

Plan of Management – Ecotourist Facility

1551 Joadja Road Joadja

Prepared for: Fresh Hope Communities

DATE: 15 October 2024

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1. Introduction

1.1 SUMMARY

This Plan of Management (PoM) provides guidelines and controls for the operation and management of the eco-tourist facility at 1551 Joadja Road, Joadja. This PoM applies to the eco-tourist facility which includes:

- Arrival Village consisting of parking areas and arrival building.
- Community 1 consisting of a refurbished homestead building and cabins.
- Community 2 consisting of amenities building and glamping.

For clarification purposes, the following owner and beneficiary details of the site are noted:

- Churches of Christ Property Trust – Legal Owners of the Land
- Churches of Christ Community Care – Beneficial Owners of the land
- Fresh Hope Communities – Business/Service Delivery arm and developer

Fresh Hope Communities is the developer for the proposed development. Fresh Hope Communities Outdoor Adventure, Conferencing and Group Accommodation Services Stream will manage daily operations.

The Churches of Christ Property Trust is the legal owner of the land and Churches of Christ Community Care (operating as Fresh Hope Communities) are the beneficial owners of the land. Fresh Hope Communities exists to create spaces that cultivate belonging and places that feel like home. Fresh Hope Communities is the welfare arm and Public Benevolent Institution entity of the Churches of Christ in NSW and the ACT. For almost 90 years Fresh Hope Communities have been providing quality support and lifestyle choices across retirement, residential and respite settings for the community as well as conference and outdoor adventure experiences for schools and groups. Most recently Fresh Hope Communities is also providing affordable housing.

The PoM has been prepared to ensure the eco-tourist facility will run consistently with good management practices, and in a way that minimises any potential impacts on neighbouring properties and the locality as far as practicable and operates in a manner consistent with the definition of an eco-tourist facility which is:

“eco-tourist facility means a building or place that—

(a) provides temporary or short-term accommodation to visitors on a commercial basis, and

(b) is located in or adjacent to an area with special ecological or cultural features, and

(c) is sensitively designed and located so as to minimise bulk, scale and overall physical footprint and any ecological or visual impact.

It may include facilities that are used to provide information or education to visitors and to exhibit or display items.”

This Plan of Management is to be read in conjunction with the documents lodged with a development application for the eco-tourist facility as listed in the following table.

Table 1 Supporting Documents

Document	Author
Architectural Package	<i>Breathe Architecture</i>
Arboricultural Report	<i>Tree Survey</i>
BCA Report	<i>Formiga1</i>
Biodiversity Assessment Report	<i>In progress</i>
Civil Plans	<i>Martens and Associates</i>
Demolition and Construction Waste Management Plan	<i>UFD</i>
Operational Waste Management Plan	<i>UFD</i>
Flood Assessment	<i>Martens and Associates</i>
Archaeological Survey Report	<i>Artefact</i>
Landscape Plan	<i>Taylor Brammer</i>
Structural Engineering Design	<i>Birzulis Associates P/L</i>
Sustainability Management Plan	<i>Aspire Sustainability Consulting</i>
Traffic Impact and Parking Assessment	<i>Jones Nicholson P/L</i>
Onsite Wastewater Management Assessment	<i>Martens and Associates</i>
Water Cycle Management	<i>Martens and Associates</i>

1.2 AIMS OF THIS PLAN

This PoM provides guidelines and controls for the operation and management of the eco-tourist facility. It has been prepared to ensure the eco-tourist facility will run consistently with good management practices, and in a way that minimises any potential impacts on neighbouring properties and the locality as far as practicable.

The objectives of this Plan are to:

1. Ensure that the eco-tourist facility is managed to provide short-term accommodation to visitors;
2. Manage the site and its use to a standard of amenity and services to meet the reasonable needs of its attendees as well as manage impacts to the environment;
3. Ensure that the operation and design of the eco-tourist facility manages levels of noise to surrounding sensitive land uses;
4. Provide operational guidelines with regards to use of the eco-tourist facility by staff, contractors and guests; and
5. 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 in a manner consistent with the documentation which comprises the Development Consent 24/1432.

