



MANAGEMENT PLAN

Harbord Diggers

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Harbord Diggers
80 Evans Street, Freshwater NSW 2096

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1 INTRODUCTION

Harbord Diggers is a site of Mt Pritchard & District Community Club (Mounties Group) located at 80 Evans Street, Freshwater NSW 2096 in the Warringah Local Government Area (LGA) which has operated in Freshwater since 3 June 1930 and on its current site since 1952.

As a not for profit organisation, the Club operates seven registered club venues, four holiday resorts and two fitness centres in NSW with a core purpose of meeting the needs of the members of our registered club.

In the Warringah and Manly Local Government Areas, the not for profit venues operated by Mounties Group currently include Harbord Diggers, Manly Bowling Club, Soldiers House, Waves Youth Centre and Freshwater Fitness.

The objects of the Club as outlined in the Clubs constitution include:

- To provide for members and guests a social and sporting club with all the usual facilities of a club including residential and other accommodation, liquid and other refreshments, libraries and provision of sporting, musical and educational activities and other social amenities.
- To assist generally in the promotion of education, sport and culture
- To render aid, either financially or by other means, to persons in necessitous circumstances

Harbord Diggers is to be operated with the core purposes of the club as primary objectives and the venue will offer a world first in Inter-generational living, social inclusion and community engagement including the standard club services such as bar, meeting rooms, function facilities and community hub in a not for profit community club model.

The Noise Management Plan is designed to ensure the club continues to operate as a good neighbour and sound community member in the Warringah LGA as it has for many years thorough the operation of all its properties located across the Warringah LGA.

As a Club established in 1930 in Freshwater, Harbord Diggers has operated with an enviable record for compliance and peaceful co-location with local residents in the area and the new Harbord Diggers will operate under the same management team and Club conditions as the existing Harbord Diggers which gives strong confidence to the expectation of close positive relationships with neighbours, council, police and other authorities.

2 PURPOSE

The purpose of this plan is to provide a systematic noise management and monitoring mechanism to ensure that the performance of the venue continues to meet the noise requirements and expectations of local residents and community.

3 RANGE OF ACTIVITIES

As a Registered Club, Harbord Diggers (Mounties Group) offers a range of services to meet the needs of the local community and of Club including:

- Restaurants and Bars and cafes
- Community Meeting Rooms
- Lawn Bowling Green
- Seniors Living Units
- Youth Centre
- Function Rooms
- Seniors Living Services (cinema, art room, etc)
- Member Services
- Fitness & Aquatic Services
- Electronic Gaming machines
- Indoor and External Sports (eg: Indoor Bowls, Lawn Bowls)
- Children's Play areas

5 TYPES, TIMES, DURATION & FREQUENCY OF EVENTS

It is anticipated that the refurbished Harbord Diggers will operate on the same hours as it has in the past for many years with a range of services operating at different hours through the day.

The venue as a whole will operate:

Sunday – Thursday 5.30am – 2.00am

Friday – Saturday 5.30am – 4.00am

With individual areas operating as follows:

Fitness and Aquatic Centre	5.30am – 10.00pm
Long Day Childcare	7.00am – 7.00pm
Restaurants	11.00am – 12.00am
Lower level Cafes	5.30am – 4.00am
Upper Level Cafe	5.30am – 7.00pm
Bars	9.00am – 4.00am
Creche	5.30am – 12.00am
Gaming Machines	9.00am – 4.00am
Youth Centre	7.00am – 12.00am
Function Rooms	7.00am – 1.00am

All operations are designed to:

- Not cause or permit a nuisance
- Not to interfere, or cause or permit interference with the reasonable peace, comfort or privacy of neighbours

6 EMPLOYEES

The Venue will employ approximately 189 staff, rostered in shifts as per the operational needs of the business.

7 RESPONSIBLE SERVICE OF ALCOHOL

It is Management's policy, in addition to being a condition of the Liquor License, that all laws are complied with regards to the sale/consumption of alcohol on the premises. It will be Management's responsibility to educate the staff in order to help ensure the safety of customers. Management's primary response is for the safety and well being of all the customers. Equally important is the protection of staff and Management. Management and staff are responsible for adhering to all the policies with respect to alcoholic beverage service. Prior to any staff member serving alcoholic beverages they must undergo and complete a Responsible Service of Alcohol Course approved by the Authority (NSW Liquor Administration Board)

The following policies for the responsible service of alcohol shall apply:

- i) The Venue shall adopt the 'New South Wales Liquor Industry Code of Practice for the Responsible Promotion of Alcohol Products'
- ii) All managers and staff employed at the Venue shall have completed an approved course in 'The Responsible Service of Alcohol',
- iii) The Venue will not take part in any liquor promotion that is likely to encourage irresponsible service or consumption of liquor;
- iv) The Venue will not service any person who is intoxicated and will decline entry or service to any person who is already intoxicated or who behaves in an indecent or abusive manner. SUCH PERSONS WILL BE ASKED TO LEAVE;
- v) The Venue will arrange for taxis for any visitor of the venue if so requested;
- vi) Staff shall escort any visitor to his or her vehicle parked in the vicinity of the Venue if so requested.
- vii) No persons under the age of 18 years shall be served liquor at the Venue and production of photographic identification will be required where age is an issue. The only acceptable proof of age identification will be:
 - Photo Drivers Licence
 - RTA Proof of Age Card OR
 - Current Passport
- viii) The licensee shall ensure that harm minimization signs are displayed throughout the premises;
- ix) Low Alcohol beer and non-alcoholic beverages will be available at all times;
- x) The licensee shall keep an Incident Book recording incidents noted by security staff referred to above and any complaints made directly to the management or staff of the venue by local resident or business people about the operation of the Venue or the behavior of visitors.

