the conditions of any development approval issued by Randwick City Council.





4. Communication

4.1 AIM OF POLICY

To ensure the patrons of the Facility are well informed on the operations of the Facility and its activities.

To ensure successful day-to-day operations, in order to maximise benefit for its users whilst minimising potential impacts on neighbouring properties and the locality.

4.2 IMPLEMENTATION

- a) Notices regarding important information will be displayed on a noticeboard at reception,
- b) Information about the Facility's operations will be placed on the Facility's website,
- c) Regular users will receive email and SMS updated on the operation of the facility,
- d) Verbal instructions from Facility staff,
- e) Use of PA system within the Facility,





5. Noise Management

5.1 AIM OF POLICY

To implement strategies in order to limit noise emitted from the operation of the Facility.

5.2 IMPLEMENTATION

- a) The Facility is only to operate during the hours specified in the Development Consent issued by Randwick City Council and this Plan of Management to reduce noise impact to other users of the building and the wider precinct.
- b) Signage shall be erected at all Facility exits and car park areas to remind attendees/visitors to minimise noise when departing the premises, especially before 6.00am and after 10:00pm.
- c) Visitors to the Facility are not to congregate at the front of the site or within the forecourt adjacent to the front door prior to entering or after leaving the internal area. Noise is to be kept to a minimum whilst entering and leaving.
- d) Large gatherings and special events are permitted only as specified in this Plan.
- e) The use of amplified speakers at the Facility must only be in accordance with the requirements of the NSW Environment Protection Authority Industrial Noise Policy.
- f) Any cleaning of the premises, and internal or external maintenance, shall take place between 8:00am and 6:00pm daily to minimise noise impact.





6. Car Parking and Traffic Management

6.1 AIM OF POLICY

To minimise impacts of traffic movements and car parking associated with the Facility on the surrounding neighbourhood and road network.

6.2 IMPLEMENTATION

- a) Basement carparking spaces are provided on the site for use by Aquatic Centre staff and patrons.
- b) The use of the car park is to be in accordance with any conditions set out in the development consent issued by Randwick City Council.
- c) Access to the car park will be limited to the hours of 4:30am to 10:00pm. Outside those times the carpark will remain secure by a locked gate.
- d) Loading areas are to be solely for the purpose of loading and unloading of goods.
- e) Disabled parking spaces are to be provided and signposted in accordance with any requirements of Randwick City Council.
- f) Loitering in the carpark will be discouraged and reported to administration where required.
- g) Signage shall be erected at all Facility exits and car park areas to remind attendees/visitors to minimise noise when departing the premises, especially before 4:30am and after 10:00pm.





7. Security and Management

7.1 AIM OF POLICY

To ensure the day to day operations of the Facility are carried out in an organised manner and in accordance with this Plan of Management (including the Rules of Operation) and any conditions of consent so as to minimise impacts of noise, traffic movements and car parking associated with the mosque on the surrounding neighbourhood and road network.

7.2 IMPLEMENTATION

- a) The security of the site is to be managed in accordance with this Operational Plan of Management.
- b) All Facility staff will be provided with security training and awareness of the Facility's procedures manual.
- c) The Facility is to be provided with a CCTV system to monitor activity on the site.
- d) Facility staff will be trained to respond to and deal with anti-social behaviour.
- e) No alcohol is to be consumed within the Facility, except with the permission of the Centre Manager.
- f) All security issues are to be reported to the Centre Manager.
- g) All staff will hold valid first aid/CPR certificate, Working with Children Check (WWCC), National Police Check.
- h) A qualified lifeguard will be onsite at all times during pool opening times for public swimming.





8. Lighting

8.1 AIM OF POLICY

To ensure the operation of the facility does not result in unnecessary light spill and adverse impacts to occupants of surrounding properties.

8.2 IMPLEMENTATION

- a) The illumination of the Facility shall be managed in accordance with the conditions of consent issued by Randwick City Council.
- b) No external lighting is proposed to be installed.





9. Participant and Spectator Behaviour

9.1 AIM OF POLICY

To inform participants and spectators on the expected standard of behaviour and manage any incidents of anti-social behaviour.

9.2 IMPLEMENTATION

- a) All participants and spectators are to behave in an appropriate manner.
- b) Participants and spectators are to follow and obey the directions of the Facility management.
- c) Members of aquatic centre will be required to abide by Code of Conduct.
- d) Participants and spectators who fail to obey directions of the management will be asked to leave the Facility.
- e) Anti-social behaviour such as inappropriate language, violence, damage to the Facility's property, other criminal acts or by participants or spectators will not be tolerated and may result in a report to NSW Police.
- f) Incidents of threatening behaviour, verbal abuse and inappropriate language will result in participants and spectators being removed from the facility.
- g) Any racist, sexist, or other discriminatory language will result in removal from the facility.





10. Waste Management

10.1 AIM OF POLICY

To ensure the facility is adequately serviced and high health and hygiene levels are maintained.

