



POLISH CLUB
KLUB POLSKI
ASHFIELD



POLISH CLUB

73-75 Norton Street Ashfield 2131



POLISH CLUB

Ashfield Sydney

Plan of Management – November 2020

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1. Overview

This Plan of Management (POM) forms an essential part of the ongoing management requirements for Polish Club, located at 73-75 Norton Street, Ashfield. It is a document required by Council and reflects a reasonable agreement between the Polish Club and Council to minimise any adverse effects upon its neighbours. It reflects the intention of Council's conditions of development consent for a premise.



2. Trading Hours

2.1 Club Trading Hours

Monday to Thursday	10:00AM – Midnight
Friday	10:00AM - 02:00AM
Saturday	07:00AM - 02:00AM
Sunday	07:00AM – Midnight

2.2 Restaurant Trading Hours

Monday to Sunday	11:00AM -10:00PM
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2.3 Café & Deli Trading Hours

Monday to Friday	10:00AM – 08:00PM
Saturday and Sunday	Close 30 mins before club close

2.4 Gaming Hours

Monday to Sunday	10:00AM to 30 mins before club close
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2.5 Function Area Hours



The function area does not have set hours as it will be booked when required between operation hours.

3. Maximum Patrons

- A maximum of 300 people (or up to that areas limit) seating per event in the function room excluding the club on duty staff.
- A maximum of 40 people (or up to that areas limit) seating or standing at any given time in the bar area excluding the club on duty staff.
- A maximum of 60 people (or up to that areas limit) seating in the indoor restaurant including private dining at any given time excluding the club on duty staff.
- A maximum of 40 people (or up to that areas limit) seating or standing in the indoor lounge at any given time excluding the club on duty staff.
- A maximum of 50 people (or up to that areas limit) seating or standing in the Outdoor Restaurant and Lounge at any given time excluding the club on duty staff.
- A maximum of 25 people (or up to that areas limit) seating or standing in the Outdoor Gaming at any given time excluding the club on duty staff.
- A maximum of 25 people (or up to that areas limit) seating or standing in the Indoor Gaming at any given time excluding the club on duty staff.
- A maximum of 30 people (or up to that areas limit) seating or standing in the Deli and Cafe at any given time excluding the club on duty staff

4. Access

Reception access will be through the main entrance on Liverpool Street. During trading hours, patrons will be able to access the club car park on Norton Street and will receive a parking-ticket on entry at the boom-gate. This ticket can be validated at the reception desk by the club receptionist. Without a validated ticket, there will be a charge on exit from the car park.

Outside of trading hours, the boom-gate will not allow vehicle entry to the club car park. If needed, there will be a buzzer to ring beside the boom-gate, which will be controlled by the out-of-hours security guard. The out-of-hours security guard may allow entry to the car park, usually granted for access to the loading-dock.



5. Services

The current venue is a family club that caters for all ages, from the young through to the elderly. Its facilities include a bar, restaurant, private dining room, café/deli, lounge area, various outdoor areas, gaming area, outdoor gaming area, function area, bridal room, and cloak room.

Polish Club Ashfield expects to have the following facilities as a result of construction works to the premises:



5.1 Bar

We will stock Polish and European products and have a Polish design theme, the bar will be a place to drink, socialise and to watch live sport on tv screens.

5.2 Dining Room

A private space for guests to celebrate important occasions. The space will have a private garden area connected to it.

5.3 Restaurant

A continuation of the current 'Sto Lat Restaurant', a Polish and European cuisine restaurant focused on hearty homestyle cuisine at a competitive price. There will be a connected outdoor dining area which will allow restaurant customers to enjoy their meal in an outdoor setting. The restaurant will also offer app food delivery service to the local area; the restaurant is currently on Uber Eats.

5.4 Café & Deli



A place to have a small meal, coffee, or cake. The Deli area will be a place to buy fresh high-quality Polish & European smallgoods (meats, dairy and other). Attached to this area will be a nice outdoor garden setting for Cafe & Deli customers to enjoy.

5.5 Indoor Lounge

Indoor lounge is for patrons to socialise, families to spend time together and for patrons to play a game of pool or enjoy tv entertainment programs.

5.6 Outdoor Lounge

Outdoor lounge is for patrons to mingle, hang around with friends and enjoy the atmosphere. Smoking will be permitted until 10pm, after this time the outdoor gaming can be used for smoking.

5.7 Museum

Spaces throughout the club display the history of the WWII Veterans who founded the club, the club's history, the history of the Polish Community in Australia and the local community.



5.8 Functions

A premium multi-use space for much of the events and functions. These events include: weddings, engagement parties, birthday parties, communions & christenings, Polish cultural events, Polish national days, Polish scouts, Polish folkloric dancing, Zumba, Ceroc dancing, Ballroom dancing, Tango dancing, local community events, charity events, seniors' events, Mother's Day & Father's Day events, ANZAC Day events, Australia Day celebrations, Oktoberfest celebrations, Christmas and Easter events, 80s Disco Vibration Reunion parties, meeting spaces, conferences, corporate events, trivia, member raffles, bingo.