8. AMENITY OF NEIGHBOURHOOD

The Licensee of the venue shall consider the amenity of its residential neighbours and shall take all reasonable measures to ensure that adverse impacts to nearby residences do not occur. The Licensee will take all reasonable measures to ensure that the behavior of staff and visitors when entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood

9 BEHAVIOUR OF MEMBERS & VISITORS

The Licensee will ensure that all reasonable steps are taken to control the behaviour of visitors of the venue whilst on the premises and as they enter and leave the premises. The Licensee shall erect signs at all exits of the Venue requesting visitors to leave quietly

10 WASTE REMOVAL

The removal of waste from the premises shall take place only between the hours of 7.00am and 7.00pm. Staff will patrol the area immediately adjacent to the premises and will ensure that all rubbish in the vicinity of the Venue, whether refuse is detected as originating at the Venue or not, is collected and disposed of appropriately

11 DELIVERY MANAGEMENT

To minimize the impact of deliveries to the site, where possible deliveries will be made between 7.00 am and 6.00 pm Monday to Sunday.

All deliveries will be accepted via the Evans Street loading dock. The delivery door will be closed at all times so as to prevent any noise escaping the building. There will be an intercom system for the drivers to use; delivery will be accepted at the door, with the driver departing fairly promptly thereafter. Drivers will be asked to turn their engines off on arrival to reduce noise impact to neighbouring tenants

12. ENTERTAINMENT

Live Entertainment and amplified music will be used at the venue as it has for more than 50 years.

Any amplified external live entertainment will be restricted to daylight hours and live entertainment inside the building will be controlled by the venue in accordance with the noise management plan.

Additional steps to reduce noise with internal live entertainment will include:

- Closing of external windows and doors where necessary
- Staff to assist members and visitors when entering and leaving the club wot ensure visitors leave in a prompt and orderly manner
- Notices placed at exits to remind visitors to leave quietly

13. NOISE IMPACT CRITERIA

Under current Liquor Administration Board conditions, the LA10* noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5 Hz – 8k Hz inclusive) by more than 5 dB between 07:00 am and 12:00 midnight at the boundary of any affected residence.

The LA10* noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5 Hz – 8k Hz inclusive) between 12:00 midnight and 07:00 am at the boundary of any affected residence.

* For the purposes of this condition, the LA10 can be taken as the average maximum deflection of the noise emission from the licensed premises.

14. NOISE TRIGGER CRITERIA

The noise trigger levels will be the lesser of the above criteria and if at any time the trigger level is exceeded, the Venue Manager will immediately undertake a noise assessment of the nature and the characteristics of the noise. This will involve verifying aural factors such as

- The location of the noise source
- Its audibility at certain locations
- The time that the noise is made
- Its duration
- The reported effect it has on people.

This assessment will determine the action required to be taken by the Venue Manager

15 ACTIONS REQUIRED

The Venue Manager will ensure that the starting and finishing times of all events are within the times approved for the venue and will ensure that noise during operation is within permitted levels as well as not offensive or intrusive to neighbours of the venue.

16 NOISE MONITORING

Noise monitoring and management undertaken by Harbord Diggers will be the responsibility of the Venue Manager with any complaints or concerns raised reported following each event in the daily management report.

Additional noise monitoring will be undertaken when:

- There is a new activity conducted at the venue
- A new residence is built close the venue
- A complaint is received by a close neighbour or authority

17 PROCEDURE FOR HANDLING COMPLAINTS

The procedure for handling noise complaints is as follows:

- a) The complainant is to be requested to provide details of the complaint according to the Noise complaint form (attached)
- b) The complaint is reported to the venue manager
- c) The complaint is fully investigated and if found to be sustained, an assessment made of to whether there is a non-compliance with the noise standards for the venue
- d) In non-compliance is found to have occurred, action must be taken by the venue manager to ensure the situation does not reoccur.
- e) The outcome of the investigation and the action taken must be recorded in the Daily Management report and in the noise Complaints register
- f) The outcome of the investigation should be advised in writing to the complainant.

18 REVIEW & REPORTING

The Noise Management and monitoring plan will be reviewed on an on-going basis by the Clubs Operations Manager and a report made available to the General Manager, Northern Sites.

This report will include:

- The number of noise complaints received
- How each noise complaint was handled
- What measures were put in place to minimise noise
- Any proposed measures to further mitigate noise

19 SECURITY PERSONEL

The venue engages professional trained security staff for all days of operation with a commitment to ensure security staff are on premises from Midnight to close of business every day.

20 PARKING & TRANSPORT

Public transport services in the vicinity of the site are provided by buses and taxis. Local bus services are provided by Sydney Buses, with the main bus stop in the vicinity of the site located directly adjacent to the Club on Evans Street.

The Club also provides a free courtesy bus to encourage people to use services other than a personal vehicle.

The venue will also provide more than 700 car spaces in a car park located to minimise noise to neighbours.

Attachment 1:

Noise Complaint Register

Harbord Diggers

Date		Time	
Type of communication (phone, letter, email, etc)			
Complainants Name:			
Complainants contact details	Address: Telephone:		
Staff member recording complaint			
Issue / nature of Complaint			
Where was noise heard from			
Description of noise and duration			
Time of noise			
Other details			
Address where noise heard			
Complaint received by:			
Action taken:			

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