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 operation of the eco-tourist facility is to be undertaken in accordance with the guidelines and controls set out in this document.

1.3 CONTENTS OF PLAN OF MANAGEMENT

The remainder of this Plan provides an overview of the facilities and activities (including hours of operation) of the eco-tourist facility, and sets out controls and procedures for:

- Staffing and Activities
- Guest management
- Noise minimisation
- Waste collection
- Emergency procedures
- Complaints procedure
- Annual review of Plan of Management

1.4 DISSEMINATION OF PLAN OF MANAGEMENT

A copy of this Plan will be kept in the Arrivals Village reception area of the eco-tourist facility.

A copy of this Plan will be provided to all persons involved in the operation and management of the eco-tourist facility.

The contents of this Plan shall be discussed frequently with staff so as to explain its contents and convey the importance of compliance with its terms.

2. Description of the eco-tourist facility

The site has the address No. 1551 Joadja Road, Joadja, and is legally identified as Lot 202 DP751276. The location of the site is illustrated in the map **Figure 1** (outlined in yellow). All works proposed by DA24/1432 will be confined to Lot 202 DP 861816 which is outlined yellow in the map in Figure 1.

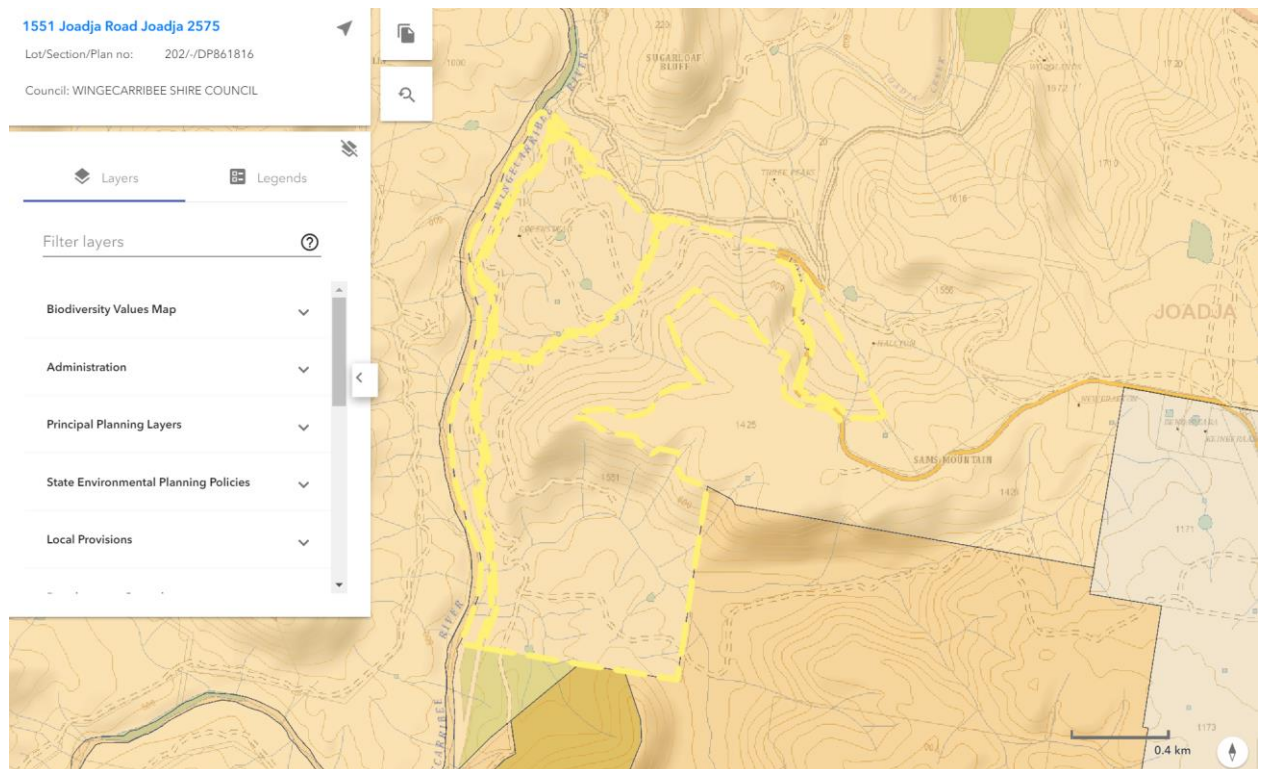


Figure 1 Map of the subject site and surrounds (Source: NSW Planning Portal Spatial Viewer)

This PoM applies to:

- Arrival Village consisting of parking areas and arrival building.
- Community 1 consisting of a refurbished homestead building and cabins.
- Community 2 consisting of amenities building and glamping.

