

# OPERATIONAL PLAN OF MANAGEMENT

## Manly Warringah Gymnastics and Multisport Centre

May 2024

The contact person in respect of all enquiries or public complaints in relation to this plan or the operation of the premises is:

Name: \*\*\*\*\*

Position: \*\*\*\*\*

Phone Number: \*\*\*\*\*

### **Premises to Which this Plan Applies**

This plan applies to the portion of Lot 2743, DP752038, 431 Pittwater Road, North Manly occupied under lease from Northern Beaches Council by the Manly Warringah Gymnastics and Multisport Centre

### **Applicable Development Consents**

The premises shall operate in strict accordance with the conditions of development consent DA2023/1708.

### **Management Responsibilities**

It is the responsibility of Management to ensure that this Plan of Management (POM) is communicated at length to all staff and that its contents are diligently employed by all members of the team at all times to ensure a smooth business operation with minimum adverse impact on surrounding stakeholders.

It is the responsibility of Management to ensure that any operational issues or necessary changes to policy and procedures are communicated with all staff and Northern Beaches Council. Staff training will be held on a regular basis to reinforce standard operating procedures for the gymnasium and café uses.

As the building is used predominantly by young children, we are required to provide a safe and secure space. We encourage members of the community and the public to visit and watch from viewing areas, but we must be able to reserve the right to refuse entry if required. The conditions of entry will be clearly posted at the entry to the facility.

It is the responsibility of Management to respond to complaints and / incidents in a timely and efficient manner in accordance with this Plan.

### **Approved Hours of Operation**

The gymnastics facility and café will operate between the hours of 6.30am to 10pm Monday to Saturday, 8am to 4pm Sunday.

The sports medicine room will be used to treat athletes or persons utilising the Manly Warringah Gymnastic Club facilities during the above operating hours.

### **Gymnasium Capacity**

Based on the number of parking spaces provided on site the gymnasium shall have a maximum capacity of 140 students at any one time.

### **Noise Management/ Student and Visitor behavior**

The premises will comply with the operational recommendations contained within the Acoustic report, dated 1<sup>st</sup> August 2023, prepared by Pulse White Noise Acoustics. In this regard Management shall ensure the following requirements are complied with:

- Windows/ external ventilation panels are to be closed after 9:30pm.
- Music no louder than 75dB SWL is to be played in the venue.
- Deliveries and garbage pickups are to be restricted to daytime hours only (7.00am to 6.00pm).

The Manager/staff will ensure that patrons keep noise to an appropriate level upon entering the premises, whilst on premises and when leaving the premises.

Signs will be placed at the points of exit requesting that evening customers leave quietly so as not to cause any disturbance to the adjacent residential properties.

Reports of any noise complaints received by staff or management will be immediately documented in the complaints register.

### **Litter Management**

The Manager/staff will ensure that the building entry and surrounds including the carpark are kept clean and clear of litter and graffiti at all times.

### **Waste Management**

All waste is to be collected during daytime hours (7.00am to 6.00pm) by a private waste contractor.

## **Smoke Free Environment Responsibilities**

The use and operation of the premises shall comply with the *Smoke-free Environment Act 2000* and the *Smoke-free Environment Regulation 2000*. The *Smoke-free Environment Act 2000* requires enclosed public places in NSW to be smoke free. Occupiers need to take reasonable steps to prevent smoke caused by smoking in outdoor areas from drifting into smoke-free areas.

## **Food Premises Use and Fit-Out Requirements**

The café will comply with the Food Act 2003 and the Food Standards Code there under.

## **Signage/ Lighting**

The use of flashing lights, flashing illuminated signs and the like is prohibited. The erection of any signage is to satisfy the following requirements:

- (a) Where not exempt development be the subject of a development consent.
- (b) Be erected/supported in a secure manner for safety purposes.

Any lighting on the site shall be designed so as not to cause nuisance to residences in the area or to motorists or nearby roads and to ensure no adverse impact on the amenity of the surrounding area by light overspill.

## **Security**

Lockable gates are to secure the carparking area after hours. The development is to install and operate a recordable multicamera system to monitor appropriate internal and all external areas. A back to base alarm system is to be installed and maintained.

## **Complaints Reporting And Management**

The premises have a Complaints Management System specifically designed to help in its relations with the community.

1. An "Incident" includes:
  - a. any breach of this Plan; or
  - b. any complaint by any person about the operation of the Premises; or
  - c. any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a patron of the Premises at that time.

2. Management must maintain a "Complaints Book" recording details of any Incident that occurs including the time of the Incident, a detailed description of the Incident and any actions taken by the management of the Premises in response to the Incident.
3. When an Incident is reported the person recording details of the Incident will be advised that an Incident may be reported on a confidential or non confidential basis and that confidential records will be made available to Northern Beaches Council and the NSW Police and any other person required by law and that non confidential complaints will be made available to Northern Beaches Council, the NSW Police, any other person required by law.
4. The Complaints Book must be updated immediately following any Incident.
5. Management must request contact phone numbers to record in the Complaints Book so concerns can be followed up as necessary.
6. Management shall be available at all times during trading hours to deal with any Incident as to the operation and management of the premises. Any such Incident shall be dealt with as soon as possible.
7. If an Incident relates to noise, the Manager must:
  - a. rectify the situation immediately.
  - b. contact the individual who reported the Incident to verify that the problem has been addressed.
  - c. take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
8. Management must review the Complaints Book regularly and where appropriate amend operating procedures so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.

### **Plan of Management Review**

This POM will be reviewed on an annual basis. Management will be responsible for overseeing each annual review and making changes to the POM as necessary. The review will be commenced one month prior to the end of each financial year and will be completed by June 30 of each year.

The review process will include liaison with Northern Beaches Council and incorporate any operational changes which have been adopted throughout the preceding year. At the time of preparation of the review consideration will also be given to the environmental controls in place to ensure that each is still relevant to the activities being conducted on the premises.

Following the initial review a draft copy of the POM, as amended, will be forwarded to Northern Beaches Council for comment. Any comments/ recommendations will be incorporated prior to formal adoption. Reasons for alterations to the POM will be documented.