

ECO-TOURIST FACILITY - DRAFT PLAN OF MANAGEMENT

171 Fig Hill Lane, Dunmore



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1 Introduction

1.1 Purpose

1. This Plan of Management ('the Plan') has been prepared to accompany the proposed Development Application for an Eco Tourist Facility ('the Facility') located at 171 Fig Hill Lane, Dunmore. The Plan serves to establish performance/management criteria for various aspects of the Facility operations as well as the implementation of the proposed education programs and activities.
2. The operator is responsible for maintaining all the requirements set out in this plan.
3. All staff employed at the Eco Tourist Facility are to be familiar with the contents of the plan upon induction.
4. A copy of this Plan shall always be available on-site and produced for inspection, upon request by any / all appropriately authorised regulatory officers. Copies of the relevant development consents and Liquor Licence shall be kept on-site with this Plan and produced upon a request.

1.2 Scope of the Report

5. The scope of this report is to identify a Plan of Management for the Facility. The key areas of the Plan will include:
 - The nature of the different components within the Facility and their hours of operation.
 - Maximum occupancy requirements for each component of the Facility.
 - Operation of the guided environmental and cultural tours offered at the Facility.
 - Staffing arrangements including the number of staff to be employed.
 - Minimisation of the impact of noise between the different components of the Facility and to surrounding areas.
 - Waste minimisation, recycling, storage and collection procedures.
 - Deliveries' procedures and hours.
 - The maintenance and cleanliness of the facility.
 - On-site security.
 - Standard procedures for restaurant/bar operations*, including:
 - o Door policy and dress codes
 - o Signage
 - o Responsible serving of alcohol
 - o Incident register and complaints
 - o Security procedures
 - o Hold up procedure and policy
 - o CCTV / Surveillance

- Evacuation and Emergency Management Plan

*The procedure for the operation of the restaurant/bar of the Facility has been prepared having regard to the relevant matters under the Environmental Planning and Assessment Act 1979 and the Liquor Act 2007 and any relevant Regulation under that legislation.

- This report also encompasses a Walking Track Management and Maintenance Plan (Appendix A) which provides information on the management and maintenance requirements of the proposed walking tracks to the high biodiversity areas of the site, the operational requirements as well as details on the protection of the natural environment surrounding the walking track including native vegetation and other significant environmental features.

1.3 Development Details

- The Facility includes the following components:

Use	Number / Dimension	Maximum Occupancy	Staffing	Premises Hours of Operations
Lodging				
	Reception and lobby lounge. 33 Suites	66	10	24 hours per day, 7 days per week
Restaurant / Bar				
	All Day Dining Restaurant 310 m ² / 13 Tables	50	5	7.00 am till 10.00 pm, 7 days per week
Swimming pool and Sun-deck				
	Pool and gym facilities 330 m ²	20	0	8.00 am till 8.00 pm, 7 days per week
Day Spa				
	Refer to Swimming Pool 332 m ²	20	0	8.00 am till 8.00 pm, 7 days per week

- The proposal is illustrated in the drawings set by Nordon Jago Architects (dated 20 September 2020).

2 Plan of Management

2.1 Facility and Neighbourhood Amenity

9. At all times, the Operator of the Facility shall consider the amenity of its guests, neighbours and where possible shall take measures to ensure that there is no adverse impact on the Facility and surrounding area.
10. The Facility shall be conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by the emission of noise, vibration, smell, fumes, vapour, steam, smoke, soot, ash, dust, wastewater, waste products, grit, oil, or otherwise.

2.2 Operational Noise

11. The premises will be operated in accordance with noise conditions imposed by local authority as part of any development approval as well as any requirements of the relevant licensing authority. All sound emissions and noise management practices will comply with Council's requirements, the Protection of the Environment (Operations) Act 1997 and NSW Office of Liquor and Gaming.
12. Key management initiatives to minimise the impact of noise as part of this PoM during trading include:
 - Patrons are to be encouraged to enter and leave the premises in a quiet and orderly manner and to consider other guests and neighbours when leaving the premises during evening trade periods.
 - Staff will regularly patrol the area within the Facility to ensure that no excessive noise is created.
 - Noise limiting applications on external sound systems and equipment.
 - Signage requesting patrons to respect the quiet enjoyment of the Facility and the neighbourhood shall be displayed at appropriate locations within the complex.
 - Background music only will be permitted in the sun deck and swimming pool area between 9.00 am and 10.00 pm, daily.
 - At any point in time, a maximum of 20 persons will be allowed on the sun deck and swimming pool area.

