



GYDE

Plan of Management

2 Colo Street, Mittagong

Submitted to Wingecarribee Shire Council
on behalf of Maltings Holdings Pty Ltd

29 February 2024

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Acknowledgment of Country

Gyde Consulting acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples past, present, Traditional Custodians and Elders of this nation and the cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people. We recognise the deep and ongoing connections to Country – the land, water and sky – and the memories, knowledge and diverse values of past and contemporary Aboriginal and Torres Strait communities.

Gyde is committed to learning from Aboriginal and Torres Strait Islander people in the work we do across the country.



Towards Harmony by Aboriginal Artist Adam Laws

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Disclaimer

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1. Introduction

This Plan of Management (PoM) has been prepared for “The Maltings”, 2 Colo Street, Mittagong (the site) by Gyde Consulting (Gyde) to accompany the development application (DA) and section 4.56 modification application (MOD) to Wingecarribee Shire Council (WSC). The site will provide a range of multi-purpose spaces suitable for cultural uses, such as art, exhibitions, functions, recreation activities and performances, as well as a hotel with associated ancillary uses such as bar and restaurant, pool and additional multi-purpose spaces.

Background

On 13 May 2022, development consent (DA20/1400) was granted by the NSW Land and Environment Court for a staged development application (DA) for the site.

The approved proposal consists of a development concept for adaptive re-use of the site, and a detailed design for alterations and additions to the former malthouses (M1, M2, Southern Sheds and M3), redevelopment of Maltster's Cottage and construction of a new Northern Shed to accommodate a range of uses in multi-purpose spaces for art, exhibitions, functions, recreation activities and performances, as well as construction of a new hotel with ancillary uses (M4). The detailed design scheme encompasses site works, including rehabilitation of the riparian corridor along Nattai River. The approved proposal also includes a development concept for potential residential and/or visitor accommodation (M5/M6).

Current proposals

The proponent is seeking to amend the existing development consent (DA20/1400) for adaptive re-use of the site via two separate but related applications that are prepared concurrently:

- The DA seeks consent to alter the design of the alterations, additions and adaptive re-use of Maltings M3, and amendment to the façades and interiors of the M4 hotel.
- The MOD seeks consent to revise the design of the alterations, additions and adaptive re-use of Maltings M1, M2 and the Southern Sheds; and the design of the new Northern Shed and the redevelopment of Maltster's Cottage.

The current applications are a result of additional structural investigations that provide a better understanding of the conditions of the structures and materials of the existing buildings and the design development process.

This Plan of Management will be adopted and implemented by the future Operator of the Maltings at the appropriate time and in accordance with any requirements of the Liquor Act 2007 imposed by the NSW Independent Liquor and Gaming Authority.

2. Plan of Management Objectives

The purpose of this PoM is to provide a framework for the management and operations of the proposed premises that facilitates and maintains a satisfactory level of amenity and safety, consistent with community standards. The objectives of the PoM are:

- To ensure management policies and procedures support the successful operation of the Maltings as a responsible and responsive member of the Wingecarribee community
- To outline how the Maltings will be managed and maintained in a manner that provides for a high standard of quality for all visitors including hotel guests
- To ensure all servicing of the Maltings is carried out in a coordinated, safe and managed manner, with minimal disruption to the surrounding area and residents
- To ensure Maltings visitors and hotel guests are served in a responsible, friendly and professional manner by trained staff

- To ensure all employees receive training on their responsibilities and have a sound understanding of management procedures adopted by the Operator.
- To ensure the safety of all Maltings visitors, hotel guests and staff by creating an environment that is safe and non-threatening to staff
- To ensure that vehicle access, traffic generation and parking associated with the Maltings has a minimal impact on the local road network and its residents
- To minimise the impacts of the operation of the Maltings on visitors, hotel guests and the community, and to respond to concerns and incidents promptly and professionally.

3. The Proposal

3.1 Project and site description

The site is known as and is forthwith described as the 'Maltings'. The Maltings is heritage listed and is an important site for the Mittagong area. The site will be subject to rehabilitation and remedial works in order to render the site appropriate for use. The works support various uses which will include multi-purpose spaces suitable for cultural uses, such as art, exhibitions, functions, recreation activities and performances, as well as a hotel with associated ancillary uses such as bar and restaurant, pool and additional multi-purpose spaces.