10.2 IMPLEMENTATION

- a) The Facility will utilise commercial waste contractor for collection of both waste and recyclables.
- b) Professional companies will be engaged to do regular cleaning and maintenance of grounds and properties.
- c) All waste and reuse areas, and waste and recycling bins, will be clearly differentiated through appropriate signage and colour coding to Australian Standards to reflect the materials contained. Each stream will be located in a designated area.
- d) The rooms of the Facility will be provided with larger bins required for recreation area and café on the ground floor. Cleaners will be responsible for emptying bins into the allocated 660 litre bins located within the waste storage area.
- e) Cleaners will monitor the bin storage area and will attend to all spills immediately, as they occur.
- f) Any waste water discharge from bin washing must be drained to sewer in accordance with the relevant water board.
- g) All facility staff will be provided with information on the proper use of the waste management system and all will be encouraged to maximise the separation of general waste and mixed recyclables to aid the proper disposal of all materials.
- h) A private contractor will provide waste/recycling collection services at a frequency to be determined in consultation with the waste contractor and depending on actual waste generation.
- i) The appointed contraction will service the bins directly from the waste storage area.





11. Emergency Procedures

11.1 AIM OF POLICY

To reduce the possibility of harm to employees and visitors of the Facility in the event of an emergency.

11.2 IMPLEMENTATION

- a) Care will be taken to ensure that all staff, facility management and volunteers are aware of the Emergency Plan and Evacuation Diagram which will be prominently displayed in the following locations near each exit:
 - At the main entrance to the Facility;
 - In each primary internal area; and
 - In any other area accessed by members of the public.
- b) The Facility will maintain an up-to-date and portable register of emergency services telephone numbers that employees must take with them in an emergency or evacuation. This list will be stored in the office.
- c) Emergency telephone numbers will be displayed throughout the facility in the following locations:
 - At the main entrance to the Facility;
 - In each primary internal area; and
 - In any other area accessed by members of the public.
- d) Staff, management and volunteers will be provided with training on how to use fire extinguishers, fire blankets and other emergency equipment that must be kept throughout the building as required.
- e) Fire extinguishers, fire blankets, and other emergency equipment will be tested by recognised authorities, as recommended by the manufacturer. All tests will be documented.
- f) The storage of hazardous materials (pool chemicals such as chlorine) will be in accordance with any manufacturers specifications, relevant legislative requirements and any conditions of development approval imposed by Randwick City Council.





12. Complaints Procedure

12.1 AIM OF POLICY

To ensure there are adequate systems in place to handle and respond to complaints.

12.2 IMPLEMENTATION

- a) A "Complaints Book" must be maintained to record the details of any complaint received, including the date and time the complaints was made, a description of the complaint and any actions taken by the administration of the Facility in response to the complaint. All complaints must include the details of the person reporting the incident including a contact phone number so that administration may follow up any complaint. The option will be given to a complainant as to whether a complaint is confidential or non-confidential.
- b) The Complaints Book must be made available to Council officers for inspection upon request.
- c) Complaints must remain in the Complaints Book for a minimum period of 2 years from the date of reporting.
- d) The Facility manager will investigate any incident within 1 working day and the complainant will receive a response within 2 working days detailing what action has been taken (if any action is deemed required) addressing the complaint or concern.
- e) The Facility Manager must review the Complaints Book regularly and where appropriate amend this Plan so as to eliminate the possibility of the incident recurring or to minimise the impacts of the incident should it recur.
- f) If a complaint relates to noise, the owner/operator must:
 - Attempt to rectify the situation immediately;
 - Take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences; and
 - Contact the individual who reported the incident to verify that the issue has been addressed.





13. Consideration of the Land and Environment Court Planning Principle

The Land and Environment Court has developed a series of “Planning Principles” that are a statement of desired outcome from a chain of reasoning or list of appropriate matters to be considered in making a planning decision. The Court has developed a Planning Principle for the use of Plans of Management in the planning process and the Planning Principle is provided in *Renaldo Plus 3 Pty Limited v Hurstville City Council* [2005] NSWLEC 315.

The Planning Principle indicates that Plans of Management provide further details on the operation of a particular use that may not necessarily be appropriate as conditions of consent. The content of management plans can be critical to the decision of whether a development application should be approved or refused.

The Land and Environment Court indicated that in considering whether a Management Plan is appropriate for a particular use and situation, the following questions should be considered:

1. Do the requirements in the Management Plan relate to the proposed use and complement any condition of consent?
2. Do the requirements in the Management Plan require people to act in a manner that would be unlikely or unreasonable in the circumstances of the case?
3. Can the source of any breaches of the Management Plan be readily identified to allow for any enforcement action?
4. Do the requirements of the Management Plan require absolute compliance to achieve an acceptable outcome?
5. Can the people the subject of the Management Plan be reasonably expected to achieve an acceptable outcome?
6. Is the Management Plan to be enforced as a condition of consent?
7. Does the Management Plan contain complaint management procedures?
8. Is there a procedure for updating and changing the Management Plan, including advertising of any changes?

The proposed Plan of Management Plan is consistent with the relevant part of the Planning Principle.



14. Annual Review of Plan of Management

14.1 AIM OF POLICY

To ensure the Plan of Management is comprehensive and up-to-date.

14.2 IMPLEMENTATION

- a) Administration of the Facility will ensure that this Plan of Management is reviewed on an annual basis in consideration of feedback from all interested parties.
- b) If any additional uses that are not outlined in this Plan are proposed on the premises in the future, Council will be informed of the full details (including type of activity, frequency, times, duration and occupancy rates). This Plan of Management will be updated accordingly.