2.3 Waste Management

13. Waste storage requirements and management practices for the waste storage area shall be in accordance with the approved Waste Management Plan.
14. The Operator of the Facility is responsible for overseeing the waste management systems. The staff shall be trained and informed about their responsibility to work closely with the waste collection provider regarding the schedule for collection and presentation of bins.

15. Recyclables and general waste shall be collected and stored in colour coded bins to ensure waste streams are not inadvertently mixed. All waste storage areas and bins will be provided with clear labels and directions for use in order to maximise appropriate separation of waste streams and enhance environmental outcomes.
16. The Operator of the Facility is responsible for maintaining the bin store in a clean and tidy condition at all times and ensuring bins are washed regularly.
17. Staff from the restaurant/bar shall manually transfer waste and recyclables to the waste store in wheeled bins or trolleys.
18. Waste collection frequency from the waste room shall be in accordance with the Waste Management Plan approved by Council.
19. The time of removal of recycled bottles and glasses shall be managed to minimise noise disruption to the surrounding area.

2.4 Deliveries

20. Deliveries and waste collection will be to the loading dock via the service vehicle entry road.
21. The Operator of the Facility shall use his or her best endeavours to ensure that deliveries to the Facility are made after 7.00 am and before 5.00 pm on weekdays or Saturdays. No deliveries shall be made on Sundays, other than fresh produce supplies (for example milk, bread, seafood, etc.).

2.5 Cleaning

22. The Operator of the Facility shall ensure as far as practicable that the premises are kept in a clean and tidy condition both internally and externally.
23. The Operator of the Facility is responsible for the cleaning and maintenance of the Facility. A mix of in-house housekeeping, maintenance staff and external contractors will undertake the various daily cleaning and maintenance responsibilities. Housekeeping and cleaning include general and specific duties and tasks to maintain cleanliness and aesthetic upkeep of rooms, public areas including shared zones and back of house areas under the control of the Operator of the Facility
24. Maintenance services shall include the technical and administrative actions required for general, preventative, corrective and emergency maintenance for the facilities under management of the Operator of the Facility.
25. A Facility Manager will manage the maintenance team including management of critical equipment required to clean and maintain the various areas of the Eco Tourist Facility.

2.6 Signage

26. All mandatory and statutory signage shall be displayed internally and at required entrances and kept up to date.
27. Signage in compliance with the Liquor Act 2007, including but not limited to signage required for

responsible service of alcohol shall be displayed at appropriate locations within the Facility.

28. A clearly visible signs are to be erected at each entry/exit point to the Facility indicating that patrons should leave in a quiet and orderly manner with due respect to the quiet and good order of the neighbourhood.
29. Signage will be displayed on the outdoor terrace requesting guests to avoid the creation of unnecessary noise.

2.7 First Aid Staff Training

30. The Operator of the Facility will undertake first aid training of staff in order to respond to a medical incident on the premise.

2.8 OH&S

31. The Operator of the Facility shall ensure that the Occupational Health and Safety standards are implemented for all uses. Each use will operate in accordance with the relevant legislation and local standards, adopting strict management practices in all uses.

