

ATTACHMENT 4

Operational Plan of Management



Griffith Park Community Centre – Operational Plan of Management

Last edited 12 June 2025

Application

The Operational Plan of Management (OPoM) applies to the Griffith Park Community Centre. It exists in conjunction with the following Council plans and policies, and uses of the Centre must comply with these documents:

- Hire of Council's Community Halls, Centres and Meeting Rooms Terms and Conditions (copy attached); and
- Generic Plan of Management for Community Land and Crown Land.

Note

The **Griffith Park Community Centre** will be 570sqm GFA in size and the facility includes a:

- Large multi-purpose hall with seating up to 200 people and kitchen facilities
- Medium size multi-purpose room with seating up to 40 people and kitchenette facilities
- External covered space connected to the large multi-purpose hall and medium size multi-purpose room
- Internal toilets and family room
- External public toilet

- The Centre is not a licensed premise or commercial/retail building.
- The OPoM directs Council's operation of the Centre and regulates uses and activities by the general public.
- The OPoM functions as a guide for Council, facility users and neighbours as to the appropriate processes in the event of complaints.
- The OPoM may be updated over time to align with future changes to the Terms and Conditions for the Hire of Council's Community Halls, Multi-purpose Community Centres and Meeting Rooms.



Purpose

The purpose of the Operational Plan of Management is to minimise impacts on adjacent developments and residents. This will be achieved in the Schedule through the following outcomes:

- Processes are in place to resolve any complaints from the community if the uses of the facilities create adverse impacts.
- Transparency is provided in Council's processes and for the community to measure the impact of the site on their amenity.
- Facility is appropriate in design and scale for the proposed location.
- Facility and surrounds are fully accessible
- Hours of operation which are consistent with reasonable community expectations and which do not adversely impact on the amenity of nearby residences or developments.
- Uses which are appropriate to the Centre and the neighbourhood in which it is located.
- Car parking and loading facilities which accommodate peak demand appropriately and support active transport where appropriate.
- Waste management meets the standard of service for public facilities.

Schedule

Area of impact	Process to minimise impacts	Actions to resolve complaints
Operational hours – Multipurpose Community Centre The Multipurpose Community Centre will be open for public bookings and uses during these hours: Sunday to Thursday: 8am to 10pm Friday to Saturday: 8am to 12am	As per Council's Terms and Conditions for the Hire of Council's Community Halls, the Multipurpose Community Centre and Meeting Rooms are used to its full capacity in total available hours. Each booking includes time to allow users to clean up prior to departure. As such, the time for active use ends 1 hour prior to the end of the booking. The covered outdoor area is not to be used after from 6pm to 7am. All windows and doors to internal areas of the development is to remain closed from 10pm to 7am.	Operational hours should be adhered to. After-hours complaints can be directed to Council's afterhours contact number on 9707 9000.

Area of impact	Process to minimise impacts	Actions to resolve complaints
Types of Uses The Griffith Park Community Centre is a Council facility with multipurpose community rooms for hire services that benefits the local community. Refer below for potential user groups based on hirers of similar existing community facilities within the Local Government Area (LGA) User Groups Cultural association 39.50% Hobby 14.89% Seniors 10.08% Community association 8.24% Community health and wellbeing services 8.10% Youth 4.51% Disability 4.23% Unknown 4.18% Children 2.62% Theatre 1.78% Government organisation 1.53% Advocacy or political association 0.33% Grand Total 100.00%	 Bookings are to be approved as per Council's Terms and Conditions for the Hire of Council's Community Halls (Copy Attached). Council approval must be sought for any bookings. Approval will take into consideration the type of function and use of the facility as advised by the hirer at the time of the booking.	 Council's customer service centre can be contacted on 9707 9000 during business hours Monday to Friday 8am to 5pm. After-hours complaints can be directed to Council's after hours service on 9707 9000.

Area of impact	Process to minimise impacts	Actions to resolve complaints
Noise Noise from activities associated with the facility should not adversely impact the health and well-being of surrounding residents and developments. Any additional site specific information, such as how to open and close the facility or reminders around noise and closure of doors and windows, is again reiterated and provided in an instructions document.	Background amplified music is permitted in outdoor areas during daytime hours only unless Council approval has been obtained under the subsequent terms and conditions of hire. Again, approval may be granted on basis of suitability of use for the spaces, community merit or cultural benefits. Music and noise levels must be kept at acceptable levels, and they are restricted to the times below as per NSW legislation <i>Protection of the Environment Operations (Noise Control) Regulation 2008</i>, and Council's Terms and Conditions for the Hire of Council's Community Halls, Centres and Meeting Rooms (copy attached): Friday, Saturday or any day preceding a public holiday: 12am to 8am Any other day: 10pm to 8am Windows and doors of the space shall be kept closed after 10pm to minimise noise impacts.	Noise complaints can be referred to Council's Environmental Health and Compliance Unit on 9707 9000. After hours complaints can also be referred to Council's after hours service on 9707 9000.

