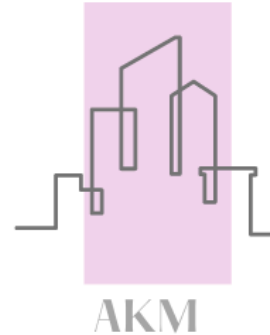


# REVISED PLAN OF MANAGEMENT

# REVISED PLAN OF MANAGEMENT



MAY 2024

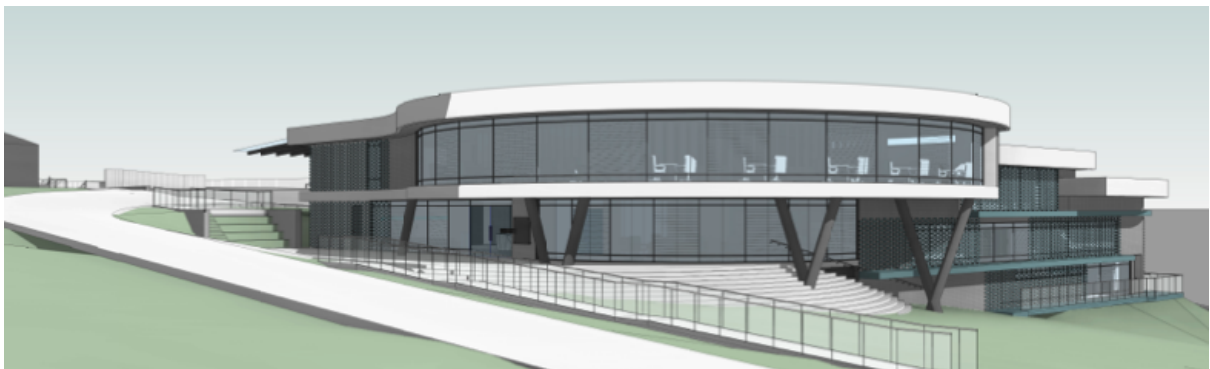
Prepared for

Rahima Aziz Foundation Limited

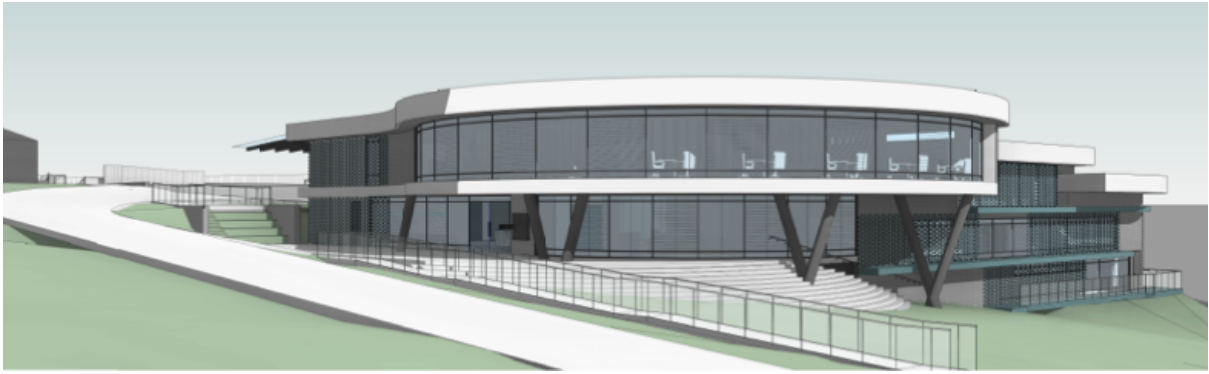
Prepared by

AKM Urban

221 Eagleview Road MINTO



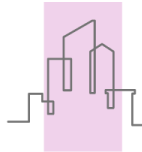
# REVISED PLAN OF MANAGEMENT



**221 Eagleview Road**  
**Minto**

## **Plan of Management for Community Facility and Recreation Area**

prepared for  
**Rahima Aziz Foundation Limited**



**AKM**

contact information

[akmurban@gmail.com](mailto:akmurban@gmail.com)

**p: 0415 454 072**

Job No: 022\_2023  
September 2023  
© AKM Urban

# REVISED PLAN OF MANAGEMENT

## EXECUTIVE SUMMARY

The Community Facility (the Facility) is located at No. 221 Eagleview Road, Minto, and is legally identified as Lot 4 in DP 539244 (the Site). Owned and managed by Rahima Aziz Foundation Limited, the Facility operates as a multi-purpose community facility and recreation area. The building is two storeys above a basement parking level. The Facility is surrounded by approximately one hectare of open space including a Basketball Court, Tennis Court and Soccer Field, with an ancillary dwelling providing leasehold accommodation to not-for-profit community services.

The Facility will be used for the physical, social and cultural or intellectual development or welfare of the community. From this definition, it is proposed that the following are within both the ground and first floor of the building (as allowed): main multipurpose area (used for multipurpose hall and stage) meeting room; offices; prayer rooms that make up 6% of the community facility; storage area; media room; kitchen; consultation room; and cultural development room.

The Facility also has utility as an environmental and sustainability hub. In addition, the Facility is also a demonstration facility to show how a building can be refitted to create energy efficiency and water saving outcomes.

This Plan of Management (the Plan) has been prepared under the Local Government Act 1993 (the LG Act) and comprises four major sections, including:

- ❖ Introduction
- ❖ Site Description and Building Details
- ❖ Management Objectives and Strategies
- ❖ Plan Monitoring

The Plan covers a comprehensive range of management issues and provides requirements, guidelines and strategies for each of the key issues to ensure that the Facility retains its importance as an active space to facilitate a variety of community events, as well as a venue for conducting sustainability education.

# REVISED PLAN OF MANAGEMENT

## 1. introduction

### 1.1 The Client

This revised Plan of Management (POM) has been prepared by AKM Urban to accompany a Development Application (DA) for 221 Eagleview Road, Minto.