3. Hours of Operation and Capacity

3.1 HOURS OF OPERATION

The hours of operation proposed for the eco-tourist facility are as follows:

3.1.1 Reception Desk – Arrivals Building

The following hours are proposed for the reception desk: 8am to 6pm weekdays. Typically closed on weekends. In certain circumstances depending on group bookings there may be limited, group-specific services on weekends.

3.1.2 Kitchen and Dining Area in Arrivals Building

The following are regular hours for the kitchen and dining areas in the arrivals building:

- Dining areas 10am to 2pm weekdays and weekends. Some limited evening dining activity may occur between 6pm and 8pm based on group-specific bookings
- Kitchen 6am to 8pm Monday to Saturday and 6am to 2pm Sundays and public holidays

3.1.3 After Hours Support

The facility will have staff allocated on a roster to support guests after the daily closure of the Reception office. This will be via a Duty supervisor available to follow up any enquiries and to deal with emergencies or other key operational matters. Fresh Hope Communities currently operates an effective 24 hour support system which will incorporate these premises.

3.2 GUEST ORIENTATION

All guests visiting and staying at the facility will receive an orientation briefing by a trained staff member. The briefing will cover the following:

- Recognition of indigenous heritage and acknowledgement of Country and Traditional custodians.
- How the site functions and sustainability features and ways of using these systems and features
- Orientation around the property including no-access areas to prevent trespass, accommodation and shared facilities
- Environmental features of the property including
 - Flora – care of the native bushland
 - Wildlife – Native and non-native – identification and ‘no-interaction’ protocols (No feeding, What to do if you are bitten?)
 - Cattle and other animals we care for – interaction protocols
- Respect of Supervision and directions from staff
- Recycling and waste management procedures
- Sustainable use of resources, site and equipment
- Staff availability
- Communication generally
- Emergency evacuation and other key items
- Respect of our neighbours including noise curfew times, no amplified music, no spotlights etc.
- Meal process
- Specific Program orientation points
- Clothing and footwear
- Water Awareness
- Activities, recreation and safe behaviours (including use of fire pits and recreational spaces)

3.3 GUEST CAPACITY

The eco-tourist facility will have an overnight stay capacity as follows:

- Community 1: 33 Persons (max) (Cabins: 3 cabins max 3 people per cabin and 7 cabins max 2 people per cabin)
- Community 2: 132 Persons (max) 22 Glamping tents 6 Persons per tent (max)

Total residential occupancy Max – 165

The capacity will be monitored by pre-booking and registration of guest contact details prior to arrival, confirmation on arrival and regular monitoring by staff.

3.4 STAFFING

a) The premises will typically include the following staff:

- Duty Manager - 1
- Reception - 3 staff
- Maintenance – 2 staff
- Kitchen and Dining – 3 kitchen staff, up to 2 floor staff
- Program Team – 3 staff
- Guest Services - 2 staff
- Cleaning – 2 staff

b) Staff responsibilities will include:

- Bookings
- Administration
- Guest Services including Hospitality, Catering and Housekeeping
- Program Delivery & Coordination
- Maintenance and Cleaning of site
- Property Services including care of assets, landscaping and livestock
- Coordinating services and deliveries requiring vehicles to and from the site

4. Security

The eco-tourist facility will have a staff presence available every day to manage guests, assets and the site operations in a manner consistent with this PoM.

Sale or service of alcohol will be in accordance with House Policy (Section 4.1) and Responsible Service (Section 4.2) and subject to conditions of a Liquor License from Liquor and Gaming NSW.