2.9 Complaints

32. Any complaints received shall be referred to the Operator of the Facility. The Operator of the Facility is designated to handle all complaints. The Operator of the Facility will be available for guests of the Facility, visitors and local residents to contact immediately regarding noise or other issues.
33. Should a complaint be received from an adjacent property then the matter is to be referred to the Operator of the Facility. If they are unable to attend to the issue then a time is to be arranged as to when the call will be returned. The complaint is to be dealt with in a sensitive and respectful manner, and the Operator of the Facility to inform the resident of the most effective way to deal with the complaint. The Operator of the Facility is to be proactive in asking guests, visitors and residents if solutions can be met.
34. When it is considered necessary for follow up procedures, guests, visitors and local residents are to be contacted to ascertain whether the solution to the complaint has been successful. If it is deemed that the complaint's solution has not been successful, then the Operator of the Facility is to seek an alternative solution.

2.10 Incident Book

35. The Operator of the Facility shall maintain and record in the Incident Book, in addition to any matters noted elsewhere in this Plan of Management, the following:
 - (a) Any complaints made directly to the management or staff of the Facility about the operation of the Facility or the behaviour of its guests, visitors, and

- (b) Any visits by any law enforcement personnel noting their agencies, departments, badge numbers, reasons for the visits and results of the visits.
36. The Operator of the Facility shall make the Incident Book available for inspection by the Council's officers or the Police at all reasonable times and provide a copy within seven (7) days of receipt of a written request to do so.
37. Complaints in the incident register shall include the following:
- (a) Complaint time and date;
 - (b) Name, contact and address details of person(s) making the complaint;
 - (c) Nature of the complaint;
 - (d) Name of Staff on duty; and
 - (e) Action to be taken by premises to resolve the complaint.

2.11 Behaviour of Clients

38. The Operator of the Facility and staff shall take all reasonable steps to control the behaviour of the guests and visitors of the Facility as they enter, whilst present at, and when leaving. To this effect this, the Operator of the Facility shall:
- (a) erect signs at the exits to the restaurant/bar area requesting clients to leave quietly; and
39. All staff members (including security contractors) will be made aware of their right to refuse to admit or turn out from the Facility any person:
- (a) Who is intoxicated, violent, quarrelsome or disorderly;
 - (b) Whose presence renders the licensee liable to a penalty under the Liquor Act;
 - (c) Who smokes on any part of the licensed premises;
 - (d) Who has in their possession any prohibited plant or prohibited drug.
40. Any person refused admission or turned out of the Facility, must leave the Facility's premises. Failure to leave the Facility on request is an offence by the customer pursuant to Section 77 the Liquor Act. Further, a reasonable degree of force as may be necessary may be used in the removal of the person from the Facility.
41. The Operator of the Facility and staff shall ensure guests using the swimming pool area and sun deck and the suites' terraces do not cause any undue disturbance to the quiet and good order of the Facility.

2.12 Responsible Service of Alcohol

42. The Licence granted in respect of the premises shall be exercised at all times in accordance with the provisions of the Liquor Act 2007.
43. The following operational policies for the responsible service of alcohol shall apply with the

“Liquor Promotion Guidelines”:

- (a) The Licensee will maintain a register containing copies of the certificates showing the satisfactory completion of the Responsible Service of Alcohol course undertaken by the licensee and all staff required to complete that course. That register shall be made available for inspection on request by a NSW Police officer or an Inspector from Liquor & Gaming NSW.
 - (b) The Licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor.
 - (c) The Licensee shall not sell or serve alcohol to any person who is intoxicated.
 - (d) Any person who is intoxicated shall be denied entry to the premises.
 - (e) The Licensee will not permit intoxication or any indecent, violent or quarrelsome conduct by patrons on the premises. Any person causing such a disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the Licensee.
 - (f) No person under the age of 18 years shall be admitted to the premises except within an authorised area and whilst in the company of a responsible adult. Production of photographic identification will be required where age is an issue. The only acceptable proof of age identification shall be:
 - Photo driver’s licence;
 - Current passport;
 - NSW Photo Card issued under the Photo Card Act 2005;
 - Proof of Age Card issued by a Public Authority of the Commonwealth or another State or Territory;
 - Any other class of document prescribed by the Liquor Regulation from time to time.
44. The Licensee and all staff involved in the sale, supply and service of liquor are to carry the relevant competency cards issued by Liquor and Gaming NSW and make them available on request.
45. Food must be available whenever liquor is consumed on the licensed premises.
46. In respect of all approvals to sell liquor at a function to be held on premises other than the licensed premises to which the license relates the following additional conditions are imposed:
- (a) All liquor supplied at the function must be opened by staff.
 - (b) The Licensee or a Duty Manager who has completed the approved responsible service of alcohol course must be in attendance for the duration of the function to supervise the sale and supply of liquor.
47. The Operator of the Facility will arrange for taxis to collect any patron from the Facility upon receipt of a request from the patron to do so.