The subject site is described as Lot 21 in DP 1029384, 2 Colo Street, Mittagong, and is commonly known as "The Maltings".

The site is irregular in shape and has a land area of 66,626m² (approximately 6.6ha).

The dimensions of the site are shown on the Survey Plan and are summarised as follows:

Table 1 Site dimensions of both allotments

Boundary	Frontage	Dimension (m)
North-eastern	Shared boundary with properties fronting Southey Street	164.86m
South-eastern	Southey Street	159.125m
Southern	Shared boundary with properties fronting Colo Street	311.96m
North-western	Great Southern Railway	612.40m

The site is dissected by Nattai River and the riparian zone is generally in a degraded condition, with banks that are highly eroded, lack native trees and shrubs, and intruded by exotic woody and herbaceous weeds. The land has a moderate slope from the east towards the river bank with a relatively flat area in the south-western portion. It contains both remnant native and exotic vegetation, weeds and cleared areas. Established tree planting is primarily found on the edges of the site and along Nattai River.

A number of buildings in various states of deterioration and disrepair are located on the site. They comprise the former malthouses ("Malthouses M1, M2 and M3") on both the eastern and western sides of the river; the ruins of the former company cottage ("Maltster's Cottage"); the remains of former barley stores, engine room, battery room and other ancillary buildings; bitumen surfaces and bridges over Nattai River.

Access to the site is provided from Colo Street, Southey Street and Ferguson Crescent.

A threatened ecological community, being Southern Highlands Shale Woodland (SHSW), is identified within the south-western part of the site that is subject to statutory protection. The southern half of the site is identified as bushfire prone land. A significant portion of the site is flood prone land and is subject to Council's flood related development controls.



Plan 1 **Aerial view of the subject site (outlined in red) and the surrounding built environment (source: data source from the NSW Planning Portal)**

The Maltings is listed as a local heritage item and within The Maltings Conservation Area under the Wingecarribee Local Environmental Plan (LEP) 2010. It is identified as a major turn of the century industrial complex associated with the growth and centralisation of the brewing trade in NSW.

