



**FRESHWATER**  
**SURF LIFE SAVING CLUB**

**SINCE 1908**

# Operational Management Plan - Freshwater SLSC Building

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Prepared by Freshwater Surf Life Saving Club in accordance with DA2023/0998

Date:  
Insert date



### Amendment List.

Date	Name	Reason for change	Version
Updated	Nil	Draft – Operational Management Plan	D01

#### Contents

Appendix 1 – Floor Plans..... **Error! Bookmark not defined.**

Appendix 2 – Emergency Evacuation ..... 19

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## 1. Overview

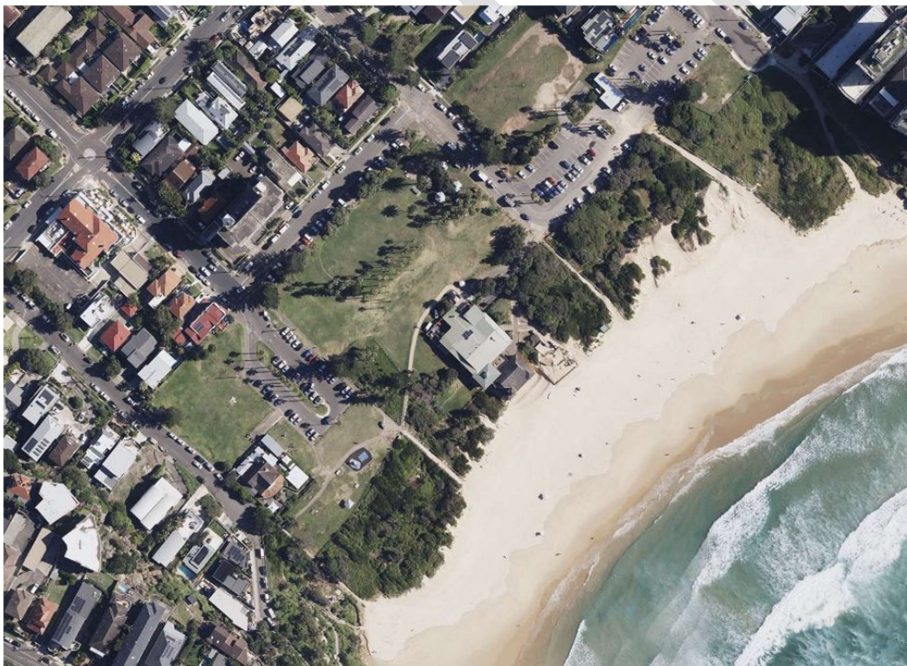
Northern Beaches Council has worked with the Freshwater Surf Life Saving Club (the Club) to develop a new building for the shared use of the Club and the community.

This Operational Management Plan (OMP) details the operation and management of the Freshwater Surf Life Saving Club (SLSC) building that comprises the Club area, community function rooms, a commercial café/kiosk.

This document may be updated from time to time, with any changes submitted to Northern Beaches Council (Council) for endorsement.

## 2. Location

The Freshwater Surf Life Saving Club building is located at 50 Kooloora Avenue, Freshwater NSW.





### 3. Club Contacts

The Executive Committee is responsible for the management of all aspects of the club and has wide ranging operational, financial and management powers. The current Executive Committee is -

Position	Name	E-mail
President/Chairperson of the Board		president@freshwaterslsc.com
Executive Officer		
Treasurer/Finance Director		
Chief Instructor/Director of Education		
Club Captain / Director of Life Saving		
Director Sport		
Facilities Director		facilities@freshwaterslsc.com
Sponsorship & Marketing Director		
Chairperson Junior Activities		
Director Member Services		
Director Youth Services		

The responsibilities of the Club and its members include but are not limited to:

- a) ensuring compliance with conditions of Development Consent DA2023/0998 and the provisions contained within this OMP;
- b) ensuring that a copy of this OMP is readily available to club members as well as members of the public during hours of operation;
- c) ensuring all Club members are made aware of this OMP and are aware of their responsibilities;
- d) liaising with members, Club users and hirers regarding the approved operation and appropriate use of the function room and meeting room;
- e) implementing noise management procedures;
- f) ensuring all relevant insurances are current and in effect;
- g) overseeing emergency procedures such as the evacuation of the premises and contacting emergency services; and
- h) any other reasonable responsibilities identified from time to time.

