

ONE NARRABEEN PARK  
PARADE  
NORTH NARRABEEN



PLAN OF MANAGEMENT

PREPARED BY PETOBI PTY LTD – APRIL 2020

## **INTRODUCTION**

This Plan of Management sets out the operational parameters of the Restaurant and the adjoining outdoor dining area; it forms an integral part of day-to-day operations

## **OPERATIONAL PLAN OF MANAGEMENT**

Any operation must be managed consistently and uniformly and observe all regulations relative to it. The lease of the outdoor eating area is expressly authorised in the North Narrabeen Rock Pool Plan of Management.

### **Operational Details**

#### **(a) Hours of operation:**

The restaurant operating hours are noted above and will be:

- Monday – Saturday – 6.00am -12.00 midnight
- Sunday 6.00am -10.00pm
- New Year's Eve - - 2.00am

It is intended that the outdoor area be operated consistent with the operation of the restaurant. The outdoor dining area will cease service at 10.00pm (or except as authorised on New Year's Eve) to ensure there is no adverse impact on the community or neighbouring residences.

#### **(b) Catering Management:**

Food service begins from 7.00am and continues through until the last guests depart. This departure time can vary from 8.00pm during winter months up to 11.45pm during the warmer months. The time is also contingent on whether a private function is being held at a particular time.

The provision of food is an ongoing requirement for our performance and licensing obligations.

#### **(c) Beverage Management:**

Beverages are generally served with food. The liquor licence provides for the provision of alcoholic drinks without the requirement for food however the nature of the operation as a restaurant precedes the likely service of alcohol.

The provision of food and beverage will operate in accordance with the relevant licence/s. The restaurant house policy deals with how beverages are served to customers and our compliance with liquor licencing laws

#### **(d) Maintenance Management:**

The maintenance of the premises are an ongoing daily exercise. Maintenance involves not only the regular servicing and upkeep of equipment, fixtures fittings etc but also the cleaning and upkeep the building, paths, roofs, gutters, garbage areas and the like. Each of these occurs daily at the close of business and at the opening of business and as may be necessitated through any other event.

Bathrooms, kitchens, waste and storage areas are maintained daily and service agreements are in place for regular cleaning and

include: bathrooms; hoods; filters; appliances; sanitary disposal; grease arrestor, waste including recycling and food.

Maintenance also relates to the cleanliness of the surrounding areas.

Pest control advice indicates that the build-up of pine needles is a breeding ground for flies and other vermin. Since the removal of these from the surrounding outdoor areas a remarkable reduction of flies has occurred. The installation of baits to the perimeter of the building assists with the maintenance and control of vermin.

Regular 3 month reviews and monitoring ensure the garbage areas and facilities are maintained from a health and cleanliness perspective.

**(e) O H & S Management:**

Workplace Health and Safety is paramount to the successful operation of any business or enterprise, more so when the public are regular users of the facilities. The premises have been refurbished to ensure that the flow of patrons and their ability to move throughout the facility is as smooth and hazard free as possible. Reduction of steps and possible trips hazards reduce the likelihood of falls. Adequate lighting and signage provides clear direction for patrons and staff alike. All staff are trained in their O H & S obligations and a ticketed first aider is on premises at all times. Equally the equipment and fixtures and fittings used on site are fit for purpose and not purchased on the basis of cost cutting. A WH & S Plan is retained on the premises. O H & S management also includes the provision of accessible paths and facilities

**(f) Fire Safety:**

Fire safety is of particular importance for premises that contains members of the public and commercial cooking facilities. The premises are fitted with the required compliant fire safety equipment including Smoke detectors; fire blankets; fire extinguishers for both electrical and oil based fires. The building has had a full electrical rewire in the past 12 months and all circuits have been fitted with the required RCD's.

Maintenance of Fire equipment occurs annually as required. Exits exist at the main and rear portions of the restaurant and are easily accessible for all patrons and staff alike.