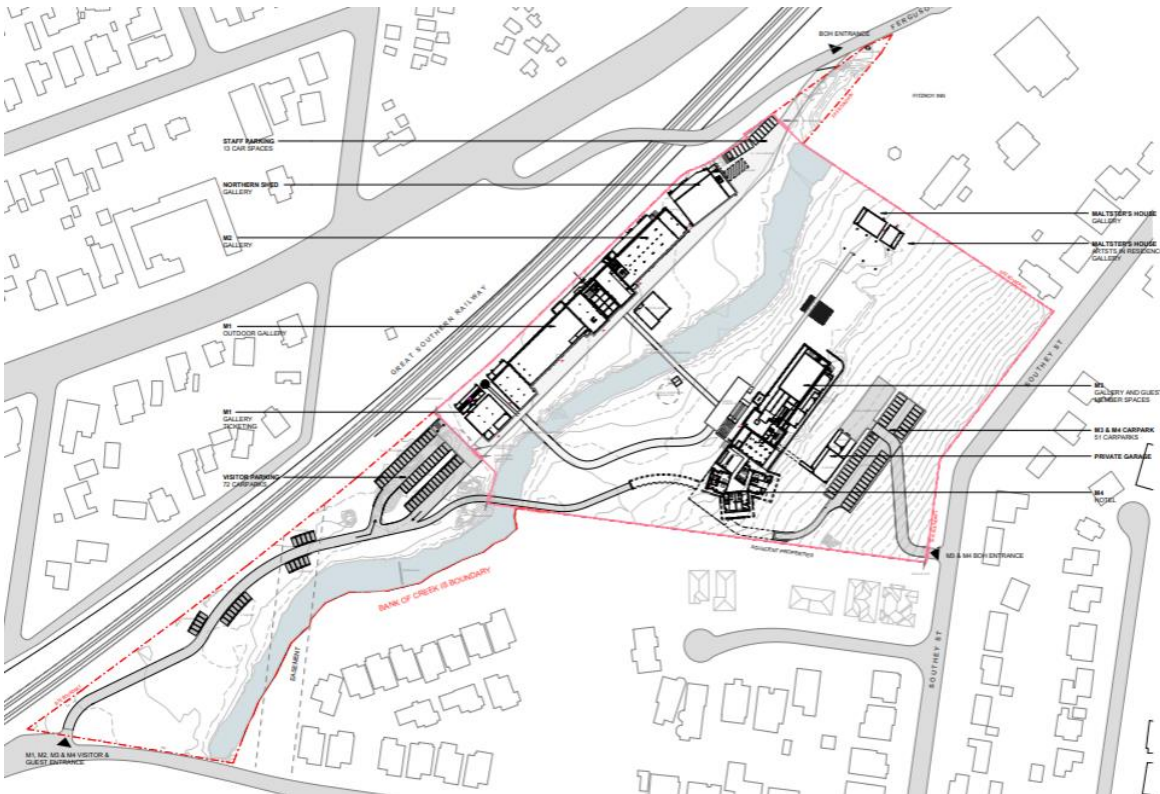


Figure 1 **Development site plan (Source: Snohetta)**

4. Hours of Operation

- 4.1 M1 and M2 will operate between 8am and midnight from Sunday to Thursday. On Fridays and Saturdays, the premises will operate from 8am until 1am (the following morning). In addition, up to 10 times in any 12-month period, the premises will operate until 2am (the following morning) including on New Year's Eve.
- 4.2 The Operator will ensure that operations do not contravene the approved operating hours.
- 4.3 M3 and M4 will operate as a 24-hour hotel accommodation premises. All external terrace and pool operations is to cease by 12am every day.

5. Operational Procedures

- 5.1 The Maltings is operated by 'The Operator' (and / or manager) and supporting staff in accordance with the requirements and standards set out in this PoM.
- 5.2 The Operator will always ensure that alcohol is served responsibly and in accordance with the Liquor Act 2007 (the Act), the Liquor Regulation 2008 (the Regulation), the Operator's Liquor Licence and the Conditions attaching to that Licence, and this Plan.
- 5.3 The Operator will ensure that all staff involved in the sale, service and supply of liquor hold a valid Responsible Service of Alcohol (RSA) Competency Card or Certificate (as the case may be).
- 5.4 The Operator will ensure that copies of the RSA Competency Card and/or Certificate for the Operator and all staff members engaged in the sale, supply or service of alcohol are kept at the Maltings and are available for inspection on request by a Police Officer or an Inspector of Liquor and Gaming NSW in addition to a register maintained at the Maltings of the existing RSA certificates, competency cards or interim RSA certificates of each such staff member.
- 5.5 The Operator will develop a House Policy to ensure the successful achievement of the Operational Procedures through measures including:
- ensuring adequate training of staff to comply with the responsible service of alcohol.
 - ensuring adequate training of staff on managing at risk behaviour and implementing harm minimisation techniques.
 - ensuring low alcohol and non-alcoholic beverages are available for patrons.
 - adopting responsible promotion of liquor products in accordance with NSW Liquor Industry's Code of Practice.

- 5.6 The Operator will ensure the Maltings is staffed during the entirety of the operating hours and be responsible for the meeting and greeting of customers, the service of food and beverages, handling of payments and receiving reservations over the phone.
- 5.7 The Operator will ensure that all staff are inducted. The induction process must include the study of the PoM and that all staff uphold the requirements set out in this PoM.
- 5.8 The Operator will endeavour to establish communication with local police and Wingecarribee Shire Council to ensure accountability and compliance with this PoM.
- 5.9 The use of the Maltings shall be carried out in such a manner so as not to interfere with, nor materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, and oil.
- 5.10 The Operator will ensure the Maltings is regularly checked to ensure fire safety including that all required exits and egress paths are clear and free of locks and obstructions.
- 5.11 The Operator will undertake a review process to ensure the continuous improvement of Operational Procedures outlined in this PoM.