Staff responsibilities will include:

- Monitoring guest behaviour throughout the site and taking all practical steps to ensure the reasonable enjoyment and recreation of guests and protection of neighbourhood amenity and the natural environment including flora, fauna and habitats.
- Maintaining the eco-tourist facility in a clean and tidy manner.
- In the event of an incident, clearly identify themselves as staff belonging to the eco-tourist facility and attempt to rectify the problem and identify solution options.
- Safe delivery of program itinerary and associated activities in consultation with group leaders according to pre-determined program designed for each group.

c) All staff members will:

- Be appropriately aware of the requirements of the PoM
- Be readily identifiable as staff by uniform and/or other readily visible identification.
- Request any and all guests to behave in an appropriate manner when on the site and when entering and exiting the eco-tourist facility from the public road.
- Be required to have completed a valid Working with Children Check.
- Be required to have completed a Wilderness First Aid course.
- Be required to complete necessary organisation and site specific induction training ensuring compliance with organisational values.
- Be assessed on an ongoing basis for up-to-date capacity to deliver program disciplines for recreational purposes in compliance with Standard Operating Procedures written for each activity, including awareness of risk assessment parameters for each initiative.
- Prevent any person, detected as intoxicated or under the influence of drugs, entering the eco-tourist facility and bring to the notice of the manager any person on the eco-tourist facility who might be considered intoxicated or under the influence of drugs.
- Co-operate with the police and other authorities such as emergency services personnel and volunteers who may have reason to be present at the eco-tourist facility.

4.1 HOUSE POLICY

- a) The House Policy relating to the Responsible Service of Alcohol (RSA) is as detailed below and a copy of this policy is to be kept within the RSA register book and on display for guests and staff to view:

By Law, it is an offence to sell or supply any liquor to any person who is, at that time, in a state of intoxication.

The state of intoxication can be described as a state in which, through Intoxicating liquor, a person has severely lost the normal control of their bodily and mental faculties.

Licensee and employees have a statutory responsibility to ensure that Patrons do not become intoxicated on their premises and to prevent such patrons from entering or remaining on the licensed eco-tourist facility.

Management and staff have the right to deny the sale of alcohol to any Person they feel may be intoxicated or may be becoming intoxicated.

Management and staff also have the right to deny entry into the eco-tourist facility, or ask any person to leave the eco-tourist facility, if they feel that person is intoxicated.

This policy will be adopted by all staff and management in the best interest of all patrons.

4.2 RESPONSIBLE SERVICE

- a) The eco-tourist facility will be licensed to operate in accordance with the Liquor Act 2007 subject to the issue of a license from Liquor and Gaming NSW.
- b) The Licensee, Management and staff will monitor and maintain a safe and responsible space for the consumption of liquor, as set out in the Liquor Act 2007, conditions of any license and all subsequent regulations.
- c) The Licensee, Management and RSA qualified staff will maintain an up to date RSA folder, containing copies of staff RSA cards so as to ensure staff certification is current. In this RSA folder the Liquor licence, Development Consent, Plan of Management, and all supporting documents will be kept. It will be made available to police and council when requested.
- d) Non-alcoholic and Low alcoholic beverages are to be made available at all times when full-strength liquor is available. These products are to be priced lower than full strength products.
- e) Management will ensure compliance with all requirements of the Liquor Authority for the responsible service of liquor.
- f) The eco-tourist facility will implement a "House Policy" regarding the responsible service of liquor at the eco-tourist facility, a copy of which will be provided to all staff on commencing employment at the eco-tourist facility.
- g) Management will encourage patrons to drink responsibly and let them know they will be asked to leave the licensed area and associated common area if they become intoxicated or uncooperative with staff and/or patrons.
- h) Food will be available whenever liquor is consumed at the licensed eco-tourist facility.
- i) Management will arrange (without charge) taxi or other responsible driver-service pick-ups from the eco-tourist facility of any patrons that request such service or arrange for persons to be removed from the premises by a responsible person if required due to unacceptable behaviour and/or intoxication.

- j) No person under the age of 18 years will be served liquor at the eco-tourist facility and production of photographic identification will be requested in appropriate cases.
- k) The safety, wellbeing, and protection of all patrons, staff members, and members of the public is acknowledged as the primary responsibility of the eco-tourist facility.