**(g) Exiting the premises:**

The premises contains required exits at both ends of the building in accordance with minimum BCA and Australian Standards and are available for patrons and staff alike to exit in an orderly and efficient manner (refer attached **figure 6** and photos)

**(h) Shutdown Procedure**

Closing of the business occurs as the last patrons are leaving. All outdoor furniture is stacked and relocated internally, the areas are cleaned and tidied and prepared for the next morning. Rear doors

are locked first so the final exit point will be the main entrance. All waste is removed to the rear bins and the areas tidied.

At 11.30pm if, not prior due to patron numbers, patrons are advised that the premises are closing and they need to vacate the building by 11.45pm. Internal cleaning takes place once the final patron has exited the premises. Kitchen cleaning occurs before this on completion of preparation of the last meals. The successful opening of the restaurant is contingent on the successful close and clean up the previous evening.

**Live Music/ Noise Management:**

The construction of the large section timber pergola over the second tiled area of the outdoor dining will provide for a variety of uses. These include:

- Weather protection from wind and rain;
- The ability to temporarily enclose and
- Facilitate acoustic treatment for the control of sound during live music events.

The provision of live music and its impact on the adjoining residences will be able to be controlled with the use of acoustic screening.

The ability for differing venues to support live entertainment in accordance with Council's Arts and Creativity Strategy must include provisions on how that live entertainment will not have an adverse impact on the community.

An Acoustic report has been prepared by Pulse Acoustic Consultancy which was based on live and static testing undertaken at the facility and adjoining residence during the middle of March 2020.

The report outlines the impacts of the live music and provides recommendations to mitigate that impact and comply with the parameters set out by Liquor and Gaming NSW.

These noise control measures are:

- *Live music is to be continued to be played from two speakers located at ground level, facing westward, (ie away from the residential receiver)*
- *The sound power levels from each speaker are not to exceed the existing measured noise levels on site – refer to table 10 in the report.*
- *The speakers are proposed to be located 1m from the eastern edge of the pergola*
- *Music is to be restricted to playing during the period 12.00midday to 10.00pm Monday to Sunday*
- *While music is being played one of two noise control measures is to be erected – (1) a Noise Curtain is to be fully drawn or (2) a portable Acoustic Wall is to be present. Details are outlined in the Acoustic report.*

These guidelines are to be adopted for all live music and amplified music events or any other activity that has the potential to have an adverse impact on adjoining residences.

The management of noise will occur on the same basis as the live music. Patrons will not be permitted to exceed the background sound of any live music and will be strictly advised of that requirement. Signage is to be posted externally on the building advising patrons to consider neighbours and residents when departing or at any other time. This signage already exists within the amenities.

All entertainment will be taken through the operational controls prior to the commencement of any performance to ensure these guidelines and parameters are observed from the outset.

**Staffing:**

Staff are employed based on their qualifications and ability to fit into the operation of the business.

Staff numbers are rostered according to the likely patronage during the day or evening and dependant on whether there is a pre booked function. Staff are rostered based on skill levels and the requisite needs of the expected trading conditions – ie additional RSA staff at evenings and afternoons on weekends, additional floor and wait staff for breakfasts and lunch that enable a quick turnaround of tables, additional catering and RSA staff for private functions.

All staff share an equal responsibility for the efficient operation of the restaurant, from maintenance of the amenities throughout to the removal of waste and the cleaning or tidying of areas as and when required.

The staff are empowered as their own supervisor and expected to meet those minimum standards as part of their day to day activities. Records of all staff qualifications are retained on premises including RSA, Food Safety Supervisors, Baristas, First Aid.

**Liquor licence Approvals:**

The restaurant operates under the approval of Liquor Licence No. LIQO624007975 – On Premises Licence with a primary service authorisation. The licence outlines the permissible hours for the consumption of alcohol. (copy enclosed). The details of responsible serve are contained in the House Policy.

**Patronage:**

The seating capacity for restaurant dining is 100 persons. This includes the outdoor dining areas. The capacity for stand up cocktail functions throughout the facility is 180 persons. Amenities have been designed and exist to cater for the patronage indicated.