6. Security

- 6.1 The Operator will keep the Maltings safe and secure at all times.
- 6.2 The Operator agrees the safety of patrons, staff and general public will be the priority in the management of the Maltings.
- 6.3 To prevent concealment and shadowing, and improve safety, external lighting will be provided around the Maltings site, including building entries to enable clear vision and wayfinding.
- 6.4 CCTV will monitor the Maltings in strategic locations including, but not limited to, entry points, hotel lobbies, gallery spaces, loading dock, common areas and grounds.
- 6.5 CCTV will operate 24 hours a day. Recorded data should be retained for a period of 1 month (unless otherwise instructed by a relevant authority within reason). Upon request, all recordings will be made available to local police and Wingecarribee Shire Council.
- 6.6 The Operator will ensure that CCTV coverage is operated with due regard to the privacy and civil liberties of all persons within the development and in strict accordance with the Privacy and Personal/Information Protection Act 1998.
- 6.7 The upkeep of data, infrastructure and enquiry handling of the CCTV shall be managed by the Operator.
- 6.8 The Operator will ensure all staff will be trained in relevant security measures. Staff initiation and ongoing training days will be held on a regular basis to reinforce safety and security procedures for each of the businesses.
- 6.9 The Operator will ensure that training will include measures that articulate that in the event of a robbery, theft or anti-social behaviour, staff acts in a manner to best protect themselves and the guests
- 6.10 The Operator will encourage staff to provide passive surveillance of all areas of the Maltings and report any suspicious activity or persons in and around the area to Management and / or Local Police.

- 6.11 The Operator will continue to instruct staff to patrol, at regular intervals, the Maltings for anti-social behaviour.
- 6.12 The Operator is to undertake a risk assessment analysis on a continual basis to determine the need for security personnel at the Maltings.
- 6.13 The Maltings will be illuminated at night when the venue is closed.
- 6.14 After events staff must undertake a walk of the site to ensure all patrons who are not staying in the hotel accommodation are advised to leave the Maltings.
- 6.15 Access will be restricted particularly in relation to nominated 'secure areas' such as back of house areas. This will be achieved by the installation of security hardware (locks, etc.).

7. Public Liability

- 7.1 In the event a patron is injured at the Maltings, their safety shall be made a priority. An appropriate response to the event shall be assisted by the Operator and / or staff.
- 7.2 An accurate record of any injury shall be made as soon as practicable. It is the responsibility of the Operator to complete an incident report for any injury to a patron. The incident report shall include the injury, how it occurred, the people involved and any additional information or statements.
- 7.3 The injury event shall be assessed by the management and consultation with authorities (if applicable) shall take place and a course of action be devised to prevent or remove the cause of the injury,
- 7.4 For public safety the Maltings must comply with all relevant clauses in the Liquor Act 2007 No 90. Failure to comply with the act is negligent and risk the public safety.

8. Patron Management

- 8.1 The Operator shall, through the implementation of this PoM, take all reasonable measures to ensure the behaviour of staff and patrons do not adversely affect the amenity of the neighbourhood and that adequate controls and policies are in place to monitor customer behaviour across the entire licensed area of the Maltings when it is trading.
- 8.2 The Operator will adopt a zero tolerance policy to anti-social behaviour.
- 8.3 It shall be the policy of the Operator to comply with all laws regarding the service and consumption of alcohol at the Maltings. The law holds the server and the manager on duty responsible for serving alcohol to intoxicated persons and minors. The Operator and staff are responsible for adhering to all policies on alcoholic beverage service. It would be Operator's responsibility to educate staff to help ensure the safety of customers.
- 8.4 The Operator is responsible for crowd management. If a large group arrives at the Maltings without a booking, they would be required to provide a contact detail and asked to vacate the site until sufficient space arises. This would be monitored by staff throughout operating hours and, should the Maltings be full, patrons would be turned away and asked to return at an appropriate time, when space is available.
- 8.5 The Operator must insist on high standards of competence and conduct from staff. The Operator must monitor the performance of staff closely to ensure a professional and ethical standard is maintained.

