



## PLAN OF MANAGEMENT

Medical Suites within Mixed Use Development,  
Broomfield Street, Cabramatta

# Plan of Management

Medical Centre

76-84 Broomfield Street, 137 to 151 Cabramatta Road, East  
Cabramatta NSW 2166

## Prepared for

Moon Investment Pty Ltd

## By



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## Acknowledgement of Country

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## Document History and Status

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# 1 Introduction

## 1.1 Background

Moon Investment Pty Ltd is seeking to subdivide, demolish and construct a mixed-use development as well as domain improvements over and adjacent to land opposite Cabramatta Train Station. The mixed-use development involves a total of 358 residential apartments, a centre-based child care centre, a medical centre, a tavern, restaurants, a food and drink outlet and retail tenancies.

The development is located on a parcel of land at:

- Lot 7 Section E DP 4420m, 76 Broomfield Street,
- Lot 1 DP 205759 and Lot 10 DP255023, 84 Broomfield Street,
- Lot 2 DP 20759, 86 Broomfield Street,
- Lot 5, 6 and 7 DP 25618, 151 Cabramatta Road East,
- Lot 8 DP 25618, 147-149 Cabramatta Road East,
- Lot 2 DP 580587, 139 Cabramatta Road East, and
- A small section of lane cul-de-sac.

## 1.2 Project Description

The proposed mixed-use development includes 3 residential towers over a retail and commercial base at Cabramatta East. Two of the towers are located in Stage 1 and are located north (Building A) and west (Building B) of the Market Square, and one building located in Stage 2 (Building C) to the south of the Market Square.

The uses of these retail tenancies around the Market Square and along the pedestrian connections are intended to activate these spaces as well as the adjoining Broomfield Street and Cabramatta Road East streetscapes with small shops and food and drink premises where outdoor dining opportunities will help activate these spaces.

On the first level, the buildings incorporate either commercial, residential or a mixture of both. A centre based child care center for 80 places comprising 562m<sup>2</sup> of GFA together with the outdoor play area on a covered balcony in Building B, and a medical centre (occupying 548m<sup>2</sup> of GF), commercial tenancy (occupying 507m<sup>2</sup> of GFA) and a restaurant (occupying 342m<sup>2</sup> of GFA) in Building C.

### 1.2.1 Medical Centre

The proposed development includes two medical suites located on Level 1 of Building C with a total GFA of 548m<sup>2</sup>, with one tenancy of 301m<sup>2</sup> and the other of 247m<sup>2</sup>. While the plans have not shown the fit-out of the medical centre, based on our experience in addressing these types of uses, it is anticipated that the space will include up to 10 consulting rooms, waiting area, reception, storage room, staff room. Bathroom facilities are provided separate to the suites. Consulting rooms for health providers are typically approximately 10m<sup>2</sup> (3m x 3m).

## Plan of Management

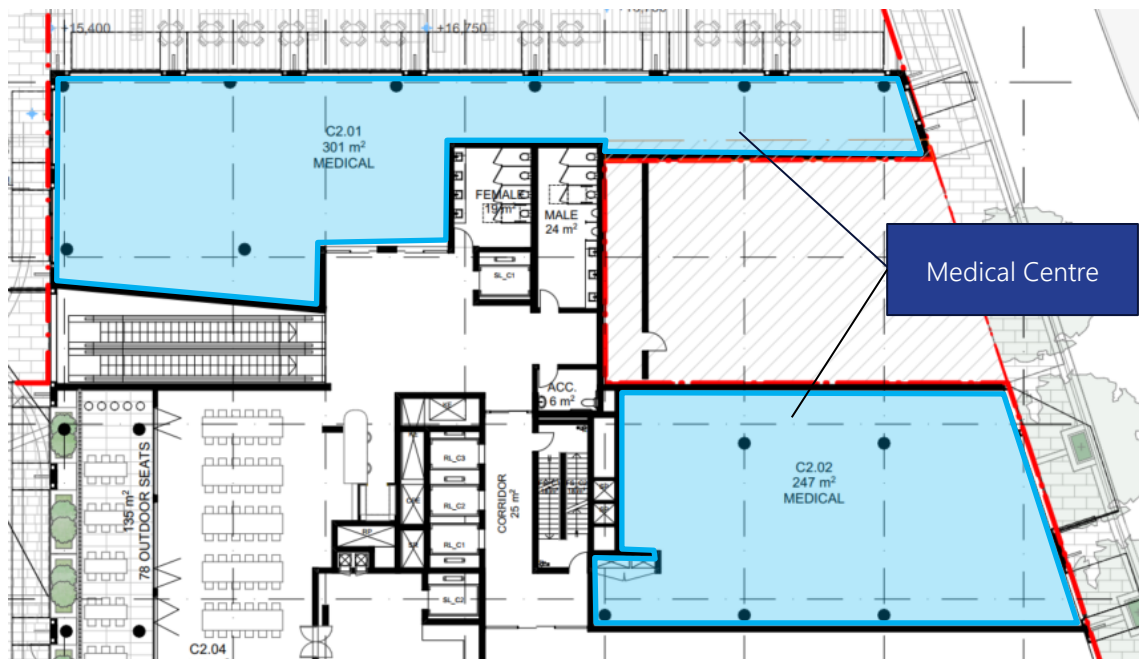
Medical Suites within Mixed Use  
Development, Broomfield Street,  
Cabramatta

The suites are capable of occupation by a range of health service providers including (but not limited to):

- General Practice,
- Pathology,
- Dental,
- Physio,
- Audio,
- Optical, and
- Massage therapy.

These health services could take both suites or operate individually out of the separate suites.