Frequency of the events to be held within this function room will depend upon the type of the event. For example, club will hold weekly Polish Dancing or similar rehearsals finishing at around 9:30 pm once a week, 2 major events like wedding, christenings, birthday or anniversaries per week ending by midnight (mostly on Friday and the weekend).

5.9 Gaming Area

A space for guests to enjoy gaming and entertainment, with indoor gaming and outdoor gaming. The outdoor gaming area will be the main smoking area of the club as it will be accessible for the full club operating hours.

6. Staff

6.1 Minimum Staff Levels:

6.1.1.1 During Trading Hours

Minimum staff during trading hours will be 2 x Gaming staff, 10 x Function Staff, 2 x Kitchen Staff; 2 x Restaurant Staff; 1 x Bar Attendant; 1 x Café/Deli Attendant; 1 x Receptionist; 1 x Duty manager; 1 x Security guard

6.1.1.2 Outside Trading Hours

1 x Security guard only.

6.2 Staff Competencies

The following staffing competencies will be maintained by Polish Club Ashfield in accordance with NSW legislation, by either a manager or nominated staff member:

- Responsible Service of Alcohol Register (RSA)
- Responsible Service of Alcohol Policy
- Responsible Conduct of Gaming Register (RCG)
- Responsible Conduct of Gaming Policy
- Incident/Accident Register



6.2.1 Bar/Gaming Staff

Bar/Gaming staff will have shown the club both Responsible Service of Alcohol (RSA) and Responsible Conduct of Gaming (RCG) NSW photo competency cards and will not be permitted to operate if their card is no longer valid.

7. Security

The Polish club currently uses Mainsec as its security provider. The club has a good working relationship with the company and will continue to use it going forward in the new club.

7.1 Security Contractors

Security contractors of the club will carry a valid NSW (Class 1 and/or Class 2) security licence.

7.2 CCTV

Polish Club Ashfield will install and operate its own digital CCTV system that will provide coverage internally and the streetscape around the venue. The CCTV system will be monitored by club staff and will have back up capacity of a minimum of 2 weeks. Recordings of incidents may be downloaded and attached to written reports.

7.3 Incidents

Any incidents will be dealt with by the Board of Director's (if there is a breach of the Clubs' Articles of Association) or the New South Wales Police (if the incident is a criminal matter). Anti-social behaviour by a patron generally results in their suspension from accessing the club or the termination of their membership status for a set time.

8. Neighbourhood

To minimise disturbance to the neighbourhood, once the new club is built, Polish Club plans to:

- a. Close outdoor areas at 10:00PM from Sunday to Thursday and at 11:00PM on Fridays and Saturdays. Smokers are to use the Outdoor Gaming Area to smoke, after the Outdoor Areas are closed.



- b. Remind club patrons to exit the club in a quiet and orderly manner, and refrain from making noise until they are on Liverpool Road, when the club is closing.
- c. Remind club patrons, leaving the club in a vehicle to be respectful of local residents when exiting the car park.

9. Noise Control

In order to minimise noise levels from the Polish Club Operations and comply with the noise criteria presented in the Acoustic Environmental & Impact Assessment Report.

The noise control recommendations include the following:

9.1 Entry Doors

Automatic door closers are to be installed on all entry doors to the proposed Polish Club on Norton Street boundary.

9.2 Outdoor Gaming Area

Acoustic Louvres will be used in the Outdoor Gaming Area, facing the Outdoor Dining Area. Fantech Sound Bar Louvre (SBL 1) or similar will be installed.

9.3 Signs

Signage will be in place on the premises encouraging members and guests to depart in an orderly and prompt manner. Announcements will be made at regular intervals after 9:00pm asking members and guests to show consideration for neighbours and to depart in an orderly and prompt manner.

9.4 Noise Management Plan

A Noise Management Plan will be implemented and will include the following:

- Install a contact number at the front of the Polish Club so that complaints regarding the operation can be made.
- Implement a complaint handling procedure. If a noise complaint is received the complaint should be recorded on a Complaint Form. The Complaint Form should contain the following:
 - Name and address of the complainant
 - Time and date the complaint was received
 - The nature of the complaint and the time/date the noise was heard



- The name of the employee that received the complaint
- Actions taken to investigate the complaint and the summary of the results of the investigation
- Indication of what was occurring at the time the noise was happening (if applicable)
- Required remedial action (if applicable)
- Validation of the remedial action
- Summary of feedback to the complaint

Also, a permanent register of complaints should be held on the premises, which shall be reviewed monthly by staff to ensure all complaints are being responded to. All complaints received shall be reported to management with initial action/investigation commencing within 7 days. The complaint should also be notified of the results and actions arising from the investigation.



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