- 8.6 The Operator must make staff aware of the Operator's established standards, specific values and venue management plans and procedures. It is necessary they complete a venue induction before commencing duty. Specific roles, standards and duties must be defined and frequently communicated to all staff, particularly if there is a regular turnover of staff in these roles.
- 8.7 The Operator will ensure the business operates within the confines of the tenancy. The movement of patrons will be monitored entering and exiting the Maltings to prevent loitering. Crowding outside the Maltings is not permitted.
- 8.8 The Operator will assist to direct patrons leaving the Maltings to the nearest transport options. Contact phone numbers for local Taxi services will be displayed close to entrances and exists.
- 8.9 The Operator will ensure signage is displayed at key points (as identified in the Signage Strategy) advising patrons to leave the Maltings quickly and quietly and have regard for the neighbours.
- 8.10 The Operator must maintain a constant presence after trade by assisting with patron exit and disbursement using plans put in place by the Operator.
- 8.11 The Operator will establish sufficient measures to ensure staff interaction with patrons is closely monitored.
- 8.12 The Operator will record any incidents in the Incident Register, details of witnesses will be recorded, and CCTV footage will be stored.

9. Accommodation Management

- 9.1 The Operator will ensure the maximum number of occupants is not exceeded.
- 9.2 All guest bookings and check in/out services will be carried out in the reception area and will be tracked by a property management software system used to monitor and regulate hotel bookings.
- 9.3 Guest rooms will be secured by electrical key cards restricting and controlling access for hotel guests and staff.
- 9.4 Access to the hotel rooms and the upper level amenities will only be available via secured electronic key cards.
- 9.5 The Operator will provide individual, secure, lockable storage facilities within each hotel room to allow guests to individually store key travel items within the room.
- 9.6 The Operator will provide secure baggage store area will be provided near the hotel reception.
- 9.7 The maximum permitted length of stay for the hotel rooms is three (3) months.

10. Gallery Management

- 10.1 The Operator will manage its collection in a manner that balances the long-term preservation and integrity of individual works and the collection.
- 10.2 The Operator will ensure the collection and works in its care are managed on terms that are ethical and sustainable.

- 10.3 The Operator is committed to facilitating and supporting a sound understanding of collection management principles among those who work with and around artworks.
- 10.4 The Operator will ensure staff have appropriate training in and understanding of collection management principles.
- 10.5 The Operator will ensure that the installation and de-installation of artworks is planned, scheduled and coordinated in order to identify and manage risks to both people and works.
- 10.6 The Operator will take into consideration the safety of the work and the public, the artist's display requirements and the audience experience of the work.
- 10.7 The Operator will ensure staff and contractors involved in functions and events are aware of the risks to artworks that may arise during an event and trained in appropriately mitigating such risks.
- 10.8 The Operator will ensure that gallery spaces are controlled and managed in accordance with the principles of risk management and security. The Operator is committed to undertaking strategies to identify, assess and manage risks to works in its collection and care.
- 10.9 The Operator will actively manage risks posed by a work of art in the collection or in the Gallery's care that is suspected or confirmed to contain materials hazardous to other works, staff or members of the public.
- 10.10 The Operator will indemnify against loss and damage all artworks under the Operators care.
- 10.11 The Operator will provide a copy of this PoM to the artwork creator or custodian.

11. Waste Management

- 11.1 The Maltings will be equipped with dual or triple receptacle bins, to manage the disposal of one days' worth of general waste and other recyclables.
- 11.2 On designated collection days, the containers collected from the waste storage areas are to be placed in the designated area for collection (See Operational Waste Management Plan, prepared by Waste Audit). A private contractor will be responsible for collections, utilising a 10.2m long rear-loading refuse collection vehicle to manage the clearances and turning spaces.
- 11.3 Waste collections will take place during the early morning and will conform with the Council's time restrictions for waste collection.
- 11.4 The development will include two centralised waste and recycling storage spaces, both located at ground level. The M1+M2 waste storage area can be found in the northern wing of the M1+M2 galleries, adjacent to the car park, with vehicle access from Ferguson Crescent. Similarly, the M3+M4 waste storage area is located to the east of the development, accessible for collection vehicles from Southey Street.
- 11.5 The development's central waste and recycling storage facilities will near the parking spaces designated for M1+M2 and M3+M4, with access from Ferguson Crescent and Southey Street respectively.
- 11.6 The collection points for the development's central waste storage areas will be situated in the parking spaces designated for M1+M2 and M3+M4, with access from Ferguson Crescent and Southey Street respectively.
- 11.7 A designated room or secured caged area will be allocated for storing bulky discarded items and problem waste materials meant for recycling, such as e-waste and chemical waste.