**Deliveries:**

Deliveries of stock and product occurs on a regular basis. That can be daily or weekly depending on the patronage. Food deliveries are usually daily and occur through the rear bi-fold doors or the front entrance. Delivery vehicles unload from the driveway and the parking area adjacent to the garage. Alcohol deliveries also occur from the driveway but are transferred through the premises by the rear door. General deliveries for cleaning or other items will come through the rear doors. Deliveries are co-ordinated to not interfere with periods of heavy trade.

**Waste Management:**

Waste is disposed of regularly throughout the day to the nominated waste bins located at the rear loading area of the premises.

**(i)Waste separation**

A current waste removal agreement exists with United Resource Management which provides for the provision of large waste bins for Food and General waste, for Cardboard and Paper and for Glass and Metal containers.

An additional service agreement with IHS Washroom Management Programs is also in place for the removal and disposal of sanitary waste

**(ii) Waste storage**

The waste bins are kept in the rear loading area of the premises out of site from the entrance to the building. The area is kept clean daily and washed and swept to ensure there is no build up of waste. As indicated, bins are emptied at least twice weekly or as patronage may demand.

**(iii)Waste Collection**

The bins are emptied twice weekly and additional services can be requested with 24 hours notice if patronage demands. Staff separate the waste as required and place it in the nominated relevant bin.

**(iv)Waste Management Plan**

The above items form part of the Waste Management Plan

**Security:**

The security of the premises is paramount particularly during holiday times when the influx of people may present an opportunity for unlawful access. Security also relates to the control of patrons during operating hours.

**(a) Monitoring**

Security of the premises is maintained through an audible local alarm system connected to the operators direct phone line and contains an external siren and flashing light.

Security Cameras are installed throughout the premises and covers the outdoor eating areas, the front dining and bar areas and the rear dining area. Cameras are recorded on a monitor and recording

facility located in the rear office. New hardware is installed to all doors and the replacement of some doors to ensure adequate security of the premises after hours. Additional sensor lighting is installed to the rear loading and garbage area to provide safe egress and prevent loitering in this location after hours. Cameras can be utilized for incident control and reporting consistent with the requirements of the Liquor and Gaming legislation

**(b) Security Staffing.**

The operation as a restaurant does not require the provision of security staff on an ongoing basis. During events local security companies are engaged to provide point of entry/ exit security and ensure compliance with the RSA and licensing guidelines. Security personnel also facilitate the orderly dispersing of patrons. Staff are trained as part of their RSA and licensing training in how to deal with patrons and to manage situations as they occur. This is also outlined in the House Policy and a compliant Incident Report Register.

**(c) Security Procedures**

Procedures are looked at on a daily basis and formatted dependent on what bookings, events or functions are planned or upcoming.

Decisions on staffing and the required personnel are made and adopted for that period. Staff are informed as a group when any decision is made and the protocol for dealing with any situations as they may arise. These discussions are recorded in the daily record log.

**Complaint Management Process:**

All complaints are treated seriously and are actioned immediately by the restaurant management.

Complaints vary from online complaints and comments about food and other matters in relation to the restaurant operation to more serious complaints about noise, rubbish, disturbance or nuisance.

The nature of the complaint determines the method of response required. Generally those of an online nature require acknowledgement from management and an attempt or method of appeasement to be offered. These are recorded and actioned through the Social Media Support in conjunction with management. Every complaint is relayed to the staff to understand the cause of the complaint and how improvements can be made by all to ensure the incidents do not re occur.

More serious complaints in relation to noise or disturbance can be actioned in differing ways – in many instances these types of complaints may not come directly from the complainant but most likely from a third party; Council, police etc. such complaints will generally be actioned with cooperation from the party that has relayed the complaint. These are also recorded by the third party and actions implemented to resolve the problem.

An incident register is retained on site for all events that occur and are categorised as type A, requiring no external Police or Authority notification and Type B requiring Police or External Authority.

The response made to the complaint is also recorded and these are available for review at any time.