48. The Operator of the Facility will promote the service of non-alcoholic beverages and food.
49. The licensee or their representative will become a member of the Local Area Accord. The licensee (or their representative) will participate in the meeting conducted by the Accord.

2.13 Closed Circuit Television

50. CCTV surveillance cameras shall be strategically installed, operated and maintained throughout the premises with particular coverage to:
 - (a) All principal entrance/s and exits;
 - (b) All areas within the premises occupied by the public (excluding toilets);
51. Suitable and clearly visible signage shall be displayed at the principal entries to the premises (in lettering not less than 50mm high) with words "Closed Circuit Television in use on these premises". The same signage is to be displayed in a prominent position on each respective level of the premises.
52. CCTV recording equipment discs and or hard drive recordings shall be retained for 30 days before being re-used, destroyed or deleted. Time and date shall be auto recorded on the disc or hard drive. Discs or hard drives must be handed to Council, Police or special inspectors upon request. Recordings onto disc or hard drive must include the premise's CCTV software.
53. All video equipment and cameras are to be of high-grade digital quality so as to facilitate identification and adjudication of patrons, offenders and incidents occurring within the subject premise.
54. CCTV recording equipment shall be able to be reproduced to a CD or hard drive copy of recorded footage within 24 hours of a written request from Council, Police Officers or Inspectors from Liquor & Gaming NSW.
55. All CCTV recording devices and cameras shall be checked daily to ensure the equipment is operating correctly. The Owner/Licensee shall record this daily activity in the premises incident register or a book that meets the standards by Police and Council.
56. All CCTV recording devices and cameras shall be operated during all trading hours and (30) thirty minutes after closure of the premise.
57. The CCTV recording device shall be secured within the premises and only be accessible to senior management personnel so as to maintain the integrity of the recorded footage.

2.14 Crime Scene Standard Operating Procedures

58. Immediately after the Licensee or Duty Manager becomes aware of an incident involving an act of violence causing injury to a person on the premises, that person must undertake the following actions:
 - (a) IMMEDIATELY contact the Commander (or their representative) at the Lake Illawarra Police District PH: 02 42325599.
 - (b) Determine the size of the scene.

- (c) Remove all persons from within that scene detaining offenders where appropriate, request witnesses remain within the licensed premises until police arrival if not record witnesses' particulars where practical.
- (d) Leave items (weapons, broken glass, blood, etc) within scenes in situ.
- (e) DO NOT under any circumstances clean up or interfere with crime scenes. Interfering with evidence may constitute an offence, leaving the licensee liable to prosecution and/or result in the closure of the premises.
- (f) Continue to guard and prevent persons from entering the crime scene.
- (g) Record all information into incident registers ensuring names, security no., specific tasks and/or the involvement of each person are recorded.
- (h) Provide all records in incident registers to Police.
- (i) If any person is injured as the result of a criminal act within the premises and/or an ambulance is summoned to the premises, police must be notified within thirty (30) minutes of the injury occurring, or the ambulance being summoned.

2.15 Hold Up procedure / policy

59. Staff will be provided with training with regard to the holdup procedure and policy. The primary philosophy is as follows;

- (a) activate alarm devices as soon as possible.
- (b) try to remain calm and assess the situation.
- (c) unless otherwise ordered, "continually observe the offender making a mental note of their appearance".
- (d) pay particular attention to scars, tattoos, firearm or weapon, plus any unusual or prominent features.
- (e) note his / her conversations including any indecent language, accent, nicknames or speech peculiarities.
- (f) look to see if a motor vehicle is being used and note any occupants.
- (g) obey the instructions of the offender, do not be over co-operative.
- (h) Move slowly. Only do this with safety. Advise of any sudden movements you have to make.
- (i) do not put up a fight.
- (j) Do not discuss the incident with anyone other than police or senior management; and observe the direction taken after the offender leaves the premises.

