



PLAN OF MANAGEMENT – AHEPA & BEXLEY BOWLING CLUB

72 Laycock Street, Bexley North





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1. Introduction

This Plan of Management provides guidelines and controls for the operation and management of the proposed club at 72 Laycock Street, Bexley North. It has been prepared to ensure users of the site and its facilities will run consistently with good management practice. This plan has also been prepared to minimise impacts on neighbouring properties and the locality as far as practicable.

A copy of this Plan will be kept in a readily accessible place on the premises and will be provided to all persons involved in the operation and management of the Premises.

The objectives of this Plan are to:

1. Ensure that the premises is managed to provide an acceptable level of amenity and services to meet the reasonable needs of its patrons;
2. Ensure that the operation of the establishment and its facilities do not generate unreasonable levels of noise transfer to surrounding developments;
3. Provide operational guidelines with regards to use of the premises by staff, contractors and guests;
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. Minimise and where possible eliminate anti-social behaviour of guests within the premises.

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 remainder of this Plan sets out controls for:

- Capacity of premises
- Hours and days of operation
- Operations and special functions
- Staffing and management responsibilities
- Service of alcohol
- Patron behaviour and security
- Noise minimisation
- Car parking and traffic
- Delivery of goods and services
- Waste collection
- Emergency procedure
- Complaints procedure
- Annual review of Plan of Management

All staff at the premises will be made familiar with the Plan of Management and will conduct their work in accordance with it.



2. Capacity of Premises

AIM OF POLICY

To ensure the establishment and its facilities are run in accordance with the relevant Council provisions and conditions of approval in a manner that minimises potential impacts on neighbouring properties and the locality.

IMPLEMENTATION

Regular Operating Capacity

The following numbers are maximum capacity figures for the 'regular' operation of the premises. It is noted that these numbers *do not* limit the capacity of the premises during Special Events and Functions, as identified below and under Section 4 of this Plan.

- a) *Monday to Sunday, 9am to 6pm;*
 - i. Bowling green; 20
 - ii. Ground Floor Bowling Seating Area's A & B; 115
 - iii. Ground Floor Club Community Area: 0
 - iv. First Floor AHEPA Committee Members (Administration); 30
 - v. First Floor multi-purpose; 35

Total: 200

- b) *Sunday to Thursday, 6pm to 11pm;*
 - i. Bowling Green; 0
 - ii. Ground Floor Bowling Seating Area's A & B; 115
 - iii. Ground Floor Club Community Area: 0
 - iv. First floor AHEPA Committee Members (Administration); 30
 - v. First Floor multi-purpose; 80

Total: 225

- c) *Friday and Saturday, 6pm to 1am;*
 - i. Bowling Green; 0
 - ii. Ground Floor Bowling Seating Area's A & B; 115
 - iii. Ground Floor Club Community Area: 0
 - iv. First floor AHEPA Committee Members (Administration); 0
 - v. First Floor multi-purpose; 125

Total: 240

Maximum Capacity (Special Events and Functions)

The following figures provide the maximum capacity of the premises during Special Events and Functions as identified under Section 3 – Hours and Days of Operation and Section 4 – Operations and Special Functions.

Special Events and Functions will predominantly operate on Friday, Saturday and Sunday, however will also permit operation during the remainder of the week only as stipulated in this Plan. The following figures represent the maximum capacity of the premises:



- d) Bowling Green: 20
- e) Maximum number of guests to occupy the ground floor at any time is 395 during special events and functions as follows;
 - i. Bowling Seating Area A; 70
 - ii. Bowling Seating Area B; 45
 - iii. Ground Floor Club Community Area; 280
- f) The maximum number of guests to occupy the first floor at any time is 215 during Special Events and Functions as follows;
 - i. First floor AHEPA Committee Members (Administration); 30
 - ii. First Floor multi-purpose; 185

This permits a maximum of 445 persons (refer to **Notes** below), including staff, users of the bowling green, club and the additional AHEPA Committee Members during daytime hours for Special Events and Functions.

During night hours, the premises will operate at a maximum of 425 during Special Events and Functions.