**Contact Numbers** for complaints are as follows:

Restaurant General Manager – Salma Ebrahim – 0424 473 609

Restaurant Front of House – 9011 7663

Building Owner – Petobi Pty Ltd – Peter Gurtner 0412 955 569

Emergency Services:

Police – Mona Vale 9998 0699

Ambulance – 000

Fire - 000

## **CONCLUSION**

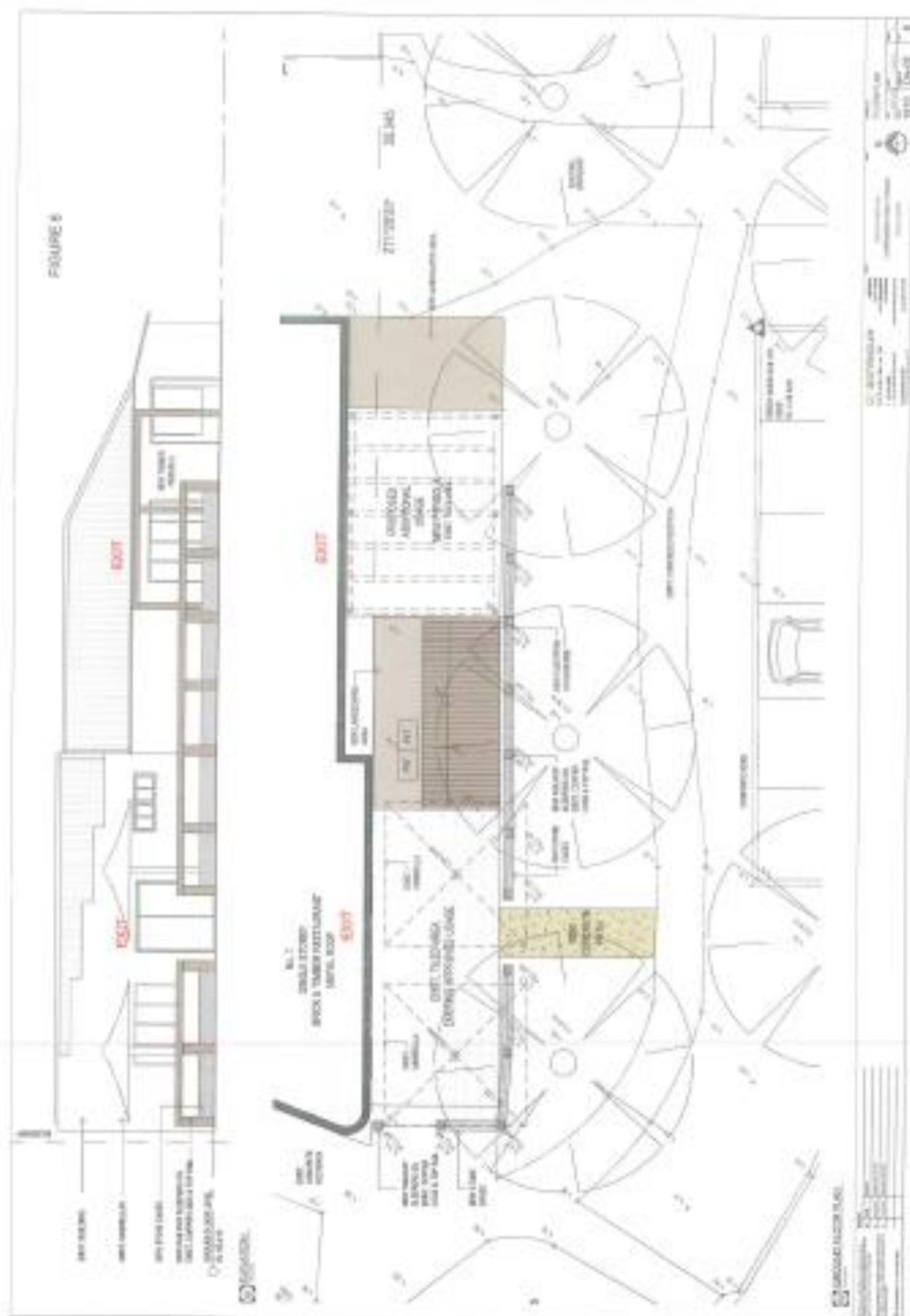
The Plan of Management outlines how the restaurant will operate and the utilisation of the existing outdoor dining area consistent with the restaurant operations.