2.16 Evacuation / Emergency Management Plan

60. In the event of any malfunctioning of any essential service or the CCTV system, the Operator of

the Facility shall ensure that it is rectified as quickly as is reasonably possible.

61. Lists of the telephone numbers of all relevant emergency agencies shall be kept near all telephones.
62. All staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises.

2.17 Guided Tours

63. Bush-walking trails shall provide access to the high biodiversity areas of the Eco Tourist Facility. Points of interest are to be highlighted along the walking tracks to explain the environmental and cultural values of the property and immediate surrounds, including details about the existing flora and fauna and the historic background of the local area.
64. Guided tours to the conservation areas of the Eco Tourist Facility shall be made available to the guests, as needed.
65. Guided tours shall be conducted twice a week for external groups of up to 20 people. Visitors to arrive by minibus and then coordinated through the reception of the Eco Tourist Facility.
66. The guided tours shall be promoted through the local schools, community networks and the local Council.
67. The Operator of the Facility should employ indigenous guides as tour leaders, as a preference.
68. Walking track to be sign posted in order to prevent people wandering off into the environmentally sensitive areas such as mangroves and saltmarsh areas.
69. The walking track shall include display boards containing information concerning the unique ecological values of the land.

2.18 Amendment to this plan

70. If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the premises, that modification may be made to the plan subject to the agreement of the Council.
71. If amendment to this plan is only required to maintain compliance with statutory regulations, it may be made without Council agreement. Council is to be provided with a new copy of the plan immediately.

APPENDIX A

Draft Walking Track Management and Maintenance Plan

A.1.1. Purpose

A walking track has been included, as part of a proposed Eco Tourist Facility ('the Facility'), to provide guests of the Facility and other visitors the opportunity to experience the unique environmental features that the subject property has to offer. The purpose of this draft Walking Track and Management and Maintenance Plan is to provide guidance and details on how the walking track will be managed for a range of visitor experiences, as part of the Eco Tourist Facility. This plan provides information on the management and maintenance requirements of the walking track, the operational requirements, as well as details on the protection of the natural environment surrounding the walking track including native vegetation and other significant environmental features.

A.1.2. Management and Maintenance Requirements

A.i. Administration and Oversight

The Operator of the Facility has the ultimate responsibility for the management and maintenance of the walking track. Responsibilities include:

- Maintain the walking track to the desired standard;
- Make available up to date information about conditions along the track;
- Install agreed signs to a consistent standard; and
- Ensure markers and signs are sufficiently maintained or replaced if necessary.

A.ii. Approved Route

The approved route of the walking track follows an existing road and is shown in **Figure 1**. The walking track will be signed and branded with markers (see Signage and Marking).