Notes:

- The 'regular' operating capacity within **a), b)** and **c)** are limits for the premises excluding Special Events and Functions as identified under Section 4 of this Plan.
- The 'regular' operating capacity within **a), b)** and **c)** are maximum figures and are not expected to be reached at all times. These maximum figures provide indications of the operating measures to be implemented.
- The figures provided within **d), e)** and **f)** indicate the maximum capacity during functions, special events and the like as detailed in this Plan under Section 4 – Operations and Special Functions.
- The ground floor 'club community facility and function area' **will not be used concurrently** with the first floor 'multi-purpose area'.
- The above figures are inclusive of staff members.
- All Functions and Special Events will be under the management of the AHEPA Organisation.
- It is not considered that the AHEPA Committee Members will be present during Friday, Saturday or Sunday night.



3. Hours and Days of Operation

AIM OF POLICY

To ensure the establishment and its facilities is run during acceptable hours to minimise potential impacts on neighbouring properties and the locality.

IMPLEMENTATION

The below hours of operation are to occur in accordance with Section 2 – Capacity of Premises.

a) Daytime Operation –

Monday to Sunday: 9am to 6pm

- *Bowling Green* – Open to Members and Guests.
- Ground floor '*Club bowling seating area A & B*' – Open to Members and Guests.
- Ground floor '*Club community facility & function area*' – Closed, unless specified in this Plan.
- First Floor '*Multi-purpose areas*' – Available to Members for general use and for hire to the General Public (under Special Events and Functions)
- First Floor '*Administration*' – Members only

In the event which the first floor multi-purpose area cannot accommodate the required amount of users, the ground floor '*Club community facility & function area*' will be utilised. These two spaces **will not** be used concurrently.

b) Evening Operation –

Sunday to Thursday: 6pm to 11pm

- Bowling Green: Closed.
- Ground floor '*Club bowling seating area A & B*' – Open to the General Public and Members.
- Ground floor '*Club community facility & function area*' – Closed, however will available for hire to the General Public and Members for Special Events and Functions.
- First Floor '*Multi-purpose areas*' – Available for hire to the public (for Special Events and Functions) and Members for general use.
- First Floor '*Administration*' – Members only.

In the event which the first floor multi-purpose area cannot accommodate the required amount of users, the ground floor '*Club community facility & function area*' will be utilised. These two spaces **will not** be used concurrently.

Friday and Saturday: 6pm to 1am

- Bowling Green: Closed.
- Ground floor '*Club bowling seating area A & B*' – Open to the General Public and Members.
- Ground floor '*Club community facility & function area*' – Available for hire to the General Public and Members for Special Events and Functions.
- First Floor '*Multi-purpose areas*' – Available for hire to the General Public and Members for Special Events and Functions.
- First Floor '*Administration*' – Members only.





In the event which the first floor multi-purpose area cannot accommodate the required amount of users, the ground floor '*Club community facility & function area*' will be utilised. These two spaces **will not** be used concurrently.

- c) All areas of the premises will operate according to the above hours and capacity numbers outlined in Section 3. Any alterations to the hours and days of operation will be reflected in this Plan of Management and liaised with Bayside Council.
- d) The premises will operate throughout the year excluding Good Friday.



4. Operations and Special Functions

AIM OF POLICY

To ensure the establishment and its facilities run successfully for day-to-day operation and special functions, in order to maximise benefit for its users whilst minimising potential impacts on neighbouring properties and the locality.

IMPLEMENTATION

General Operation

- a) The internal and external spaces of the *club* premises will be utilised as a recreational facility and community facility which will permit the responsible service and consumption of alcohol as a club premises.
- b) Staff allocations will operate according to Section 5.

The general operation of the primary areas is detailed below:

Bowling green and ancillary areas

- c) The bowling green is to operate daily and in accordance with the hours outlined in Section 3. This outdoor space will be used for recreational purposes.
- d) The internal 'bowling seating' area will directly function ancillary to the bowling green. 'Area B' will serve as an additional spill-over area during increased usage or special events (see below) related to the recreational facility. These spaces will be continually open to the public and serve as an area for socialising, dining and the responsible service and consumption of liquor. These spaces are to be used generally and will not cater to large functions or events unless specified *Special Events and Functions* below.
- e) The internal 'bowling seating' areas will serve meals throughout the day and alcohol in accordance with the Liquor Licence of the club.