It outlines mitigation measures for the provision of live music and provides an operational time frame for those periods.

The plan outlines procedures and steps in place for the ongoing management and operation of the premises and the minimum requirements to be adhered to as part of that operation including the ongoing maintenance of the Crown land, leased and unleased portions.

The plan forms an integral part of the operation of the restaurant and the use of the outdoor dining area for which DA 2019/1478 provides approval.







# Independent Liquor & Gaming Authority

*A statutory board established under the Gaming and Liquor Administration Act 2007*

contact.us@liquorandgaming.nsw.gov.au  
www.liquorandgaming.nsw.gov.au

## Key liquor licence details recorded as at 16 July 2019

License number: LIQ0624007975  
Licence name: ONE  
Licence type: Liquor - on-premises licence  
Business type: Restaurant  
Licence status: Current  
Duration: Unlimited duration  
Licence start date: 20/12/1999  
Licence expiry date:

### Licenses

Title: Mr  
Surname: Gurner  
Given name: Peter  
Middle name: Alan  
Website:  
Phone - daytime:  
Mobile: 0412966568 Fax number:  
Email address: peter@unityaustralia.com  
Start date: 15/07/2019

### Premises

Address: 1 Narrabeen Park Pde NORTH NARRABEEN NSW 2101  
Phone number: 02 9570 5500 Fax number:  
Email address:  
Website:  
LGA: Northern Beaches Council  
ABS SLA:  
Start date: 20/12/1999

### Authorisations

Name: Primary service authorisation Start date: 20/10/2011

### Trading Hours

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**Restaurant: Consumption on premises**

Monday to Saturday	05:00 AM	- 12:00 midnight	
Sunday	10:00 AM	- 10:00 PM	
Good Friday	12:00 noon	- 10:00 PM	(liquor can only be served with or ancillary to a meal in a dining area)
Christmas Day	12:00 noon	- 10:00 PM	(liquor can only be served with or ancillary to a meal in a dining area)
December 31st	Normal opening time until 2:00 AM on New Year's Day		

**Primary service authorisation: Consumption on premises**

Day	Start Time	End Time	Start Date	End Date
Monday	10:00 AM	- 12:00 midnight	20/10/2011	
Tuesday	10:00 AM	- 12:00 midnight	20/10/2011	
Wednesday	10:00 AM	- 12:00 midnight	20/10/2011	
Thursday	10:00 AM	- 12:00 midnight	20/10/2011	
Friday	10:00 AM	- 12:00 midnight	20/10/2011	
Saturday	10:00 AM	- 12:00 midnight	20/10/2011	
Sunday	10:00 AM	- 10:00 PM	20/10/2011	

**Conditions**

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to [www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au)

**Additional licence conditions**

Condition type:	Condition	Condition source:	Authority
Applies to:	Primary service authorisation		
Reference:	2015		
Condition:	The business authorised by this licence must not operate with a greater overall level of social impact on the well being of the local and broader community than what could be reasonably expected from the information contained in the Community Impact Statement, application and other information submitted in the process of obtaining the primary service authorisation.		
Start date:	20/10/2011		

**Business owner**

Title:	Mr
Surname:	Gartner
Given name:	Peter
Middle name:	Alan
Start date:	15/07/2010

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**Premises owner**

Organisation name:	PETOBI PTY LTD		
ABN:	88 608 116 114	ACN:	608 116 114
Phone - daytime:	0412 958 569	Fax number:	
Email address:	peter@unityaustralia.com		
Website:			
Business address:	1 Narrabeen Park Parade NORTH NARRABEEN NSW 2101		
Postal address:	PO Box 284 MONA VALE NSW 1060		
Start date:	15/07/2019		

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.ongov.nsw.gov.au/licencecheck> to find out the status of the licence.