### 1.2 Purpose of this Plan

The Facility has a “community land” classification under the LG Act. The LG Act requires all community land be used and managed in accordance with a Plan of Management (POM) prepared and adopted by a council.

This Plan was prepared to guide, monitor and assess the operation of the Facility and its surrounding locality. The purpose of this Plan Of Management (POM) is to describe the operational, security, parking and management details of the community facility and recreation area and outline measures that will be taken to minimise crime, antisocial behaviour and impacts on surrounding properties.

Details in this plan include the type and number of staff that will be employed on the premises at any one time, security and access arrangements as well as noise and patron management.

We will make such provisions as is considered necessary for the following:

- a. Managing various activities such as services and facilities;
- b. Managing noise including measures recommended;
- c. Managing transport including parking;
- d. Managing complaints

### 1.3 Aims and Objectives of this Plan

The main aim and objective of the POM is to provide a safe and friendly environment for patrons and staff by providing environmentally friendly premises and preventing illegal or undesirable activity within and around the premises. The Plan has the following objectives:

- ❖ To outline the role of the Facility, and to describe the facilities and amenities that are available for community use over time;
- ❖ To meet the Council’s obligations under Chapter 6 of the LG Act in respect to Public Land management;
- ❖ To accommodate both community and private uses e.g. community events and sporting competitions.
- ❖ To enable the Council to either negotiate or enter into contracts, leases, licences and hire agreements for the Centre in relation to the provision of services and utilities; and
- ❖ To provide for an effective program of asset management, maintenance and improvements to the Facility.

# REVISED PLAN OF MANAGEMENT

## 2. Site Description and Building Details

### 2.1 Vision Statement

The Facility is a multi-purpose facility designed to accommodate a wide range of community uses. The objective of the Facility is to provide residents with a range of community services and activities, including access to, and use of meeting rooms and the activity hall on a fee for hire basis. The Facility will also serve as the City's hub for sustainability and environmental programs.

One section of the Centre will continue to be leased to not-for-profit organisations that provide community services to Campbelltown residents. The remaining portion of the Facility is described in *Section 2.4* below.

### 2.2 Land covered by this Plan

This Plan applies to the land and building on No. 221 Eagleview Road, Minto, and is legally identified as Lot 4 in DP 539244 (the Site), as shown in **Figure 1** below. The site, with an area of 12,979.25sqm, is zoned R2 Low Density Residential zone under the Campbelltown Local Environmental Plan 2015 (CLEP). The Facility and its related outdoor *Recreation Area* are permissible uses under the provisions of the CLEP.



**Figure 1 | Subject Site and surrounding locality**

*Source: Six Maps*



# REVISED PLAN OF MANAGEMENT

## 2.3 Site Context

The subject site is bounded by the residentially zoned land surrounding the property. The subject site is part of an identified location for residential development, parks, community facilities and streets. The subject Lot 11 is rectangular in shape, with a frontage width of 120.70m along Eagleview Road and a rear width of 120.55m, the northern boundary length is 105.46m and the southern boundary length 109.74m.

The community centre and adjoining properties provide a focal point for leisure, recreational and educational pursuits for residents in potential future neighbouring development.

## 2.4 Classification and Categorisation

The land is classified as a community facility and recreation area, with an ancillary dwelling for an on-site manager/ greenskeeper. There are various activities of the facility stemming from this purpose. The various activities include:

1. *Community Facility* will be used for the physical, social and cultural or intellectual development or welfare of the community. From this definition, it is proposed that the following are within both the ground and first floor of the building (as allowed): main multipurpose area (used for multipurpose hall and stage) meeting room; offices; prayer rooms that make up 6% of the community facility; storage area; media room; kitchen; consultation room; cultural development room.
2. *Recreation Area* including a Basketball Court, Tennis Court and Soccer Field, with an ancillary building used for the on-site manager, greenskeeper.

The core objectives for management of community land categorised as general community use, as articulated in the LG Act, are to promote, encourage and provide for the use of the land, and to provide facilities on the land, to meet the current and future needs of the local community and of the wider public for the following uses:

- ❖ Public recreation and the physical, cultural, social and intellectual welfare or development of individual members of the public, and
- ❖ Uses in relation to granting of a lease, licence or other estate in respect of the land (other than the provision of public utilities and works associated with or ancillary to public utilities).

## 2.5 Owner of the Land

Owned and managed by Rahima Aziz Foundation Limited. There will be 3-4 caretakers onsite, to manage the Facility.

## 2.6 Land and Building Descriptions

The Facility operates as a multi-purpose community facility. The building is two storeys above a basement parking level. The Facility is surrounded by approximately one hectare of open space including a Basketball Court, Tennis Court and Soccer Field, with an ancillary dwelling providing leasehold accommodation/ leasehold accommodation to the not-for- profit community services including 3-4 caretakers. Refer to **Figure 2** below.

# REVISED PLAN OF MANAGEMENT



**Figure 2 | Revised Site Analysis Plan, Dwg No. DA0004, Rev. 05, dated 21/03/2024**

*Source: Syms Architects*

The Facility includes facilities used for the physical, social and cultural or intellectual development or welfare of the community. From this definition, it is proposed that the following are within both the ground and first floor of the building (as allowed): main multipurpose area (used for multipurpose hall and stage), a gym; meeting room; offices; prayer rooms that make up 6% of the community facility; storage area; media room; kitchen; consultation room; cultural development rooms.

The Facility also has utility as an environmental and sustainability hub. The Facility is also a demonstration facility to show how a building can be refitted to create energy efficiency and water saving outcomes.

The building's interior was subsequently improved with best practice sustainable fittings and fixtures. Located in the open space area to the west of the building includes a number of recent improvements, such as new outdoor sporting facilities.