Ground club facility area

- f) The ground floor club facility is to serve as an area for the AHEPA Organisation and general public in accordance with the Special Events and Functions and will not be available for general use. The space will be utilised for gatherings, community meetings and events as detailed below. When required, 'Area B' can be integrated resulting in a larger community area.

Functions in this space will be operated and managed by the AHEPA Organisation. Any functions in this area will be restricted to the maximum persons and hours outlined in Section 2 & 3 of this Plan. This space will not be utilised concurrently with the first floor multi-purpose area.

- g) This space will permit socialising, dining and the responsible service and consumption of alcohol.
- h) This space will serve as the primary area for larger functions and can be booked by the general public under the management of the AHEPA Organisation.

First floor multi-purpose area

- i) The first floor area will primarily be utilised by the AHEPA organisation for educational, cultural, and community uses. The area can be flexibly divided into three spaces to permit the operation of different activities. In accordance with Section 2, this space will be open to a limited number of Members for minor community, cultural and educational gatherings. If required by the general public or for larger events, this space will operate per the Special Events and Functions as stipulated below.
- j) This area will be available for public use and can be booked under the management of the AHEPA Organisation.
- k) This space will permit socialising, dining and the responsible service and consumption of alcohol.

Special Events and Functions

Bowling green and ancillary areas

- a) The bowling green and ancillary internal spaces will provide additional services for Australia Day, ANZAC Day, Melbourne Cup and Local Race Days. All events will be managed by the AHEPA Organisation and will occur within the permitted hours and capacity of usage set out in this Plan.
- b) The bowling green may also be used for special competitive events.

Competitive Bowling Events will occur during the permitted daytime hours on select days throughout the year. This will not permit any additional users above what has been allocated under Section 3 of this Plan of Management.

- c) The bowling green and ancillary internal spaces will also provide services for minor functions including birthdays and similar events. This will be booked through and managed by the AHEPA Organisation. This will not occur outside the permitted hours of use or capacity determined by this Plan of Management.

Ground floor club community area

- d) Events and functions including weddings, birthdays, ceremonies and the like:

Events including weddings, birthdays, baptisms, ceremonies and the like will be permitted only on Friday, Saturday and Sunday in accordance with the Special Events and Function hours and capacity limitations outlined in this Plan. All events will be booked under management of the AHEPA Organisation. These functions will abide by the management and security measures enforced by this Plan. All activities to occur in these areas will abide by the measures stipulated in this Plan.

First floor club multi-purpose area

- e) Larger community meetings, cultural and educational events:

To occur in accordance with the hours and capacity outlined in this Plan. All events will be booked and managed through the AHEPA Organisation and in accordance with this Plan. The First Floor will be available to the public for community, institution and business groups for meetings and professional development. AHEPA will ensure that this space will be limited to the maximum capacity, hours of use and management detailed in this Plan. All activities to occur in these areas will abide by the measures stipulated in this Plan.

Note: Only one function is to occur within the premises. It is noted that the Ground Floor Club Facility and First Floor Multi-Purpose Hall will not operate concurrently.

f) Additional Special Events permitted within these areas include the following;

- i. Any **new** special events or functions to occur will be in accordance with the above capacity and hours of operation. If any major events are to be planned, Bayside Council will be contacted to inform of any changes, and this Plan of Management will be updated to reflect.

- ii. Christmas Party:

Held in Late December on an evening from Friday to Sunday, catering for approximately 250 to 300 people from 7pm to 11pm within the ground floor club facility.

- iii. Greek National Days:

OHI (OXI) Day – 28th October

Held on the day or a weekend close to the date (28 October) during the afternoon from 2pm to 6pm, catering for 280 persons within the ground floor club facility.

Greek National Day – 25th March

Held on the day or a weekend close to the date (25 March) during the afternoon from 2pm to 6pm, catering for 280 persons within the ground floor club facility.

- iv. New Year's Celebrations:

31st of December

Held on the day from 5pm to 1am with the maximum expected capacity at 445 persons throughout the premises.