- 11.8 The cleaning staff is tasked with disposing of all waste and recyclables from all areas into the appropriate general waste or recycling bins located in the bin storage area.
- 11.9 The cleaning staff at the Maltings are responsible for the efficient disposal of waste from all areas. Each type of waste must be placed in its respective bin located in the designated waste management area.
- 11.10 The Operator will implement the requirements as per Waste Management Plan prepared to accompany the Development Application / Modification.

12. Noise and Vibration Management

- 12.1 All external windows and doors (except when required for egress by patrons or staff) are to remain closed between 10pm and Midnight or anytime music is played.
- 12.2 External windows and doors are constructed with minimum 10.38mm laminate glazing (Rw35).
- 12.3 A sound limiter should be used for all in-house sound systems.
- 12.4 No amplified music will be permitted in external areas after 10pm.
- 12.5 No amplified music will be permitted in the galleries after midnight.
- 12.6 Speakers are to be vibration isolated by Embelton NRD/RDSHS mounts or equal.
- 12.7 Signs are to be displayed at the entry/exit of the Maltings reminding patrons to minimise noise when departing the premises, especially after 10pm.
- 12.8 Doors to the terraces in M3 and M4 can remain open for the duration of trading hours.
- 12.9 To protect the amenity of residents located around the development, where possible – garbage collection, deliveries and disposal of bottle/waste should be completed between the hours of 7am and 6 pm. In particular, glass bottles and similar should not be disposed of after 10pm. They should instead be stored within the Maltings site and disposed of the following day.
- 12.10 M3 and M4 will operate as a 24-hour hotel accommodation premises. All external terrace and pool operations is to cease by 12am every day.
- 12.11 Trucks shall not enter or leave the loading area at M1 and M2 carpark between 6pm and 7am.
- 12.12 The use of M1 and M2 back of the house carpark/loading area should be minimised between 10pm and 7am.
- 12.13 Vans should not enter or leave the M3 and M4 carpark between 12am to 7am to minimise potential impact to nearby residences.
- 12.14 The Operator will implement the recommendations of the Maltings Acoustic Report prepared to accompany the Development Application.

13. Parking and Traffic

- 13.1 During major events, the Operator will ensure staff will be on hand to manage traffic and parking on site and along Colo Street.

- 13.2 During special events, between 7 to 37 on-street parking spaces may be required, which can be accommodated along Colo Street.
- 13.3 The Operator will ensure staff wear high visibility clothing when managing traffic and parking.
- 13.4 The Operator's duties will include, but not be limited to:
- Guiding movement of vehicles and pedestrians in and out of the Maltings.
 - Managing the safe and orderly entry and exit of vehicles to minimise any potential impacts to neighbours.
 - Once the onsite car parking reaches capacity, closing the vehicle entry, erecting signage and directing vehicles to off-site car parking along Colo street.
 - Guiding the flow of vehicles within the car park both on arrival and departure.

14. Evacuation and Emergency Closing

- 14.1 The Operator will ensure that up to date safety procedures and equipment are implemented, at all times.
- 14.2 Unobstructed access shall be provided and maintained to emergency exits, at all times.
- 14.3 The Operator will ensure that a current list of emergency telephone numbers are near all phones at all times.
- 14.4 Detailed maps of the Maltings are to be placed in highly visible areas depicting emergency exits and assemble points.
- 14.5 The Operator will ensure staff are aware of the fire safety procedures to be followed in the event of a fire at the premises.
- 14.6 An appropriate qualified fire equipment maintenance contractor will be contracted to provide an ongoing service to maintain all fire prevention and control of equipment at the Maltings, and ensure all relevant codes are complied with and any recommendations outside the code which emphasise the safety of patrons will be implemented.

15. Signage Strategy

- 15.1 The Operator will develop a Signage Strategy to ensure visitors and members of the public reach their destination easily, quickly and safely by providing visual cues and relevant information.
- 15.2 The Signage Strategy should, at a minimum, provide information for users to:
- confirm they are at the correct start or finish point of an individual journey identify their location within a building or an external space
 - reinforce they are travelling in the right direction
 - orient themselves within a building or an external space
 - understand the location and any potential hazards
 - identify their destination on arrival
 - to escape to safely in an emergency.