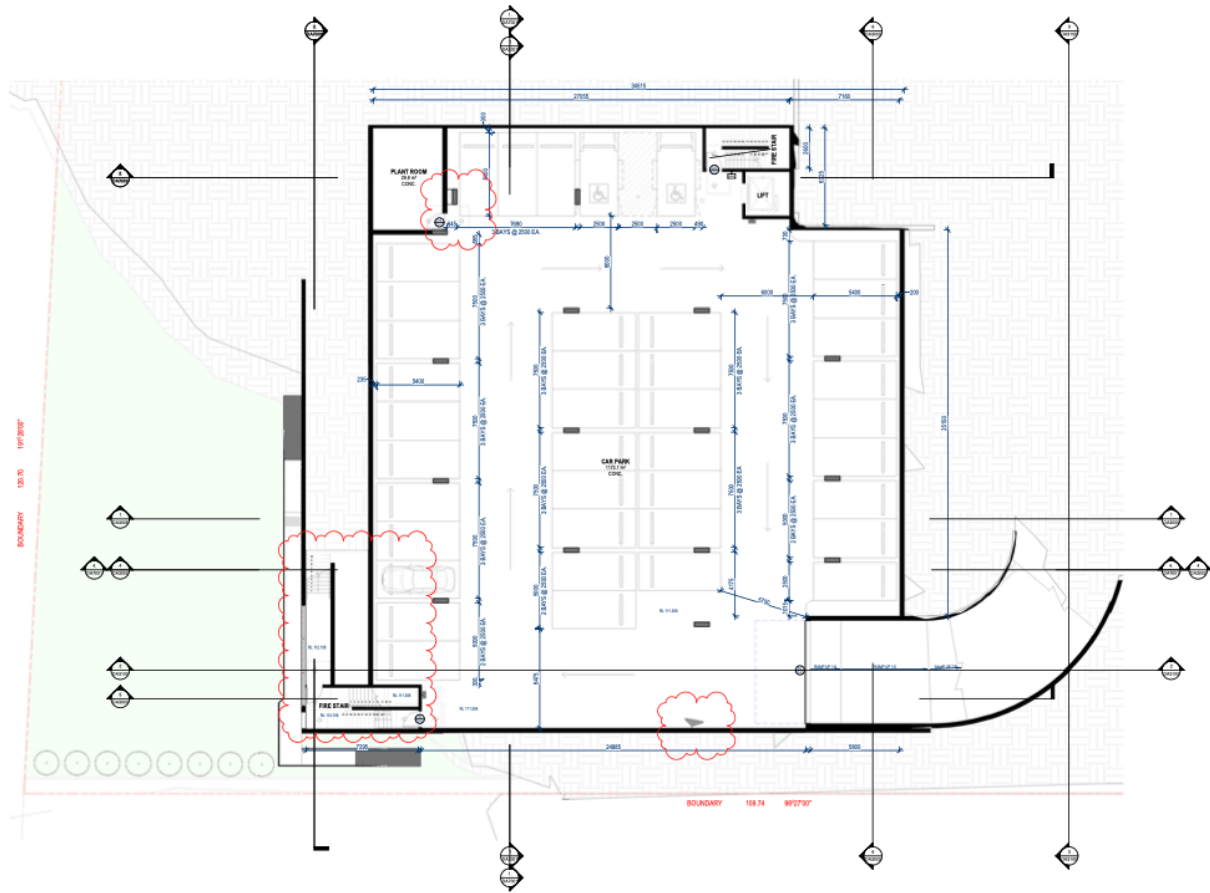
Adjoining the northern side of the community facility building is an informal grassed open space area fringed with boundary planting which acts as a visual barrier between this site and the neighbouring residential property.

The building has an overall Gross Floor Area (GFA) of 2,220.16sqm and therefore the GFA is 0.17:1. The Site comprises of the following:

# REVISED PLAN OF MANAGEMENT

The Building 1 consists of the following:

**Building 1: Multi-purpose centre with a hall, meeting rooms, offices, library and amenities**



**Figure 8: Basement Floor Plan, DA1001, Rev 08, dated 07/05/2024**

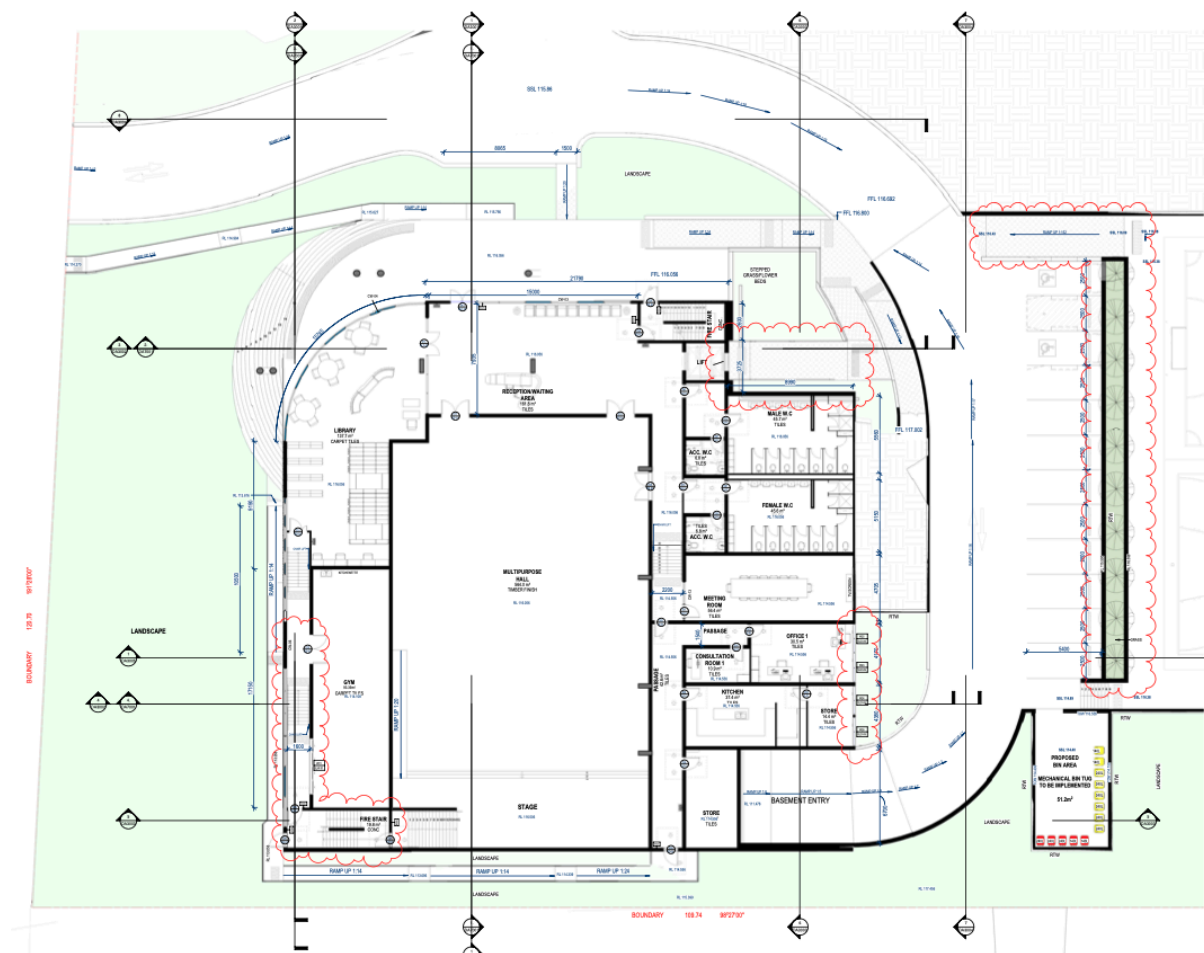
Source: Syms Architects

The revised Basement Level consists of the following:

- ❖ 40 car spaces, including 2 accessible car spaces;
- ❖ A plant room;
- ❖ Two lots of Fire stairs;
- ❖ A lift to the Ground and First Floor.
- ❖ A ramp that accesses and egresses to the ground floor where more parking is provided.



# REVISED PLAN OF MANAGEMENT



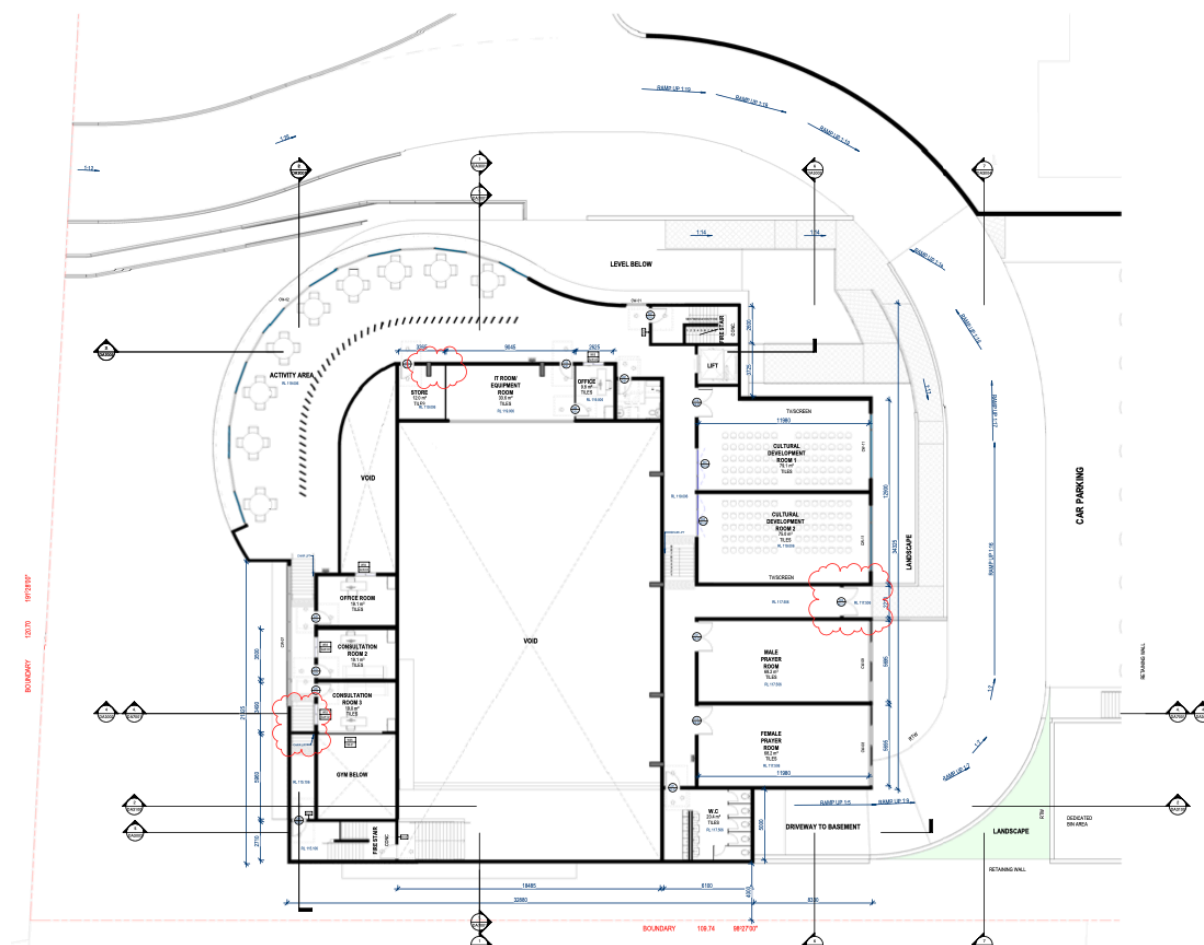
**Figure 9: Ground Floor Plan, DA1002, Rev 10, dated 07/05/2024**