- v. Easter Sunday:

Held on the day from 9am to 6pm with the maximum expected capacity at 445 persons throughout the premises.

Note: During Special Events and Functions two (2) security personnel will be on site. If required, additional security staff will be hired to ensure high levels of safety management. All security will be required to understand the requirements of this Plan.



5. Staffing and management responsibilities

AIM OF POLICY

To ensure management and staff are appropriately prepared to serve the facility and respond to various scenarios in accordance with this Plan.

IMPLEMENTATION

Management and Staffing

- a) The premises is to contain the following staffing numbers:
 - i. The maximum number of staff to be employed at the premises is 21. The breakdown of these staff members is as follows:
 - a. Chefs: 2
 - b. Assistants: 3
 - c. Receptionists: 1
 - d. Bartenders: 5
 - e. Waiters: 6
 - f. Bowling green: 1
 - g. Security: 2*
 - h. Manager: 1
 - ii. The following staff will be allocated to each area:
 - a. Bowling Green:
 - o 1 staff
 - b. Internal bowling seating area A & B:
 - o 2-3 Bartenders
 - o 2-3 Waiters
 - o 1-2 Assistants
 - o 1-2 Chefs
 - c. Ground floor Club Community Facility and first floor Multi-Purpose Area:
 - o 1-2 Chefs
 - o 2-3 Bartenders
 - o 2-5 Waiters
 - o 2-3 Assistants

These numbers are maximum figures and it is not intended that these spaces will be run at this capacity constantly. During Special Events, staff numbers will be allocated to reflect the usage of the space.

**Note: Security personnel will be stationed throughout the building as required. Additional security personnel can be hired (as required) to ensure high levels of safety during special events.*

- b) There will be a total of 30 AHEPA Members who will visit the site on occasion for Committee Meetings and Chapter Meetings as outlined in this Plan. Of these 30 members, there will be 10 who will visit the facility regularly, including the President, Secretary and Treasurer. These AHEPA Committee Members will not be directly involved in staff responsibilities.



- c) The facility will carry out weekly management meetings with the licensee and managers. Monthly meetings are organised for the licensee, all managers and staff to keep up to date with all facility matters.
- d) An on-site manager(s) shall be present at the Premises at all times, who is responsible for the administration and management of the centre when it is open. If away, a manager will be contactable by mobile phone.
- e) Management training is fundamental to successful management and operation of the premises.
- f) The licensee and all managers must ensure that the required staff have a current training course certificate in the Responsible Service of Alcohol (RSA).
- g) The AHEPA organisation, licensee and all managers will maintain a Training Register containing the following:
 - i. Copies of all current RSA training course certificates;
 - ii. Where applicable, security officer's current training course certificate and licence whilst the security officer is engaged in maintaining order in and around the premises.
 - iii. Any matter relating to training persons involved in the service or supply of liquor at the premises.
 - iv. Information to show whether each member of staff of the licensed premises or each security officer (if engaged) in maintaining order in and around the premises has read the Plan for the premises.
- h) The licensee, manager(s) and all staff are prohibited from consuming liquor during working hours.
- i) A manual shall be continually developed which provides detailed instructions on how all managers and staff should respond to safety and compliance issues, such as the following:
 - i. Minors being refused liquor;
 - ii. Refusal of service;
 - iii. Removing patrons from the premises;
 - iv. Fire safety;
 - v. Trading hours;
 - vi. Special trading day requirements; and
 - vii. Unreasonable noise.
- j) All managers and staff will be regularly advised and trained regarding the use of any equipment and site facilities to ensure the safety of its staff and patrons.
- k) During special events, two security personal will be engaged. If required, additional security personnel will be hired.
- l) Any increase to staff numbers will be reflected in this Plan of Management and identified with Bayside Council.

Details of Manager(s)

- m) <TBC ONCE OPERATIONAL>

One manager will be on site during all times and will be responsible for the management and administration of the premises.



6. Service of Alcohol

AIM OF POLICY

To ensure patrons of the facility are informed of behavioural standards and alcohol is served in accordance with Australian requirements.