The Objectives of the Club and its members include but are not limited to:

- a) Work in conjunction with Council lifeguards to administer first aid and assist the public who use Freshwater Beach and its immediate environs;
- b) Study and train in the methods of life saving and first aid;
- c) Educate and instruct all members in the elements of surf safety and awareness;
- d) Provide efficient life saving and first aid equipment to support the club's objectives;
- e) Provide members of the Club with opportunities to improve their ability to engage in SLSA competition;



- f) Have a Youth Program designed to encourage junior activity members and their families to remain actively involved with the Club;
- g) Operate in an environment where at all times the safety of children is paramount;
- h) Assist the local council in improving the facilities for the community;
- i) Provide all members of the club with equipment and facilities to support their involvement with club activities;
- j) Provide a safe and healthy environment for all club members and users of the club facility;
- k) Adopt best practice in the administration, financial and general operations of the club;
- l) Have a one club approach to all activities;
- m) Participate as a member of SLSA.

## 4. Facilities in the Building

### a. Basement

- Surf club storage and Life Saving store
- Toilet amenities for the surf club members
- Shower amenities for surf club members
- Patrol room
- Nippers store
- First Aid room

### b. Ground Floor

- Café/Kiosk
- Amenities for use by users of the club
- Club Office
- Members (Club) Lounge
- Museum of Surf
- Freshwater Room and Kooloora Room

### c. First Floor

- Surf club gym
- Club Board Room / Meeting Room
- Club training and education equipment storage.

Refer to floor plans in Appendix 1.



## 5. Key building occupier/hirers

The key building users of the facility are:

- a) Freshwater Surf Life Saving Club;
- b) The café/kiosk operator
- c) The venue hirers
- d) Public visitors

## 6. Permissible Use and Activities

- a) Surf Life Saving Club and associated activities including fundraising and hiring of facilities to the community including:
  - SLS training;
  - Pilates, tai chi, yoga, meditation, relaxation;
  - Fitness classes;
  - Corporate events, meetings, conferences and seminars;
  - Weddings, birthdays and social functions;
  - Community and public gatherings;
  - Fundraising events for non-profit organizations such as trivia nights, presentations, and exhibitions; and
  - Seniors activities and youth development activities.
- b) Commercial operation of a Café/Kiosk
- c) The Club holds Liquor Licence - LIQO660032952
- d) Other reasonable uses as may be specified or approved by Northern Beaches Council.

## 7. Capacity

The Club will ensure that the maximum capacity for the facility is not exceeded. The total capacity of the building is approximately 405 patrons, however the capacity of each functional area will be as scheduled below

Functional Area	Maximum No.
Members lounge	40
Freshwater Room	90
Balcony	20
Kooloora Room	90
Board Room	15
Museum of Surf	50
Café/Kiosk	100

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## 8. Air conditioning

Ceiling fans are provided in the Freshwater, Kooloora Rooms function room and an Air Conditioning Unit in the Board Room operated by a wall mounted control unit.

## 9. Club Hours of Operation

The club will be open with access to members via a FOB system between 5.00am to 9.00pm (including the club gym), Monday to Sunday. FOB access to relevant areas of the building for each member, will be managed via the fobbed doors according to the members role within the club.

### a. Maximum hours

The maximum hours of operation shall be in accordance with the conditions of consent.

Location	Operating Hours	When
Members lounge, Function rooms	8am - 10pm 8am - 12am	Sunday - Thursday Friday - Saturday
Café/Kiosk	7am - 10pm	7 days including public holidays

Upon expiration of the permitted hours, all service (and entertainment) shall immediately cease, no patrons shall be permitted entry and all customers on the premises shall be required to leave within the following 30 minutes.

Note: Emergency Surf Life Saving club operations and activities may operate outside of the above set times.

## 10. Noise Management

### 10.1 Complaints management

If during operations, a complaint has been lodged from any of the nearby sensitive receivers, the following process should be followed to ensure all complaints are dealt with in an appropriate manner:

- All complaints should be documented and responded to in a timely, consistent, and sensitive manner.
- A staff member will be nominated to deal with complaints from the community.
- All complaints will be logged within a complaint register that details the nature of the complaint and the actions taken to address the complaint.



- The complaint register should be reviewed at regular intervals to identify any common and recurring complaints and measures should be actively taken to reduce the number of complaints.

#### 10.2 Licensed café management measures

The following mitigation and management measures should be included in the plan of management and design of the development in order to ensure that the acoustic amenity of the surrounding area can be preserved:

- Patrons should not be allowed to congregate in large numbers outside of the venue after 10 pm
- The erection of clear signage at all entries and exits advising patrons/members that they must not generate excessive noise when entering and leaving the premises;
- A member of staff should be designated onsite to monitor patron behaviour in, and in the vicinity of, the premises. Practical steps should be taken to ensure the quiet and orderly behaviour of patrons in the venue and also particularly in departing the licensed venue after the conclusion of night time operations
- To avoid the potential for sleep disturbance, waste disposal activities such as the disposal of glass bottles, recycling and food waste into bins is to be completed before 10pm, or not until after 7am the following day.