Area of impact	Process to minimise impacts	Actions to resolve complaints
Capacity Multipurpose Community Centre with: • Large multipurpose hall with seating up to 200 people • Medium sized meeting room with seating up to 40 people Maximum capacity of the entire venue is limited to 240 people. No provision is made to accommodate staff on top of the allowable maximum capacity.	As per the Generic Plan of Management, spill over activities are allowed in the adjoining park if they fall under the list of permissible uses. But the use of the park does not automatically come with the hire of the Community Centre and any approved use will be subject to Council's Terms and Conditions of hire under Passive Park Hire Council approval must be sought for any bookings or activities which intend to use the park for spill over activities in addition to the hired indoor facilities. Approval will take into consideration the type of function and use of the facility as advised by the hirer at the time of the booking.	The capacity should be adhered to. In the event that the capacity is exceeded, Council's customer service centre can be contacted on 9707 9000 during business hours Monday to Friday 8am to 5pm. After-hours complaints can be directed to Council's afterhours service on 9707 9000 Council has the authority to shut down a function and close a facility if capacity has been exceeded and is a safety issue for the patrons.

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Car parking and loading facilities Car parking and loading facilities which accommodate peak demand appropriately and support active transport.	As per Council's Terms and Conditions for the Hire of Council's Community Halls, the Multipurpose Community Centre and Meeting Rooms, vehicles should not obstruct access to driveways or restrict parking in the street. There is a dedicated accessible space for users of the Centre. The Centre will utilise the new street parking and existing parking in the Brendon Ave Multi Storey Carpark. Hirer is to have one dedicated parking space for use and deliveries. All deliveries are to adhere to the facility's operational hours. No parking provision is made for staff (if any). But the facility is in close proximity to public transport bus routes.	Illegal street parking will be managed by Council's regulatory staff. Parking violations can be directed to Council's customer service centre on 9707 9000 during business hours Monday to Friday 8am to 5pm. After-hours complaints can be directed to Council's afterhours service on 9707 9000 for assistance.

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Waste management The Centre will provide dedicated waste storage facilities on the site within 10m of the car park for pickup as per Council policy. The waste storage is fully enclosed and lockage. Waste bins will be allowed as follows: Multipurpose Community Centre - 2 x 660L waste bins 2 x 660L recycle bins 2 x 140L food waste bins The hirer is responsible for disposing of waste into the waste storage area. Signage is available instructing the hirer how to recycle and dispose of waste. Council will manage collection of waste from waste storage area on a weekly basis. Council will review all bookings on a weekly basis to determine if additional bin collections are required due to the potential for additional waste to be generated that exceeds capacity.	As per Council's Terms and Conditions for the Hire of Council's Community Halls, the Multipurpose Community Centre and Meeting Rooms, all waste from functions must be removed from inside the venue and placed in respective bins located in the designated bin store area. No bulky waste or other waste to be left unattended around the venue. Council collect and return the bins directly from the designated bin store where external access to this area. Bin store must remain to be locked at all times for security purposes. Access keys/swipes are provided to hirers just prior to their booking date once a booking is confirmed. Appointments to collect keys/swipes will be scheduled for the day prior to the booking date. The keys/swipes are required to be returned to Council the first business day after their hire date.	The misuse of waste facilities or dumping can be reported to Council's customer service centre on 9707 9000 during business hours Monday to Friday 8am to 5pm.

Area of impact	Process to minimise impacts	Actions to resolve complaints
Community Safety		
Lighting	The external areas of the building will be adequacy lit to provide visibility in and around the building exterior, external courtyard and carpark.	The luminaire mounting heights and quality will be integrated into the building design to mitigate potential for vandalism and light pollution to neighbouring residential properties.
Safety	The user safety controls incorporated into the design of the Community Centre are as per Council's requirements.	These safety measures include: signage, security systems including door hardware, signage and safe paths of egress from the building.
Security	External openings facing onto the surrounding park and adjacent carpark have operable shutters allowing for the building to be shut down and secured outside of operational hrs.	The external courtyard and entry points to the building are secured by mesh safety fencing with lockable gates at entry points. Locking mechanisms to all doors and operable will be as per Council's requirements
Surveillance	The building has been designed with clear visibility enabling passive surveillance across the new facility and uninterrupted visibility from the building to the street, carpark and surrounding park.	