



Operational Plan of Management

Recreation Facility (Indoor) - Gym

**Lot 1 / 2-4 William Street,
Brookvale NSW 2100**

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1. Introduction

This Plan of Management has been prepared to accompany the development application (DA) submitted to Northern Beaches Council for the proposed use of the premises as a recreation facility (indoor) gym at 1/2-4 William Street, Brookvale, being Lot 1 in Strata Plan 37313.

The purpose of this Plan of Management is to:

- Provide guidelines and management practices for the day-to-day operation of the business
- Establish performance criteria for various aspects of the operations of premises having regard to the relevant matters under relevant regulations and legislation
- Detail the operational specifics of the business
- Provide guidelines and management practices for the day-to-day operation of the development
- Ensure that the ongoing operation of the subject site will not adversely affect the amenity, safety and wellbeing of visitors to the site, surrounding premises or the wider community

A copy of this Plan shall be kept at the Premises at all times and immediately produced for inspection upon request by Police or Council Officers. This Plan of Management will be reviewed on a yearly basis or as required.

1.1 Purpose of Plan

The Management Plan has been prepared to consider relevant safety and security issues in order to ensure the safety of staff and patrons using the premises and associated impacts including noise, operating hours and access.

1.2 Performance Review

The Plan of Management will be regularly reviewed at not less than yearly intervals to reflect any operational changes that need to be implemented.

Staff will be actively encouraged to add their suggestions for the continued improvement of the Management Plan and the safety of the subject site and immediate precinct.

1.3 Amenity of neighbourhood

The staff and management of the premises shall consider the amenity of their neighbours and shall take all reasonable measures to ensure that adverse impacts to nearby areas do not occur. The behaviour of the patrons will be managed by the management ensuring that patrons enter and leave the space in a safe and respectful manner.

The premises shall operate in a manner so as not to significantly affect the amenity of the neighbourhood by reason of noise, odour or waste.

2. Site Profile

Site and Location:

The subject allotment is described as 2-4 William Street, Brookvale, being Lot 1 within Strata Plan 37313. The site is zoned E3 Productivity Support under Warringah Local Environmental Plan 2011. The site is not listed as a heritage item, nor is it located within a heritage conservation area.

The site is located on the northern side of William Street, east of the intersection with Pittwater Road and west of the intersection with Grosvenor Place. The site is irregular in shape with a 33.575m frontage to William Street, a depth of 49.175m along the western boundary and 48.21m along the eastern boundary and a site area of 1,273sqm. The property has vehicular access from William Street with access to on-site car parking.

The site is occupied by a five storey brick building with a metal roof. The locality maps below show the location and area of the site:

Locality Maps



Source: Nearmaps 2025

3. Operational Details

Proposed Land Use

Recreation Facility (indoor) - Gym

Building Works

Nil

Hours of Operation

The proposed hours of operation are to be restricted to:

- Monday to Sunday 6:00am to 8:00pm

Patron Numbers

Maximum class size – 20 Patrons

Staff

One (1)

Carparking

Two (2)

Waste Management

The proposal will have a designated waste area. Waste will be separated, stored and recycled where possible. The waste will be collected as required by a commercial contractor.

Pedestrian Access

The pedestrian entry point to the site is via existing main building entry located off Miles Street. The main entrance will be adequately signed and have sufficient lighting. Once customers have entered the premises, access to the unauthorised areas will be restricted either by the demarcation of the Bar countertop itself, or physical barriers around the Brewery itself.

Cleaning, Maintenance and Waste Management

The proposal will have a designated waste area. Waste will be separated, stored and recycled where possible. The waste will be collected as required by a commercial contractor. A regular cleaning and maintenance regime is to be implemented in line with safety requirements. The cleaning and monitoring of rubbish will be undertaken by staff and the management team.

Incidents and Complaints Book

All staff to be trained in conflict resolution and complaints book to be retained on premises from both adjoining premises and tenants.

Management will implement a complaint handling policy to properly address complaints from neighbours or other people in the surrounding areas. This policy will seek to resolve any complaints without the need to involve the local authorities unless necessary.

The methods to be adopted in the Complaint Management Plan will include:

- Maintenance of a log book which logs the date, time and nature of all complaints, name and address of complainant, details of all communication between management and complainant, actions proposed to address complaint and the date and time the action is undertaken;

- Measures taken to address complaints will be incorporated into the Plan of Management to ensure repeat complaints are not received;
- Provision of a telephone number (dedicated mobile phone number which the manager on duty responds to immediately) during trading hours, to local businesses, on which management with appropriate authority over the premises can be contacted upon if there is a complaint. Complainants will be encouraged to make any complaints to that number

An Incident Report will be required to be completed for all incidents that necessitate action by an emergency service, Fire Brigade, Police and maintenance called in after hours. The incident report should contain:

- The date and time of the incident;
- The details of the incident;
- Any action(s) taken;
- The name and appointment of the person or persons notified of the incident and the time notified;
- The instructions given to the personnel and the time the instructions were carried out.

Additional Resources and Staff Training

All staff will be required to undergo training to ensure they are appropriately qualified to undertake tasks associated with relevant roles. Such training will include familiarity with the contents and protocols of this Plan of Management. Policies and procedures to be reviewed and created include:

- Health & Safety Policy
- Code of Conduct
- Employee Handbook
- Drug & Alcohol Policy
- Workplace Bullying & Harassment Policy
- Evacuation Plans including Emergency response plans
- First Aid + CPR Training

This list will be reviewed and updated on a yearly basis.

Noise and Amenity

The proposed operation of the site is conducted in such a manner as to not unreasonably interfere with or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise. An Operational Noise Emission Assessment prepared by Acoustic Dynamics accompanies this application and addresses the potential noise impacts of the development with the following noted:

Acoustic Opinion

Further to our site survey, noise monitoring and measurements, our review of the relevant acoustic criteria and requirements, and our calculations, Acoustic Dynamics advises that the proposal can be designed to comply with the relevant acoustic criteria of Northern Beaches Council, the NSW EPA, AAAC and Australian Standards, with the incorporation of our recommendations detailed within this report.

It is our opinion that the acoustic risks associated with the proposal can be adequately controlled and the amenity of neighbouring properties and residents can be satisfactorily protected.

As per the expert report, the subject premises can comply with relevant noise requirements. To ensure the amenity of the area, staff will be trained and assist in ensuring all patrons when leaving the premises to keep noise to a minimum. The staff will ensure that staff and patrons coming and going from the premises, in particular leaving, will minimise noise and be aware of noise sensitive neighbours. A noise complaints register will be kept by management and all complaints will be recorded and discussed at the weekly staff meeting.