Garbage collection will occur from a shared waste room for retail uses within the basement car parking area.



Source: Plus Architecture

Figure 1. Floor Plan of Proposed Medical Centre

### 1.3 Objectives

The aims of the medical centre and suites provided in relation to the broader community include:

- Providing access to medical services to meet the demand of volume and location for the proposed location.
- Providing a facility that allows flexibility for multiple health service with the best possible care for the local community.

## 2 Medical Centre Operations

### 2.1 Hours of Operation & Daily Routine

The medical centre will operate from 7am-9pm Monday to Sunday (including public holidays). The daily routine includes:

- Staff opening the building, de-activate alarm and do a general inspection of the building.
- Switch on electrical equipment and mechanical services.
- Prepare patient files for doctors.
- Staff briefing before centre opens for business.
- Welcome patient.
- Administration and reporting.
- Collect all deliveries for the medical centre via the reception area.
- Cleaning and waste disposal throughout the day.
- General tidy up and switch off electrical and mechanical services.
- Lock up and activate security alarm.

### 2.2 Staffing

At full capacity, it is anticipated up to 13 staff will be attending the medical centre at any one time. Staff includes doctors, nurses and administration staff. This staffing structure is indicative of a maximum staff capacity and is possible that staff number will be less than indicated here on a day to day basis.

### 2.3 Patients

It is anticipated that patients will be required to make an appointment via phone or online system to see a doctor. Otherwise last minute patients are able to walk in to the clinic.

### 2.4 Access, Traffic and Parking

Pedestrian access is provided from the basement car parking levels or from the ground floor via the travelator off the central courtyard or via the lobby and up the lift from Cabramatta Road East of Building C.

Car parking is available on site from the basement level 1 and 2 parking along with the other retail and commercial car parking spaces.

Public transport is readily available via the train, which is located adjacent to the Site, along with bus services which are conveniently located on Broomfield Street and Railway Parade.

## 2.5 Egress

Egress in case of emergency will be in accordance with BCA requirements via the nominated exit doors and fire stairs. An emergency evacuation plan for the centre considering specific site conditions will be prepared and installed as a condition of the Occupancy Certificate.

## 2.6 Staff Room

As previously mentioned, it is anticipated that a staff room will be provided within the medical centre and away from the main entrance. The staff room will be used for staff while on lunch breaks as well as to provide a quiet area for staff to work on documentation.

## 2.7 Security

Security measures are integrated into the design of the building. These include the following:

- Entry and exit points for patients are provided from the travelator or lifts.
- The receptionist/staff members will be monitoring all visitors coming in and out of the medical centre.
- The reception will have access to the CCTV footage that is filming the premises 24 hours, 7 days a week.
- An alarm system will be installed and will be turned on during out of operation hours to deter intruders.
- An external cleaning service will be cleaning the centre at the end of the day and will have access to disarm the alarm system.
- Only managers of the medical centre and authorised personnel will have access to the alarm system and keys.
- Sufficient lighting surrounding the site in an out of operation hours to deter intruders.
- Emergency excavation and lockdown procedures will be in place for the site.



### 3 Maintenance

The building, equipment and finishes shall be maintained in a safe and hygienic condition at all times and kept in good condition at all times.

Staff will report any maintenance issues to the nominated manager so action can be taken to fix the problem.

## 4 Waste Management

Protective and preventative measures to maintain a high level of hygiene and safety in the centres environment shall be implemented by the centres operator.

The following table represents an approximation of the waste removal service that will be required for the medical centre that is shared a waste storage room with the rest of the buildings retail and commercial uses at the basement car park level 1. The tenant will use the service lifts to access Basement Level 1 to dispose waste.

Waste will be collected by an external waste service contractor during off-peak times to ensure minimal disturbance. The waste truck will enter the basement in a forward direction and do a three point turn within the car park to leave in a forward direction. Collection of waste will be restricted to of peak times.

**Table 1            Waste Generated**

Waste Type	Generation Rate (L/day)	Total Daily Generation (L)	Total Weekly Generation (L)
General Waste	20	112	784
Food Waste	5	28	196
Commingled Recycling	5	28	196
Clinical Waste	Dependent on specific tenancies		

The waste storage room includes 28 x 1,100L bin and will be service four times a week, as per the waste generation and storage capacity from the Waste Management Plan submitted with this DA.

### 4.1.1 Medical Waste

Any infectious or potentially infectious waste will be placed in approved receptacles situated within consultation rooms and pathology. Any prescribed wastes which leave the premises will be disposed in accordance with the Environmental Protection Authority (EPA) requirements. Medical waste shall remain within receptacles and only be moved during collection by specialist waste service provider. Collections will be performed by a transporter licensed by the EPA to collect and transport such waste. Collections will occur during off-peak times.

## 5 Complaint Management

A Complaints Register is to be kept on premises and all complaints made to the premises by any means shall be recorded.

- All complaints regarding the operation of the premises are to be directed to and responded to by management. A response by management shall be made within 48 hours of the complaint being made should a response not be able to be provided at the time of the complaint. The details of the complaint and resolution shall be recorded within the Complaints Register.
- Any recurring complaints should be dealt with, if attributable to the premises, through new management procedures and incorporated into this Plan.

Any resident or those in surrounding premises having a complaint about the operation will be directed to the Manager of the medical suite, who is to respond as soon as practicable and sympathetically to such complaints.

All complaints are to be recorded within a Complaints Register for future reference noting the details of the complaint, the complainer and the response taken.

Neither the Centre Manager nor his/her staff is to advise patrons, or any other person not directly involved in these proceedings of the name and/or address of any person complaining about the manner of operation of the premises.

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