IMPLEMENTATION

- a) Required staff will receive regular Responsible Service of Alcohol training whilst in employment and will require current training course certificates.
- b) The AHEPA organisation, managers and all staff will comply with the measures for responsible service of liquor and will take reasonable steps to ensure that there is no loitering of persons who have been refused admittance or who have been ejected from the premises.
- c) Any reported matter must be promptly addressed in accordance with the requirements of the Liquor Act 2007.
- d) No persons under the age of 18 will be served liquor. All staff will be trained in checking identification and ensure that only acceptable photographic identification is used.
- e) The registered club is not permitted to sell packaged liquor to 'takeaway'. Patrons are not permitted to consume liquor outside the site boundaries. It is noted that liquor consumption will be permitted on the bowling green and terraces in accordance with capacity and hours of operation stated in this Plan.



7. Patron Behaviour and Security

AIM OF POLICY

To ensure the establishment employs appropriate security measures to promote public safety.

IMPLEMENTATION

Patron Behaviour

- a) The AHEPA organisation, licensee, managers and all staff will take all reasonable steps to control the behaviour of the patrons at the premises and entry and exit points. Security staff, when engaged, will be stationed at exit points to ensure patrons leave in an orderly, prompt and quiet manner.
- b) Managers and staff will:
 - i. Only admit patrons who meet the acceptable dress code;
 - ii. Monitor the occupancy levels and control the crowd in a responsible manner;
 - iii. Use the RSA guidelines as the criteria for admitting patrons or refusing to admit and the removal of Patrons who are unduly intoxicated;
 - iv. Refuse to admit or remove any Patron who exhibits unacceptable and/or antisocial behaviour;
 - v. Ensure that Patrons do not leave the premises with any open bottles or glasses.
 - vi. Monitor all aspects of the entry and exit points of the premises and exterior areas including loitering, numbers and behaviour of exiting patrons;
 - vii. Not permit any person they detect as unduly intoxicated to enter the premises and are to bring to the notice of the Manager any persons on the premises who may be unduly intoxicated;
 - viii. Utilise strategies which will assist defusing altercations at the entrance to the premises when refusing entry to:
 - Unduly intoxicated persons;
 - Persons who do not meet the dress standard; and/or
 - Persons who are violent, indecent or quarrelsome.
- c) Once a person has been evicted from the premises, all managers and staff must employed at the premises including security are advised of the eviction and given details of the person who was evicted.
- d) If the incident is of a nature that requires a person to be barred from the premises the patron in question will be told on the night of the offence that they are not allowed back on the property for the duration of their ban. If a banned patron is located on the premises during the course of their ban the matter must be reported to the all managers for appropriate action.

Security

- e) The security and safety of employees, patrons and the public is valued by the AHEPA organisation, managers and all staff on the premises. The premises will engage when needed the services of professional security officers who have knowledge of the premises' clientele and layout.
- f) Security personnel on site is to be at a minimum of 1 staff during evening hours on all days. During higher peak periods (Friday and Saturday evening), this will be increased to two if necessary. In the instance of special events, 2 security personnel will be present on site. If required, additional security can be hired to assist with larger functions.