16. Rail Corridor Environs

- 16.1 The Rail corridor environs are defined as the Maltings land and activities adjacent to the railway operating corridor.
- 16.2 Provide appropriate signage and other measures to demarcate and make the public aware of the rail corridor / Maltings property boundary.
- 16.3 The Operator will maintain the Maltings landscape in and around the rail corridor to ensure clear sightlines for train drivers and visitors.
- 16.4 The Operator will conduct routine maintenance checks of the Maltings land adjacent to the rail corridor and bring to attention / report any safety issues.
- 16.5 The Operator will use visually non-reflective surfaces on buildings and structures facing the railway corridor to avoid glare and train driver distraction.
- 16.6 The Operator should consult with relevant agencies to:
 - identify any regulatory signage required
 - prepare a place management agreement to identify management and maintenance processes.

17. Swimming Pool Operations

- 17.1 The Operator will develop a 'Swimming Pool Safety Management Plan' that provides a proactive approach to water safety risk management. The Pool Safety Management Plan must include details of the safety measures the Operator intends to implement under the plan to appropriately provide for the safety in and around the pool.
- 17.2 The Pool Safety Management Plan will identify, at a minimum:
 - measures that will provide clear warnings and rules for all visitors, members of the public and staff about the pool in the Maltings, taking into account the variety and number of people who are likely to enter the property, and the need for heightened vigilance and supervisions for fenced and unfenced pools.
 - requirements for adequate supervision (e.g. lifeguard on supervision including hours of operation).
 - response procedures for employees to follow in the event of an immersion incident, including undertaking Cardiopulmonary Resuscitation (CPR).
 - staff training and audit systems in place to maintain the effectiveness of the plan and to monitor and periodically review operations.
- 17.3 The Operator will ensure access to the pool area will only be available through secured electronic key cards.
- 17.4 The Operator will develop a specific 'Water Risk Management Plan' that provides a proactive approach to water risk management, complies with relevant legislation, and assures stakeholder confidence.
- 17.5 The Water Risk Management Plan will include, at a minimum:
 - clarification of the roles and responsibilities in managing the swimming pool water quality
 - systematic documentation processes for identifying and managing risks

- mechanisms to ensure that the quality and reliability of systems are maintained.

18. Incident Reporting

- 18.1 An Incident Register, which must be in the format approved by Liquor and Gaming NSW (register and/or approved electronic form), shall be obtained by the Operator and maintained at the Maltings and details of all incidents are to be recorded. Details of any action taken in response to an incident must also be recorded.
- 18.2 The Operator will be responsible for the Incident Register, but it will be the responsibility of designated staff to ensure that entries are recorded when an incident occurs.
- 18.3 Incidents which must be recorded include any incident that:
- involves violence or anti-social behaviour
 - involves violence or anti-social behaviour occurring in the immediate vicinity of the premises which involves a person who has recently left or been refused entry
 - results in a person being asked to leave the premises under section 77 of the Liquor Act i.e., intoxication, violent, quarrelsome, smoking illegally, or using or possessing illicit drugs
 - results in a person needing medical assistance
 - involves attendance of the venue by Police or NSW Liquor & Gaming Compliance Inspector
 - involves the possession or use of suspected prohibited drugs/plants on the premises
 - involves the safety of the premises and patrons.

19. Complaint Handling

- 19.1 All staff members will undergo complaints training to ensure that they are skilled in being able to appropriately manage complaints or when they are required to be elevated to a Manager. Generally, all complaints will be dealt with by Managers appointed by the Operator.
- 19.2 This PoM, the proposed Development Consent, together with a Complaints Recording Log, is to be always kept on site at the Maltings. The Complaints Recording Log is to include date, time, nature of complaint and action, and is to be made available to Police and Wingecarribee Shire Council for review on their request.

20. Review Period

- 20.1 The Operator will review and where required amend this PoM every 12 months from receipt of the liquor licence.
- 20.2 Amendments to this PoM resulting from reviews will be submitted to the Wingecarribee Shire Council for approval.
- 20.3 As a condition of consent the Operator can request approval of any amendments to this PoM without the need for a section 4.55 or 4.56 modification.

GYDE