Source: Syms Architects

The revised Ground Floor Level consists of the following:

- ❖ A Reception Area to greet the patrons.
- ❖ A Community Library with an area used for studying and reading.
- ❖ A gym, accessed via the multi-purpose hall.
- ❖ A Multipurpose Hall with a Stage to view the activities.
- ❖ A backstage area with a storage area that has a passage leading to a meeting room, an office, a consultation room, a kitchen and another store room, with proposed openings along the eastern elevation.
- ❖ Female WC with 7 cubicles and 2 shower cubicles, with 5 sinks.
- ❖ Male WC with 7 cubicles and 2 shower cubicles; with 5 sinks.
- ❖ 2 Accessible WC's.
- ❖ A Meeting Room.
- ❖ 2 sets of fire stairs.
- ❖ One lift core.
- ❖ An accessible ramp that wraps around the outside of the building to ensure access to everyone is provided equally.
- ❖ An external Basement Entry ramp, that wraps behind the building so as to be as discreet as possible from the street.
- ❖ External Landscaping, including 10 new trees and a stepped Grass/ Flower bed with a chair lift
- ❖ 11 car spaces.
- ❖ Proposed Bin Area with a mechanical bin tug.

# REVISED PLAN OF MANAGEMENT



**Figure 10: First Floor Plan, DA1003, Rev 10, dated 07/05/2024**

Source: Syms Architects

The revised First Floor Level consists of the following:

- ❖ An Activity Area for patrons, accessible from the Basement Level and Ground Floor via a lift, as well as stairs;
- ❖ Separate Male Prayer room (68.2sqm) and Female Prayer room (68.2sqm). The total combined area is 136.4 sqm, which is less than 10% of the GFA of the Community Facility, equating to 6% of the Community Facility. The *prayer rooms* are ancillary to the *community facility* and are not for independent use.
- ❖ Two office spaces;
- ❖ Two cultural development rooms, equating to 154.1sqm, which is less than 10% of the GFA of the Community Facility, equating to 6% of the Community Facility; The *cultural development rooms* are ancillary to the *community facility* and are not for independent use.
- ❖ WC with five cubicles, as well;
- ❖ As accessible cubicle;
- ❖ Three Consultation Rooms;
- ❖ An IT Room/ Equipment storage room, with and an office and an additional room for further storage;
- ❖ A large void is included above the Multipurpose Hall and Stage;
- ❖ 2 sets of fire stairs and a lift core to access all levels of the Community Facility;
- ❖ Solar Panels located on the roof, as well as openings along the eastern elevation.

# REVISED PLAN OF MANAGEMENT



Figure 6 | Site Plan, DA0005, Rev 08, dated 21/03/2024

Source: Syms Architects

## Outdoor facilities/ Improvements

Located at the western side of the site and adjacent to the large and grassed open space area, which includes

- ❖ Basketball Court
- ❖ Soccer Field
- ❖ Swimming Pool

## Parking/Delivery space

There is a basement level parking area designated for on-site car-parking spaces for centre visitors and staff with 40 spaces, including 2 accessible spaces. On street parking is also available in surrounding streets. Additional 11 outdoor parking spaces, including 2 accessible spaces are included on the external ground floor space located on the eastern side of the Community Facility.

While land adjoining the community centre remains undeveloped, visitors utilise the area adjoining the Centre's entrance for parking. When development of this area is complete, the street which will be

# REVISED PLAN OF MANAGEMENT

constructed along the western front boundary of the Centre will have the capacity to accommodate on-street car parking for some vehicles.

The car-parking arrangement is consistent with the Development Control Plan provisions.

## Landscaping

The use of native and low-water use plant species is a central theme to the landscape design of the Facility. The accompanying Landscape Plan demonstrates the proposed landscaping on the site.

## Supportive services

Other supportive facilities include a storage room and toilets for staff and visitors.

## 2.7 Current and Permitted Uses

This Plan authorises the use of the Centre for the following activities:

- ❖ Offices
- ❖ Cultural development
- ❖ Recreational and leisure purposes
- ❖ Performing and visual arts
- ❖ Public art installation and associated activities
- ❖ Community, corporate and private training and functions

Typical examples of meetings, events, activities and functions are listed below to show the variety of uses that is consistent with the Centre's objectives as a multi-purpose community facility:

- ❖ Meeting rooms for community groups
- ❖ Sustainability demonstration, courses and activities
- ❖ A gym
- ❖ Dance, yoga and similar classes
- ❖ Council funded events/festivals
- ❖ Arts and craft markets
- ❖ Educational workshops, seminar lectures etc
- ❖ Movie screening or film festivals
- ❖ Private functions – birthday parties and other special occasions
- ❖ Music performances, e.g. classical, jazz or contemporary (not rock, pop or brass band)
- ❖ On-site staff management including 3-4 caretakers.
- ❖ Community awareness display boards
- ❖ Art exhibitions, launches and talks
- ❖ School vacation activities, holiday programs venue e.g movies, puppet shows, children's science workshops etc
- ❖ Special events functions e.g. fashion parades, food & wine tasting
- ❖ Drama, plays, and theatre workshops
- ❖ Public art installations/sculptures

These examples show the opportunities and potential uses of the Facility by the community, and are not an exhaustive list of possible uses.