- g) Staffing and security measures will take into consideration events and planned patron capacity to ensure the amenity of neighbours is maintained and safety is kept at a high level.
- h) At all times a sophisticated and constantly recording closed circuit television (CCTV) system will be in operation. This will monitor and record all entrances into the Facility as well as an extensive number of cameras throughout all bars, dining areas and function spaces both indoor and outdoor.
 - i. The cameras will operate 24 hours a day and display the actual recording time and date on the video for each day's trading.
 - ii. The recorded images from the surveillance system shall be kept for at least 3 weeks.
 - iii. The licensee, managers and all duty managers will ensure that:
 - Signage is provided indicating to patrons that closed circuit television is in operation.
 - The closed circuit television will only be operated by the licensee, managers and all duty managers.
 - The recording is only viewed by an authorized officer under the Liquor Act 2007 or by a person in (ii) above.
 - iv. An authorized officer will be provided CCTV footage subject to compliance with s.21 of the Gaming and Liquor Administration Act 2007.
- i) The AHEPA organisation and all managers are committed to providing appropriate and adequate security measures to ensure that a high standard of safety is in place for patrons entering and exiting the premises.
- j) All exterior areas of the premises shall be adequately lit and these lights will be kept on until all patrons have left the vicinity.
- k) All security related incidents should be reported and recorded in detail using firstly a security notebook and secondly the Security Incident Register. Managers should inspect the Security Incident Register for accuracy before staffs finish their shift.
- l) The licensee and manager(s) will establish and maintain a Security Incident Register and will ensure that all security and staff employed at the premises record in the register the following:
 - Any incident in which a person is injured or required a person to be removed from the premises and each incident is signed as correct by each security officer or member of staff involved in the incident.
 - The date and time the incident happened.
 - A description of the place at the premises where the incident happened.
 - A description of each person involved in the incident and if known, the person's name.
 - Details of the incident including for example, information about whether a person was removed from the premises because of the incident.
 - Details of injuries sustained by persons involved in the incident.
 - Details of action taken by a security officer or member of staff of the premises in response to the incident.
 - Details of any visits by law enforcement personnel noting their agency and department badge number and reason for visit and results of visit.
 - Incidents both inside and outside of the premises including the near precinct which may later be the subject of a complaint.
- m) The licensee and manager(s) must ensure that:
 - The Incident Register is kept in a secure place and available for inspection at the premises by an authorized person under the Liquor Act 2007.
 - The register is not to be inspected at the premises by anyone other than:



- An authorized person under the Liquor Act 2007.
 - The licensee, managers and all duty managers
 - A security officer involved in the incident recorded in the register.
- n) No illicit substances are permitted on the premises at any time.
- o) Any person found using, supplying or possessing illicit substances shall be immediately evicted. If necessary, the Policy shall be called to escort the offender from the Premises.
- p) Any breach of n) shall be reported to Police as soon as possible but no later than 72 hours after the breach.
- q) For the purpose of this Plan “illicit substances” include any substances made illegal by the laws of the State of New South Wales or the Commonwealth of Australia.





8. Noise minimisation

AIM OF POLICY

To implement strategies in order to limit noise emitted from the operation of the building and its ancillary uses.

IMPLEMENTATION

- a) To minimise noise from the Premises, the operations are to be in accordance with the recommendations of the Amended Acoustic Report prepared by Rodney Stevens Acoustics.
- b) All internal and external spaces area to only function during the hours specified in this Plan to reduce noise impact to surrounding neighbours.
- c) Signage shall be erected in all common outdoor areas clearly displaying the time restrictions and to encourage quiet behaviour of guests.
- d) Large gatherings and special events are permitted as specified in this Plan.
- e) Amplified music and noise shall be kept at a minimum at all times.
- f) Signage shall be erected at all exits and car park areas to remind guests to leave in an orderly and quiet fashion.
- g) All patrons are obliged to obey reasonable directions from the Manager(s) at all times. Where excessive noise occurs, staff will be directed to manage the cause of the noise as required.
- h) Any cleaning of the premises, internal or external maintenance, shall take place between 8am and 6pm daily to not cause an “offensive noise” as defined by the *Protection of the Environmental Operations Act 1997*. Maintenance activities shall also satisfy relevant provisions of the *Protection of the Environment Operations (Noise Control) Regulation 2008* at all times.
- i) A contact number shall be installed within the reception area of the premises so that any complaints regarding the facilities operation can be made.
- j) Patron entry and exit from the premises will be handled by security and staff as required during peak periods to ensure minimal acoustic impact to the residential neighbours. All anti-social behaviour will be dealt with according to Section 7 of this Plan.





