

ELITE PERFORMANCE STUDIO
OPERATIONAL PLAN OF MANAGEMENT
2/3 Green Street, Brookvale

STAFFING

Up to seven staff will be employed by Elite Performance Studio.

Up to three staff will be on site at any one time, including one reception staff.

HOURS OF OPERATION

The hours of operation for the premises are:

- Monday – Friday 9:00am – 9:00pm
- Saturday 8:00am – 4:00pm.
- Sunday – Closed
- Public Holidays - Closed

Classes are to cease half an hour before the hours of operation cease, with all students vacated from the premises before the aforementioned closing time.

CLEANING OF PREMISES

The premises will be cleaned by staff on a daily basis.

WASTE MANAGEMENT

Waste storage will be located in the kitchen of the premises.

Waste will be removed from the premises on a daily basis to the exterior bins servicing the site.

OCCUPATIONAL HEALTH AND SAFETY

Elite Performance Management Pty Ltd will comply with all relevant health and safety requirements as necessary, in accordance with both State and Federal Legislation.

STUDENT SAFETY

Upon enrolling at Elite Performance Studio, parents are asked to acknowledge the following:

I agree for me or my child/ward to attend Elite Performance Studios and to undertake all activities and/or to participate in dance classes. In the case of an emergency, I authorise the staff, where it is impracticable to communicate with me, to arrange for my child/ward to receive such medical or surgical treatment as may be deemed necessary. I also undertake to pay or reimburse costs which may be incurred for medical attention, ambulance transport and medication while my child/ward is attending the Centre/enrolled in the program. I understand that although Elite Performance Studios and its service providers attempt to minimise any risk of personal injury within practical boundaries, accidents do happen and all physical activities carry the risk of personal injury. I acknowledge that there is an inherent risk of personal injury in physical activities that will be undertaken at the studio as part of the classes and I accept that risk.

EMERGENCY CONTACT DETAILS

For each child enrolled at Elite Performance Studio, emergency contact details are to be provided of the parent/carer whom is most available during class time. We accept that this may be a grandparent or friend.

Full contact details are to be provided, including, name, address, telephone number and email address. If these details change, Elite Performance Studio is to be notified accordingly.

PARENTING ORDERS

Any child whom is the subject of parenting orders is to provide to Elite Performance Studio, a copy of the parenting orders and a calendar, on a term-by-term basis that sets out which parent is permitted to pick up the student after any relevant class.

Where there are parenting orders in place, two sets of emergency contact details are to be provided.

ON-SITE CAR PARKING

Seven car parking spaces are provided to service the tenancy.

Two spaces will be used by staff.

All other car parking spaces are to be used for drop off and pick up purposes only. Parking is limited to five minutes to enable turnover for parents to drop off and pick up children.

Where possible, reception staff will assist to escort children to their parents to ensure that turnover of spaces is available and thus, does not interfere with the amenity of the separate tenancy located on the subject site.

ENTRY AND EXIT TO THE PREMISES

All entry and exit to the premises is through the door, adjacent the kitchen area. The fire door and roller door are to be kept closed at all times.

EVACUATION PLAN AND EMERGENCY CLOSING

A detailed plan of the site would be provided during training and, in some circumstances, it may become necessary to close the establishment (i.e. fire, flood, power failure, bomb scare and other major emergencies). Approval would be sought from the operator prior to closing.

All students would be safely martialled outside of the premises and parents would be notified to collect their child as soon as possible, should the need arise.

INCIDENT REPORTING

An incident report form would be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. An incident report would outline the following:

- Incident date and time;

- Name, contact address details of the people involved in the incident;
- Nature of the incident;
- Name of staff on duty; and
- Action taken to resolve the incident.

COMPLAINTS HANDLING AND PROCEDURE

This section of the Plan aims to provide a structured approach to resolving complaints, disputes and incidents that is fair and equitable, and will lead to solutions that are acceptable to all parties in a professional and timely manner.

Submission of a Complaint

Should a complaint be submitted, management must follow the procedure stated below:

- act in good faith in dealing with, and resolving, the complaint
- investigate the complaint to ensure that the complaint receives proper consideration resulting in a determination by:
 - seeking all relevant information from the complainant
 - obtaining all relevant information from employees.
- communicate to the complainant regarding the determination in relation to the complaint as soon as practicable and, in any event, not more than 45 days after receipt of the complaint
- no action will be taken on anonymous complaints except in exceptional circumstances.

Complaint & Dispute Register

A Complaint and Dispute Register will be established, maintained and kept up-to-date. The Register shall note any significant complaint made by the Police, Council, surrounding business owners, or residents and will endeavour to fully address any reasonable concerns of such persons. The complaint/incident register will outline the following:

- Complaint date and time
- Name, contact address details of the people involved in the incident
- Nature of complaint /issue
- Action taken to investigate the complaint (Detail the date and means by which the complaint was resolved).

Management will endeavour to fully address any reasonable concerns of people in the surrounding area or other third parties without the involvement of the Council or the New South Police Service, within a timely manner.

REVIEW OF PLAN OF MANAGEMENT

Management shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that there is no frequent, undue, nor adverse, impact on the surrounding area as a result of the use as a recreational facility (indoor).

Management would take all measures to ensure that the behaviour of staff and students, when entering or leaving the premises, does not detrimentally affect the amenity of the neighbourhood. Signage will be placed within the premises, requesting patrons to 'Consider their Neighbours' and leave the premises quickly and quietly.