## 2.8 Scale and intensity of permitted uses

The scale and intensity of the various activities held at the Centre is limited by the:

- ❖ Outdoor space and/or internal seating capacity, and
- ❖ hours of operation

## REVISED PLAN OF MANAGEMENT

The Hall, which can be divided into two separate rooms, can hold up to 150 people, depending on seating arrangements. The Meeting Room can accommodate up to 15 people sitting around a table. The recreational grassed open space area can be used for events and accommodate larger groups of people.

# REVISED PLAN OF MANAGEMENT

## 2.9 Hours of Operation and Attendance

The following activity timetables are for the Community Facility and the outdoor Recreation Area:

Community Facility - ACTIVITY TIMETABLE							
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
05:00-07:00	Morning Com. Social Gathering - 30p	Morning Com. Social Gathering - 30p	Morning Com. Social Gathering - 30p	Morning Com. Social Gathering - 30p	Morning Com. Social Gathering - 30p	Morning Com. Social Gathering - 30p	Morning Com. Social Gathering - 30p
13:00-14:00	Afternoon Com. Social Gathering - 20p	Afternoon Com. Social Gathering - 20p	Afternoon Com. Social Gathering - 20p	Afternoon Com. Social Gathering - 20p	Afternoon Com. Social Gathering - 20p	Afternoon Com. Social Gathering - 20p	Afternoon Com. Social Gathering - 20p
16:00-17:00	Evening Com. Social Gathering - 20p	Evening Com. Social Gathering - 20p	Evening Com. Social Gathering - 20p	Evening Com. Social Gathering - 20p	Evening Com. Social Gathering - 20p	Evening Com. Social Gathering - 20p	Evening Com. Social Gathering - 20p
18:00-22:00	Night Com. Social Gathering - 30p	Night Com. Social Gathering - 30p	Night Com. Social Gathering - 30p	Night Com. Social Gathering - 30p	Night Com. Social Gathering - 30p OR Cultural event 150p	Night Com. Social Gathering - 30p OR Cultural event 150p	Night Com. Social Gathering - 30p OR Cultural event 150p
Recreation Area - ACTIVITY TIMETABLE							
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
09:00-20:00	Facility for sports - Max. 30p at any one time	Facility for sports - Max. 30p at any one time	Facility for sports - Max. 30p at any one time	Facility for sports - Max. 30p at any one time	Facility for sports - Max. 30p at any one time	Facility for sports - Max. 30p at any one time	Facility for sports - Max. 30p at any one time



# REVISED PLAN OF MANAGEMENT

## 2.10 Facility Manager

Management of the facility will be run by 1 full time employee, selected for their capacity and skills to administer the functions of the facility. This employee will also be the role of the Facility Manager, to ensure an additional staff in the future are adequately equipped to complete the day-to-day activities in compliance with any specific Certifier's approval conditions and this operational manual. The Facility Manager must have a thorough understanding of the Certifier's conditions and this operational manual.

The Facility Manager will live within the existing dwelling located on the site; therefore, there will be 24/7 management and surveillance on site, apart from the CCTV cameras located on the site.

## 2.11 Staffing Arrangements

All staff must understand the Certifier's conditions and this operational manual. Staff will be allocated to the following roles and tasks:

- ❖ Employer: Overseeing the operation of the Community Facility and Outdoor Recreational Area.
- ❖ Staff: Undertaking the operation of the Community Facility and Outdoor Recreational Area.
- ❖ Administration: 3-4 caretakers are included within the staff, as well as staff required to manage all accounts and day to day operation and ensure the centre sound system and air-conditioning are operating in accordance with the Certifier conditions.
- ❖ Managing the attendees at the centre: Ensuring all attendees participate in activities in a safe and orderly manner.

# REVISED PLAN OF MANAGEMENT

## 3. Access and Control

### 3.1 Personal Access

Personal access to the community facility is gained by way of entry through the main entrance, as well as through the basement parking and swipe cards are required due to the staff members being on site during operating hours.

There is also access to the Recreation Area externally that will be closed to the public by the on-site manager at times shown on the table with *Section 2.9*.

To ensure that the community facility remains accessible to visitors and local residents, the following shall be addressed.

#### Building legibility

Clear and visible signage will be installed on the building premises or along adjacent streets to help guide first time visitors and users to the Facility.

#### Vehicular access

Formal vehicular access to the Facility is provided via Eagleview Road, a gazetted public road.

#### Pedestrian and cycle access

Pedestrian access to the Facility is provided from Eagleview Road.

#### Disabled access

The topography within the Facility is relatively flat. The building meets the Australian Standards - Disabled Access. Refer to the accompanying BCA Report. All the rooms and activity spaces are accessible.

#### Emergency access

Emergency exit signage all placed around the building, along with a built in emergency lighting and warning system.

### 3.2 Closed Circuit Television Cameras (CCTV)

Cutting edge hemispheric CCTV with remote viewing capabilities shall be installed. As well as continually recording, these CCTV cameras are managed by a Remote Guard Monitoring Service control centre during any unstaffed hours, particularly due to the surrounding residential area, which has traffic outside of the operating hours. The franchisee and franchisor are also able to view these CCTV cameras remotely at all times.

The CCTV cameras are backed by a two way audio communication system. This system enables the control centre to communicate with members, and vice versa, through highly sensitive microphones and speakers located in the restaurant.

Security cameras are located strategically in order to capture all areas of the tenancy. CCTV will capture patrons in all areas of the site (except for bathroom and change room areas) as well as the parking area, entry points and will result in increased security for all neighbouring tenants.

# REVISED PLAN OF MANAGEMENT

## 3.3 Personal Safety and Security

The security system includes 'Help Buttons' and pendants. The emergency help buttons will provide direct back-to-base assistance to the 24 hour security monitoring system. The pendants will allow employee/s to wear an emergency help button should they feel the need for extra safety.

The emergency help buttons will be fixed internally and be clearly identifiable and accessible.