9. Car Parking and Traffic

AIM OF POLICY

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

IMPLEMENTATION

- a) Staff and patrons are encouraged to car pool, use public transport or use other means such as bicycles/motorbikes to reduce dependence of car spaces.
- b) On-site parking has been provided for all uses, and has been assessed in the Revised Traffic Report prepared by *PDC Consultants*. Traffic management is established through clear markings, signage and parking layout and entry and exit consistent with Australian Standards.
- c) If required, staff will provide additional traffic control during peak periods on Friday nights and Saturday afternoon and nights. During special events and functions, traffic control will be provided. Staff and security will be required to ensure patrons quietly exit the premises. All anti-social behaviour will be dealt with according to the Section 7 of this Plan.
- d) The premises provides for parking rates in accordance with the Architectural Plans by *Katris Architects* and Traffic Report prepared by *PDC Consultants*.
- e) An overflow parking area is provided for Special Events and Functions.
- f) The premises provides a delivery bay accessed from Laycock Street as identified in the Plans and Traffic Report.
- g) Loitering in the carpark will be discouraged and reported to the manager(s) where required.
- h) Signage will be provided in the car park which informs patrons to leave the premises in an orderly and quiet manner to minimise noise impacts to neighbours. Any excessive noise generated by patrons leaving the premises will be dealt with as appropriate by the manager.
- i) The drop-off and pick-up zone will be enforced to ensure the smooth flow of traffic in the parking area.
- j) The facility will provide transport options for patrons to get home safely such as taxi arrangements. In the case where a shuttle bus service is arranged, this Plan of Management will be updated to reflect and Bayside Council will be notified.





10. Delivery of Goods and Services

AIM OF POLICY

To minimise impact of delivery vehicles on the surrounding neighbourhood and to ensure deliveries are received with ease.

IMPLEMENTATION

- a) The delivery of goods and services will only occur during daytime or evenings (as identified in the Acoustic Report) whilst staff are present to accept delivery and minimise acoustic impact on neighbouring dwellings.
- b) Delivery vehicles will park on the loading bay as specified on the Plans and the Traffic Report.
- c) Deliveries will not occur during peak traffic periods.





11. Waste Collection

AIM OF POLICY

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

IMPLEMENTATION

- a) The premises will attempt to minimise waste wherever possible and will encourage the use of recyclable products and recycling.
- b) In accordance with conditions to be imposed, the facility will utilise the Bayside Council garbage and recycling service to minimise the impact of traffic movements and noise in the street (keeping at the same days and times as currently occurs for the local residents).
- c) Additional waste created by functions will be disposed of as required. Any additional services needed to remove excess waste will only as specified in the *Acoustic Report* in order to minimise traffic and noise impacts.





12. Emergency Procedures

AIM OF POLICY

To reduce the possibility of harm to patrons and staff of the facility in the event of an emergency.

IMPLEMENTATION

- a) Care will be taken to ensure that all staff 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 premises;
 - In each primary internal area; and
 - In any other area accessed by patrons.
- b) The facility will maintain an up-to-date and portable register of emergency services telephone numbers that staff must take with them in an emergency or evacuation. This list will be stored in the reception.
- c) Emergency telephone numbers will be displayed throughout the facility in the following locations near telephones or available mobile phones:
 - In the reception;
 - Offices / staff areas; and
 - Internal spaces.
- d) The premises will ensure all staff are 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.

Evacuation Procedure

- f) When it is unsafe for all staff and patrons to remain inside the centre, staff will:
 - Call 000 and inform emergency services of the nature of the emergency;
 - Evacuate patrons and staff to the nominated Off-Site Emergency Assembly Point; and
 - The nominated Emergency Assembly Point have been indicated on the Evacuation Plan provided overleaf.
 - Managers will ensure all staff are accounted for and an Emergency Kit/First Aid Kit is at hand;
 - Ensure communications with emergency services is maintained;



- Wait for emergency services to arrive or provide further information;
- Maintain a record of actions/decisions undertaken and times;
- Confirm with emergency service personnel that it is safe to return to normal operations; and
- Following incident undertake operational debrief with staff to review the on-site evacuation and procedural changes that may be required.