4.3 ILLICIT SUBSTANCES

- a) All staff are trained in the eco-tourist facility procedures for handling patrons who are affected by, or found to be in possession of illicit substances.
- b) Management and staff will constantly assess persons on the eco-tourist facility for signs of intoxication that could be reasonably assumed to be that of a controlled or illegal substance. Staff are also trained to look for signs of behaviour that could be interpreted as likely to involve illegal activity.
- c) Upon assessment of either situation, the Licensee or Management is to be sought out immediately to further assess and remove any persons from the premise that is committing the offence.
- d) Any such incident is to be recorded in the incident register, and if necessary, police notified.

4.4 SECURITY PATROL ROUTES

- a) Staff will maintain regular patrols throughout the licensed area and associated common area throughout during the operation of liquor sales and consumption and will respond to incidents as well as remove persons that are intoxicated or acting in an aggressive or disorderly manner.

4.5 PATRON CONTROL PROCEDURES

- a) Staff will monitor and maintain control of patrons at all times. Numbers of patrons within the eco-tourist facility licensed area will be observed at all times to maintain the allowed capacity specified in a license. Persons behaving in a disorderly manner will be asked to leave by staff.
- b) All patrons are assessed before ordering alcoholic drinks. Patrons are assessed for the following criteria before this is permitted:
 - Levels of Intoxication or suspected Substance consumption
 - Australian Government or State Government Valid I.D.
 - Aggressive or disorderly behaviour
 - Potential to annoy or cause conflict (Persons recognised as having caused a disturbance on a previous occasion may not be allowed entry)
- c) Where required, staff will also scan patrons by visual assessment to minimise the possibility of any patron entering with prohibited items. Should staff be of the opinion that a patron or potential patron may be concealing any prohibited item, staff may ask the person to empty their pockets or have any bags or property inspected.
- d) Any patron not wishing to comply will be refused service at the licensed area.
- e) Upon exiting the licensed area or venue staff are to make sure patrons behave in an orderly manner and are directed away promptly to minimise disturbance within the neighbourhood.

4.6 WIND DOWN AND CLOSURE PROCEDURES

- a) Fifteen (15) minutes prior to closing time of the licensed area, patrons will be encouraged politely to leave the licensed area in an orderly and quiet fashion.
- b) A sign is to be erected asking patrons to leave quietly.
- c) Management shall monitor the egress of patrons at closure to ensure these conditions are met.
- d) During the winding down period prior to closing, staff will undertake regular cleaning of areas and will notify patrons that the licensed area will be closing shortly.
- e) Staff and security personnel will provide assistance to patrons as to appropriate modes of transport upon exiting the eco-tourist facility if necessary (noting it is anticipated the majority of patrons would be staying on site within the proposed accommodation rooms).

5. Noise Minimisation

5.1 GENERAL OPERATIONAL PROCEDURES

- a) All guests are obliged to obey reasonable directions from staff at all times regarding noise generation. Where excessive noise occurs, staff will be directed to manage the cause of the noise as required. This could result in the removal of guests who repeatedly ignore warnings to limit noise and disturbance. A noise curfew after 10.30pm will be enforced.
- b) A contact number shall be installed at the entry door to the Arrivals Village reception space so that any complaints regarding operations can be made 24/7 to staff.

5.2 NOISE CONTROL MEASURES

The noise control measures specified in the Noise Impact Assessment by Acoustic Logic dated 1 November 2023 are to be implemented at all times as follows:

- (i) Buses to limit the use of air brakes
- (ii) Maximum vehicle movements in any 15 minute period (day or night) is:
 - 30 passenger vehicles (in and out)
 - 3 buses (in and out)

Such movement would likely occur 3 times per week.

The facility will utilise a public address (PA) system for group communication within nominated times. These announcements will be within the confines of the buildings and only made by staff.

There will be no amplified music and no PA systems outside the buildings at any time.

There will be no use of motorised trail bikes or motorcross bikes or quad bikes by guests at any time.