The pendants will be located close to the entrance of the premises and will be made available for patrons who wish to use them. The use of the pendants will provide individuals with security and assurance that assistance can be obtained in areas where it is forbidden to install CCTV cameras (i.e. bathrooms and change rooms).

Once a duress or pendant panic button has been pressed, an alert will be sent to the Remote Guard Monitoring Service who can then remotely view and communicate with patrons at the premises. Remote Guard can then call for police/ ambulance/ fire assistance and unlock the doors to the premises, providing access to emergency services.

## 3.4 Noise Monitoring

The security system being installed is able to monitor noise levels via a two way audio communication system. It can be tuned such that an alert goes to the security control room once noise goes over a certain predetermined level for a set amount of time before and after operation hours..

## 3.5 Counter and Storage

The premises includes a storage area for employee/s, behind the counter, which is not accessible to the public, where all bags and belongings can be stored discreetly at all times. This reduces the opportunity and acts as a deterrent to crime. The extensive CCTV system continually films the till area as well as all parts of the premises. Appropriate security signage will be located throughout the premises.

## 3.6 Security Training and Maintenance

Staff training will be carried out upon the completion of the installation of the security systems following which ongoing training will be made available by the security firm on request.

There will be ongoing technical support provided for any security system requirements as well as ongoing maintenance carried out twice per year.

The list of maintenance to be completed includes:

- ❖ Test all alarm devices to control the room.
- ❖ Test battery in main panel.
- ❖ Test back to the base system is functioning correctly.
- ❖ Test hard wired Help Buttons.
- ❖ Test IP interface is working and connecting to the head office.
- ❖ Test Remote Guard and two-way audio connection is working correctly.
- ❖ Change any setting on Remote Guard system if required

# REVISED PLAN OF MANAGEMENT

## 3.7 Warning Signs

Detailed signage will be provided on the outside of the building as well inside the tenancy advising of the CCTV systems in place.

## 3.8 Passive Surveillance

Passive surveillance across the site will be increased throughout the day and evening as a result of increased footway traffic within the Facility. Such passive surveillance is considered to form a beneficial deterrent to crime not only to local businesses that are closed for business at these times, but also to local residents. This deterrent can potentially assist in the reduction of criminal activities that are more likely to occur at non-standard business hours.

# 4. Noise Management

## 4.1 Operational

The Community Centre premises will have a stereo system installed. The music that is played inside the Centre will come from a surround sound system. The surround sound system provides the music and is pre-set at an acceptable volume no higher than that experienced in any household.

Outside of regular trading hours (5:00am - 8:00pm), the air-conditioning is activated, as required. On activation, if the temperature is warmer than that depicted by the thermostat, the air-conditioning will start and run for 20 minutes. In addition, an Acoustic barrier is proposed, 4m from the southern boundary.

## 4.2 Patron Behaviour

The size of the premises internally, is relatively large and is anticipated to generate volumes of patronage that are acceptable within the space at any one time. Refer to the timetable within *Section 2.9* of this report. Therefore, the use is considered to be a medium intensity use, that will not attract or result in unruly or noisy patrons nor result in any antisocial behaviour.

Externally, due to the location being adjacent to a residential area with some newly built estates towards the west, the passing foot traffic is minor. There are sufficient security systems in place to rule out noisy patrons in any antisocial behaviour.

Furthermore, the premises will have signs at each exit requesting patrons to leave quietly.

## 4.3 Signage

Signage is provided stating:

- ❖ The Community Facility
- ❖ Parking Legibility.

# REVISED PLAN OF MANAGEMENT

## 5. Emergency Procedures and Management

### 5.1 Rules of Conduct

Upon entry, there will be a code of conduct on the wall that will describe the behavioural codes of conduct required to be maintained whilst using the premises. This literature will focus on employee and patron safety and the necessary measures to ensure that noise levels are kept to a minimum when entering and leaving the premises. Furthermore, the premises will have signs at each exit requesting patrons to leave quietly in order to discourage any loitering outside of the food and drink premises.

### 5.2 Drugs and Alcohol

In the interest of health and safety the food and drink premises will actively promote, encourage and support strategies to minimise harm from alcohol and other drugs. This food and drink premises does not provide any alcohol to patrons and therefore, a liquor licence is not necessary and antisocial behaviour is unlikely.

The use of illicit drugs will not be allowed under any circumstances. Those found using or trading in illicit drugs will be removed immediately.

### 5.3 Crisis Management

In the event the help button is engaged, the protocol is such that the CCTV control room operator will assess the situation and contact both an ambulance and the police should it be deemed necessary. At such time the franchisee will also be notified to help assist with the investigation in any way deemed necessary by the emergency crews.

The Remote Guard Monitoring Service will be able to monitor and record all incidents as well as provide remote access to emergency service crews.

### 5.4 Cash Handling Procedure

There will no cash handling on the premises as all the monetary transactions will take place in the form of an eftpos transaction.

### 5.5 Plan of Management and Emergency Procedure Review Process

The POM will be reviewed on an annual basis with input from both management and staff regarding the validity of all the noted points. In addition, this forum will be utilised to discuss the addition of any relevant operational matters not previously documented on the POM.

# REVISED PLAN OF MANAGEMENT

## 5. Property and Waste Management

### 6.1 Property Damage

In the event of property damage, the occupants will immediately get into contact with the property manager and arrange to have the damage assessed and contained within a 24 hour period to ensure the safety of the public and the patrons. Upon assessment, immediate measures will take place by the property manager to engage the services of a suitable tradesperson to address the situation.

### 6.2 Graffiti Management

In the event of graffiti, the occupants will endeavour to address the situation within 24 hours by any means possible. If the occupants are unable to personally fix the problem, then the services of a graffiti removal company will be engaged to ensure the graffiti is removed within 3-5 days.

### 6.3 Rubbish Removal

Dumped rubbish outside the premises will be viewed as detriment to the occupants and as such will be disposed of by that person.