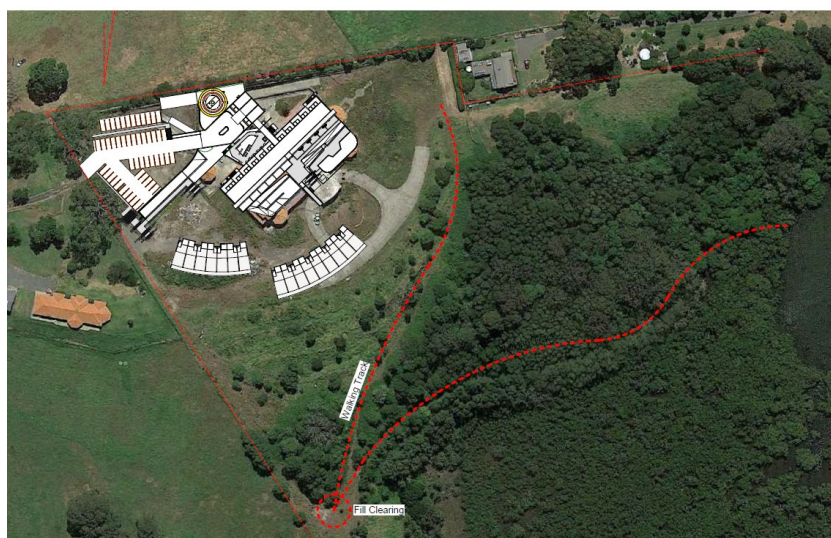


Figure 1 – Walking Tracks

A.iii. Track Standard

The walking track comprises a pre-existing unsealed vehicular road, that is suitable for pedestrian use in its current condition. During the life of the operational phase of the Eco Tourist Facility, the walking track will be subject to ongoing management and maintenance to ensure the track keeps a desired standard, as per current conditions, where it is safe to be utilised by pedestrians. The management and maintenance will include:

- Daily inspections of the walking track, including signage and markings, to monitor any signs of erosion or other safety issues; and
- Ongoing weed control, utilising best practice weed control methods outlined in Cumberland Ecology's Vegetation Management Plan prepared for the project.

A.iv. Signage and Marking

Signs and markers will be installed along the walking track as required. The signs and markers will be comprised of the following:

- Key access sign at the entry of the track, to provide an overview of the walking track and to raise awareness of any restrictions associated with the walking track;
- No entry signs, to deter visitors from wandering off the track into native vegetation and other significant environmental areas such as the mangroves and saltmarsh areas;
- 'Do not' signs, to deter visitors from walking off tracks, feeding animals, litter etc;
- Educational display boards, highlighting the environmental and cultural values of the subject property and immediate surrounds, including details about the existing flora and fauna and the historic background of the local area;
- Directional markers, designed to confirm the walker's direction of travel at intersections and branding the track along its route.

A.1.3. Operational Requirements

A.i. Management Responsibilities

The Operator of the Facility has the ultimate responsibility for the operational requirements of the walking track. Responsibilities include:

- Oversee the operation of the walking track;
- Organise bookings of tours;
- Provide information to guests of the Eco Tourist Facility and tours in relation to requirements and restriction of the walking track;
- Organise promotion of tours of the walking track;
- Make available up to date information about conditions along the track; and
- Ensure the minimal impact code is followed.

A.ii. Tours and Visitors

The following applies to the availability of the walking track for tours and visitors:

- Available to guests of the Facility as needed; and
- Available to external groups twice a week, for groups up to 20 visitors. External groups to arrive by minibus coordinated through the Eco Tourist Facility reception.

A.iii. Promotion and Community Education

Tours of the walking track are to be promoted through local schools, community networks and Shellharbour City Council. The promotion of the tours will highlight the educational component of the walking track, which includes displays of information boards that will be erected at selected locations along the walking track. The information boards will provide educational information in relation to the environmental and cultural values of the subject property and immediate surrounds, including details about the existing flora and fauna and the historic background of the area. The Eco Tourist Facility will also aim to employ indigenous guides as tour leaders as a preference.

A.iv. Minimal Impact Code

A minimal impact code will be enforced as part of the operation of the walking track and will include practices to minimise detrimental impacts on the natural environment surrounding the walking track. The minimal impact code will be developed prior to opening of the access track and will be updated as required throughout the operational phase of the Facility.

The management team of the Eco Tourist Facility will promote the minimal impact code through:

- Key access sign at the entry of the track (see Signage and Marking); and
- At reception on check in for guest and upon arrival of tour groups.

A.1.4. Protection of Natural Environment

To minimise ecological impacts, the location for the walking track will make use of pre-existing tracks within the subject property.

A combination of implementation of a minimal impact code and installation of appropriate signage and marking will be used to deter visitors and tour groups from wandering off the walking track into the surrounding bushland, to minimise impacts on native vegetation and other environmentally sensitive areas such as mangroves and saltmarsh.

The natural environment surrounding the track will also be actively managed and protected under a Vegetation Management Plan (northern section) and a Biodiversity Stewardship Agreement (southern section).