EVACUATION DIAGRAM

72 LAYCOCK STREET
BEXLEY NORTH NSW

ISSUE G
20/03/2020
CLOUDS INDICATE MODIFICATIONS

GROUND FLOOR PLAN



Legend



EMERGENCY PROCEDURES

- R** REMOVE people from the immediate danger.
- A** ALERT all people nearby. RAISE AN ALARM - DIAL 000
- C** CONFINE the Smoke and Fire, attempt to extinguish the fire if safe and trained to do so.
- E** EVACUATE the building and proceed to the Assembly Area

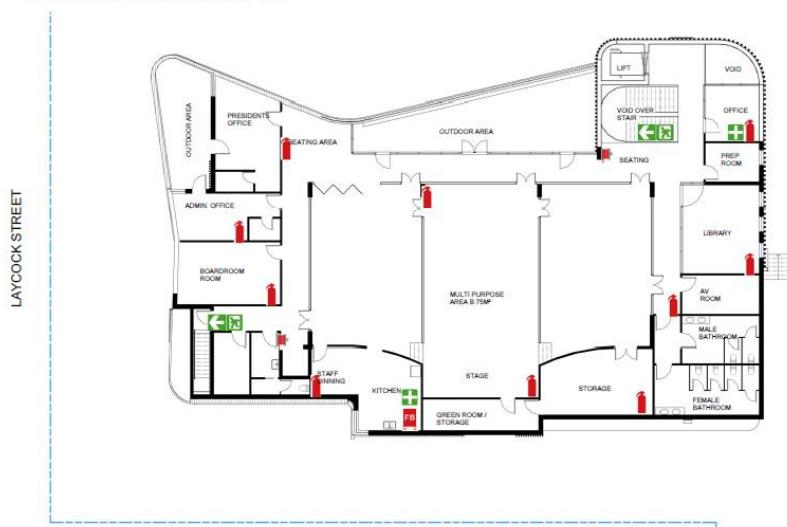


EVACUATION DIAGRAM

72 LAYCOCK STREET
BEXLEY NORTH NSW

ISSUE G
20/03/2020
CLOUDS INDICATE MODIFICATIONS

FIRST FLOOR PLAN



Legend



SITE MAP
ASSEMBLY AREA



EMERGENCY PROCEDURES

- R** **REMOVE** people from the immediate danger.
- A** **ALERT** all people nearby. **RAISE AN ALARM - DIAL 000**
- C** **CONFINE** the Smoke and Fire, attempt to extinguish the fire if safe and trained to do so.
- E** **EVACUATE** the building and proceed to the Assembly Area



13. Complaints Procedure

AIM OF POLICY

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

IMPLEMENTATION

- a) The premises will install a complaints phone number which is to be manned during open hours and will be capable of receiving and recording complaints at all other times.
- b) All valid complaints shall be investigated and resolved to the best of the facilities abilities as soon as possible.
- c) The operator must maintain a "Complaints Book" recording details of any Incident that occurs including the time of the Incident, a description of the Incident and any actions taken by the management of the facility in response to the Incident. All complaints must include the details of the person reporting the incident including a contact phone number so that management may follow up any complaint. The option will be given to a complainant as to whether a complaint is confidential or non-confidential.

An "Incident" includes:

- any breach of this Plan; or
 - any complaint by any person about the operation of the facility; or
 - any event that may cause alarm or concern to guests and patrons of the Premises as a result of the conduct or act of any person identifiable as a guest or patron at that time.
- d) The Complaints Book must be updated within 24 hours of any Incident. The operator must review and initial and date all entries made in the Complaints Book whenever he/she is next on the Premises.
 - e) The Complaints Book must be made available to Council officers for inspection upon request.
 - f) Complaints must remain in the Complaints Book for a minimum period of two years from the date of reporting.
 - g) The operator will investigate any incident within 5 working days and the complainant will receive a response within 10 working days detailing what action has been taken (if any action is deemed required) addressing the complaint or concern.
 - h) If an Incident relates to noise, the owner/operator must:
 - Take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
 - Attempt to rectify the situation immediately.
 - Contact the individual who reported the Incident to verify that the problem has been addressed.
 - i) The operator 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.
 - j) Contact Details for the registering of complaints are as follows: <TBA once operational>



14. Annual Review of Plan of Management

AIM OF POLICY

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

IMPLEMENTATION

- a) This Plan will be updated on an annual basis to ensure that patrons of the premises are being served as best as possible, and minimise impacts to the general public and surrounding neighbours. Any changes or introduction of additional special events, hours of operation and capacity (patrons and staff) will be reflect accordingly within this Plan and liaised with Bayside Council. Management of the facility will ensure that this Plan of Management is reviewed on an annual basis in consideration of feedback from all interest parties.