### 6.4 Waste Management

The amount of waste/ garbage generated will be medium and would likely require emptying by staff approximately once a week. There will be food based waste generated at the premises. Bins will be provided within the basement parking area of the Community Facility, with access internally within the building.

All wastes will be stored in approved containers placed inside the premises before being removed for disposal by Council or appropriate contractors.

The proposed building will have a designated waste collection area that is sufficient for the disposal of waste generated by the proposed fit out.

Refer to the accompanying Waste Management Plan.

### 6.5 Cleaning

Cleaning of the premises will be carried out on a daily basis and include cleaning of all tables and chairs, commercial kitchen equipment, toilets and general storage areas.



# REVISED PLAN OF MANAGEMENT

## 6. Complaint Handling, Dispute Resolution and Record of Incidents

This Complaint Handling and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties.

The purpose of this Policy is to outline a set of procedures to effectively and fairly respond to complaints and disputes in a professional and timely manner. This Policy provides a process for handling and resolution of complaints, disputes and incidents between the restaurant and its patrons, employees and surrounding businesses.

The objectives of this Policy are to establish a process to:

- ❖ Record, action and resolve complaints and disputes;
- ❖ Review and monitor performance against the procedures outlined in this Policy.

### 7.1 Dealing with Client Disputes

To maximise the chance of a successful resolution the franchisee of the restaurant will:

- ❖ Listen to what the complainant has to say;
- ❖ Request documentary evidence if required to verify the facts;
- ❖ Negotiate face-to-face in a calm and professional manner;
- ❖ Provide accurate information on the options available to the complainant for resolution of the issue.

### 7.2 Communication

The contact details including a phone number of the manager/owner will be made available 24 hours, 7 days on the outside of the premises.

### 7.3 Procedures for Receiving Complaints

If a complaint is submitted, the franchisee:

- ❖ Must, if the complaint is verbal, either resolve it “on the spot”;
- ❖ Must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the complainant’s information;
- ❖ Must ensure that the complaint receives proper consideration resulting in a determination;
- ❖ Must act in good faith in dealing with and resolving the complaint;
- ❖ Must investigate the complaint including by:
  - Seeking all relevant information from the complainant; and
  - Obtaining all relevant information from employees

# REVISED PLAN OF MANAGEMENT

- ❖ Must keep the complainants informed of progress towards resolving the complaint.
- ❖ Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the club of the complaint: - The determination in relation to the complaint.
- ❖ Must keep the complainants informed of progress towards resolving the complaint.
- ❖ Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the club of the complaint: - The determination in relation to the complaint;
  - The remedies (if any) available to the complainant; and
  - Information regarding any further avenue for complaint.
- ❖ No action will be taken on anonymous complaints except in exceptional circumstances.

## 7.4 When a Complaint will be treated as resolved by the Community Facility and/ or Recreation Area

- ❖ Where the complainant has been notified in writing of a decision and no response has been received, the complaint will be treated as resolved by the community facility/ recreation area.
- ❖ Where the complaint has been resolved to the complainants satisfaction “on the spot”; or
- ❖ Where the complainant has been notified of a decision about a complaint and no response has been received.

## 7.5 Recording the Complaint - Complaints and Disputes Register

A Complaints and Disputes Register will be established, maintained and kept up-to-date. The Register will comprise a copy of each Complaint Report.

The Register includes the following information about every complaint that is received:

- ❖ Date complaint is made;
- ❖ Nature of complaint / issue;
- ❖ Action taken to investigate the complaint;
- ❖ Date resolved; and
- ❖ How resolved.

## 7.6 Recording of an Incident - Incident Register

An Incidents Register/ Record will be established, maintained and kept up-to-date. The Register/ Record will comprise a copy of each Incident Report.

The Register includes the following information about every complaint that is received:

- ❖ Date incident is undertaken;
- ❖ Nature of incident / issue;
- ❖ Action taken to investigate the incident;
- ❖ Date resolved; and
- ❖ How resolved.

## REVISED PLAN OF MANAGEMENT

## Appendix A

[illegible]

Note: All complaint action form and complaint register shall be filed away in a secure and safe location once complaint has been resolved.

# REVISED PLAN OF MANAGEMENT

## Complaint Action Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_

Phone No: \_\_\_\_\_

Complaint description:

---

---

---

---

Location: \_\_\_\_\_

Date of event/incident: \_\_\_\_\_

Time of event/incident: \_\_\_\_\_

Signature: \_\_\_\_\_

Note: This form will be treated with complete privacy and no personal details shall be released.

### Office Use Only

Complaint No: \_\_\_\_\_

\*Urgency: \_\_\_\_\_

Received by: \_\_\_\_\_

Assigned to: \_\_\_\_\_

Initial assessment:

---

---

---

Action required:

---

---

---

Notification to Complainant: Yes / No

Completion/Action Date: \_\_\_\_\_

Signature: \_\_\_\_\_

\* Urgency level: Very High, High, Medium, Low, Noted

## REVISED PLAN OF MANAGEMENT

## Appendix B

[illegible]

# REVISED PLAN OF MANAGEMENT

## Incident Register/ Record Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_

Phone No: \_\_\_\_\_

Incident description:

---

---

---

---

Location: \_\_\_\_\_

Date of event/incident: \_\_\_\_\_

Time of event/incident: \_\_\_\_\_

Signature:

Note: This form will be treated with complete privacy and no personal details shall be released.

### Office Use Only

Incident No: \_\_\_\_\_

\*Urgency: \_\_\_\_\_

Received by: \_\_\_\_\_

Assigned to: \_\_\_\_\_

Initial assessment:

---

---

Action required:

---

---

Notification to Complainant: Yes / No

Completion/Action Date: \_\_\_\_\_

Signature:

\* Urgency level: Very High, High, Medium, Low, Noted