6. Emergency Procedures

- a) An Emergency Plan prepared to conform with Australian Standard AS 3745 – 2010 Planning for Emergencies in Facilities and its Amendments will be in place and regularly reviewed. This plan will form the basis of training for staff responsible for the safety of guests in the event of any emergency.
- b) In the event of an emergency staff will alert the relevant authorities (Police, RFS and Ambulance) and direct all guests of the eco-tourist facility to a designated safe zone.
- c) All staff and management will be aware of the Emergency Plan and Evacuation Diagram which will be prominently displayed in the following locations near each exit:
 - At the main entrances to the eco-tourist facility;
 - Within all common areas;
 - Within each accommodation room/tent; and
 - In any other area accessed by members of the public.
- d) The eco-tourist 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. A copy of this list will be stored at reception and in each community gathering space.
- e) Emergency telephone numbers will be displayed throughout the eco-tourist facility in the following locations:
 - At the main entrances to the eco-tourist facility Arrivals village building;
 - Within the arrivals village dining area;
 - Within each accommodation room/tent; and
 - In any other area accessed by members of the public.
- f) Staff and management will prevent visitors from accessing the areas below the Probable Maximum Flood level in flood events and during prolonged and heavy rainfall.
- g) Staff and management will be provided with training on how to use fire extinguishers, fire blankets and other emergency equipment that must be kept throughout the building as required. Nominated staff will be trained and have access to dedicated preventative and emergency response equipment
- h) Fire extinguishers, fire blankets, defibrillators, first aid kits and other emergency equipment will be tested by recognised authorities, as recommended by the manufacturer. All tests will be documented.
- i) The site will operate Wi-Fi enabled phone access and a Community Band Radio communication system to enable access at all locations on the property. Emergency procedures include the use of GPS tracking and emergency notification devices for any remote incidents on the property. Staff will have remote Wilderness First Aid Training.

7. Waste Management and Servicing

7.1 AIM OF POLICY

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

7.2 WASTE MANAGEMENT PROCEDURES

- a) Staff at the eco-tourist facility will attempt to minimise waste wherever possible and will encourage the use of recyclable products and recycling.
- b) Cleaners will be responsible for emptying bins into the allocated bins located within the designated waste storage areas at ground level.
- c) An Operational Waste Management Plan has been prepared by Universal Food Services Design Pty Ltd dated 5 October 2023 and all waste management and servicing shall be in accordance with this Plan.
- d) All non-organic and non-recyclable waste and recyclables are to be removed from the site by a commercial contract waste service provider.

7.3 DELIVERIES AND SERVICES

- a) Deliveries and services by contractors to the eco-tourist facility will occur during daylight hours to minimise noise and disturbance in the locality and optimise safe use of the public road network. Deliveries will be coordinated by staff to distribute deliveries over time and minimise traffic generation.

8. Complaints Procedure

8.1 PROCEDURES

- a) The eco-tourist facility will be contactable via phone or email for complaints during operating hours.
- b) All valid complaints shall be investigated and resolved to the best of the facility's abilities as soon as possible.
- c) The staff and management must maintain a "Incidents Register" 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 and staff 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 visitors of the eco-tourist facility as a result of the conduct or act of any person identifiable as an employee or visitor at that time.
- d) The Incident Register must be updated within 24 hours of any Incident. Management staff must review and initial and date all entries made in the Complaints Book whenever he/she is next on the Eco-tourist facility site.
- e) The Incident Register must be made available to Council officers and NSW Police for inspection upon request.
- f) Complaints must remain in the Incident Register for a minimum period of two years from the date of reporting.
- g) Management and staff will investigate any incident within 1 business working day and the complainant will receive a response within 7 days for minor incidents, and 28 days for a major or serious incident. Responses to details what action has been taken (if any action is deemed required) addressing the complaint or concern.
- h) If an Incident relates to noise, the staff and Management must:
 - Take all reasonable steps to stop or reduce the source of the noise or other incident 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) Management and staff must review the Incident Register 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) Any serious incidences that break the law will be reported to NSW Police as soon as possible after the incident has occurred.

