

PLAN OF MANAGEMENT

**Little Manly Beach Kiosk,
Stuart Street,
Manly**

December 2020

1.0 INTRODUCTION

1. The purpose of this Plan of Management ("*the Plan*") is to outline the operation and on-going management of the premises as a Beach Kiosk.
2. The POM demonstrates a commitment by the owner and operator to recognise and address the necessary aspects of the business management including complaints reporting and management procedures and an ongoing review mechanism.
3. All staff will be made familiar with this Plan. A copy of this Plan and development consents shall always be available on site and produced for inspection upon request by Council Officers.

2.0 ADMINISTRATION

1. Hours of operation:

Monday – Tuesday	7am – 5pm
Wednesday – Saturday	7am – 10pm
Sunday	7am – 7pm

2. Staffing

Food preparation	3
Café Staff	2
Server/table clearer	1
Total:	6 staff

3. Seating

Shaded/ undercover tables of 5 (x4 tables) = 20 seated
Outdoor seating will be at tables of 2 (x 6 tables) = 12 seated

Maximum patronage is expected to be 32.
The venue is not licenced.

3.0 PARKING/TRANSPORT

1. Car parking is available in neighbouring streets.
2. Public transport by bus is available to both staff and patrons
3. All staff travel to the site by public transport.
4. Many clients will also travel by bus. The operator and staff will provide details of public transport available to the site to their clients to encourage its use.
5. Clients will be encouraged to walk to the site.
6. Deliveries will occur between 7am and 11am in small vans with food products required for the café. Delivery drivers will park on the local street with ample parking available at this time of day. These are anticipated to be once daily. Staff will be trained to advise delivery drivers where to park and ensure that minimal disturbance occurs.

4.0 ODOUR

1. Waste will be managed in accordance with the Waste Management Plan.
2. Mechanical ventilation and odour nullifying measures are to be used during cooking.
3. The use of the venue must not give rise to the emission into the surrounding environment of any odour.

5.0 WASTE

1. Waste collection is contracted to a private collection manager. They will pick up from the site 3 days per week. Collection will occur between 7 am and 9am. The subcontractor will park at the entrance to the park/beach and empty the bins.
2. Bins will be stored discreetly and kept clean and tidy.
3. Staff will be trained to ensure that all bins are ready of collection and minimal disturbance to the local neighbours and public amenity results.
4. All care will be taken to ensure that any use and movement of garbage bins is efficient and quiet.

6.0 NOISE

1. Hours of operation will not vary from those approved by Council.
2. Staff of the premises shall take all reasonable steps to ensure that the behaviour of customers entering and exiting the premises does not detrimentally affect the amenity of the neighbourhood, the use of the premises, loitering and any litter generated within the immediate vicinity of the premises.
3. No amplified music will be played to ensure amenity for residential neighbours.

7.0 DOG ACCESS

1. Dog owners will be allowed to use the outdoor seating area and all dogs must always be on a leash. Water bowls and eco-friendly litter bags will be provided.

8.0 SAFETY AND SECURITY

1. Back-to-base alarm and CCTV cameras are installed and operating.
2. The owner and operator will be responsible for the maintenance of these systems and ensure they are in good working order at all times.
3. Doors/ Shutters are to remain locked for areas that are not in use.

9.0 FIRE SAFETY, EMERGENCY PROCEDURES AND ESSENTIAL SERVICES

1. A first aid kit and fire safety equipment shall be made available in all applicable areas of the premises.
2. The telephone numbers for all relevant emergency agencies will be readily available at all times within the premises for access by staff and clients.
3. All staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises including the street number and nearest cross street for emergency personnel contact. This information shall be readily available at all times within the premises for access by staff and clients.
4. All essential services relating to fire safety and other essential services shall be installed within the premises where required and maintained in good working order at all times. These will be in accordance with the class of building as specified by the BCA consultant, including Fire Evacuation plans.
5. The premises will conduct an occupational health and safety review between qualified occupational health and safety inspectors and staff of the premises on a quarterly basis.

10.0 AMENDMENTS TO THIS PLAN

1. If, in circumstances where better management or improved amenity outcomes can be achieved by amendments to this Plan such amendments can be made with written consent of Council, following consultation with the Council who shall be provided with a copy of any modified Plan.

11.0 COMPLAINTS

1. Any and all complaints from neighbours will be dealt with within 24 hours with a register of issues to be retained as an appendix to the POM.
2. Any complaints from clients will be dealt with as they occur with a register of issues to be retained as an appendix to the POM.

This Plan of Management will be annually reviewed, with any changes provided to Council for comment and formal incorporation and documentation.

Name: Ben Cummings

Position: General Manager

Signature: *Ben Cummings*

Date: 18.12.2020