9. Site Activities

All recreational activities on the site will be in accordance with, and supportive of, the ongoing Sustainability Management Plan, the Biodiversity Development Assessment Report (BDAR) and the Vegetation Management Plan and Habitat Management Plan.

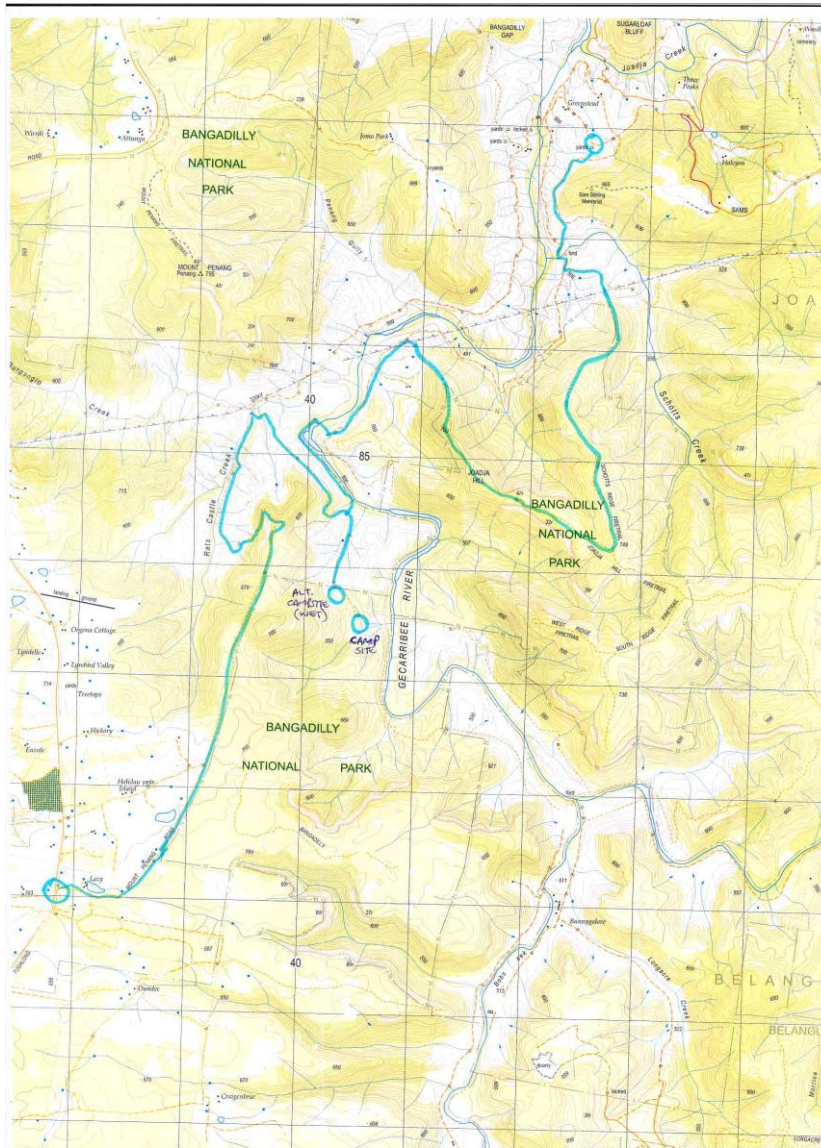
9.1 ACCESS TO BANGADILLY NATIONAL PARK

Fresh Hope Communities has been a registered operator with National Parks and Wildlife Service since 2017 (license Reference DOC23/716175). Typical activities permitted under this license include groups of up to 13 people using the following route (or in reverse):

- walking from Jacks Valley Road (Greenstead Valley site) through Bangadilly East Section (up and over Joadja Hill) crossing the Wingecarribee River and to Bangadilly South
- camping on Bangadilly South
- walking up to Canyonleigh Road using Mount Penang Road

The route is shown outlined blue in the map below.

It is intended that this license arrangement continue to apply for guests and staff at the site arranged and supervised in accordance with the Plan of Management.



10. Annual Review of Plan of Management

- a) This Plan will be updated on an annual basis to ensure that the eco-tourist facility is being managed to minimise impacts to the general public and surrounding neighbours and the environment consistent with the development consent. 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.