#### 10.3 Gymnasium management measures

Following the guideline for acoustic assessment of gymnasiums and exercise facilities, the following mitigation and management measures are recommended:

- The erection of clear signage at all entries and exits advising patrons/members that they must not generate excessive noise when entering and leaving the premises;
- Staff monitoring the behaviour of patrons/members within the subject premises and as they enter/exit to ensure noise emission of patrons/members is kept to a minimum;
- The noise level of background music should be kept to an appropriate level, to enable speech intelligibility, and to ensure patrons/members are not required to raise their voices;
- Installation of impact sound absorbing flooring (such as REGUPOL everroll and sonusfit construction) to reduce the regenerated noise and vibration in areas where high levels of impact are expected. This includes: Free-weights areas; Any area where free-weights are otherwise used or stored; Functional training areas; and Pin- and plate-loaded machine areas.

## 11. Security

The building is keyed to Council's key system and also functions with a proximity card reader.





The responsibilities for the security of the building are:

1. The Club to keep all club areas locked and secured when not in use. It is the responsibility of the club to ensure venue hirers secure the club after bookings.
2. The café/kiosk operator to keep the leased space locked after trading ceases.

A security CCTV system covers the exterior of the building and immediate surrounds. The Club will manage the CCTV system including costs associated with back to base monitoring, equipment maintenance and replacement, and adhere with the appropriate legislation (Privacy and Personal Information Protection Act 1998).

## 12. Emergency Evacuation

<b>Emergency Evacuation Plan for:</b>	Freshwater SLSC
<b>Premises address and contact number:</b>	50 Kooloora Avenue, Freshwater. Phone number: +61 2 9905 3741
<b>Sound of the alarm</b>	
The sound of the alarm will be:  A shouted warning/whistle sounding/loudspeaker etc	
<b>Raising the alarm</b>	
In the event of a fire beginning:  If the fire is discovered by a member or a visitor notifies a member of a fire, the alarm will be raised by activation of the nearest call point or commencing manual warning (whistle, shout etc	
<b>Action member should take on hearing the alarm</b>	

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<p>The following actions will be taken upon the fire alarm being sounded/raised:</p> <p>Member/Staff will take charge and lead in the fire evacuation.</p> <p>Dial 000 and request attendance by the Fire Service. Member gives their name, name of building, building address (as detailed above).</p> <p>Members/Staff will commence evacuation of the building - ensuring this is done in a calm and orderly manner, providing assistance to those needing additional help in evacuating.</p> <p>Members/Staff to sweep building to ensure all areas are clear (including back areas) if safe to do so and ensure all doors are closed on the way out.</p> <p>If safe to do, electrical mains and gas supplies should be switched off before leaving the building.</p> <p>Ensure nobody re-enters the building until confirmed safe to do so by the Fire Department.</p> <p>Meet at assembly point and check all Members and Staff members are accounted for.</p> <p>Liaise with Fire Service upon their arrival.</p>
<p><b>Escape routes</b></p>
<p>The escape routes from the building are:</p> <p>All members/visitors in the venue space to move down from the First Floor to the Ground Floor and exit via Entrance Door</p> <p>All members and guests on the Ground Floor will exit via the Entrance Door or the Emergency Exit Doors in the rooms.</p> <p>Café/Kiosk staff will exit by the nearest door.</p>
<p><b>Fire assembly point</b></p>
<p>The assembly point is at the easterly side of the Childrens Playground.</p>
<p><b>Fighting fires - Extinguisher use</b></p>
<p>Fire extinguishers will only be used where:</p> <p>Members/staff have received training and feel confident in their use</p> <p>Where it is deemed safe to do so i.e. there is a clear means of escape, fire is small</p> <p>Personal safety always takes priority and, if in any doubt, members/staff should not attempt to extinguish a fire.</p>



<b>Location of key safety hazards or other fire related equipment</b>	
Gas supply shut off: Behind louvre door on western face between roller doors, gas path valve located in front of enclosure	
Main switchboard (MSB): Lobby in main electrical cupboard	
Main water inlet and meters: Surf Club Bin room	
Gas/oxygen cylinders: First Aid room	
Location of fire indicator panel (FIP): Lobby under stairs opposite MSB	
<b>Number of staff needed to carry out evacuation plan</b>	
To implement the evacuation plan, 2 trained members/staff are needed on duty.	
Between: 4pm and 11:30pm: during special events etc, 2 members/staff need to be always on duty.	
<b>Equipment needed to affect the emergency plan</b>	
Mobile phone, torches, emergency exit plans.	
<b>Responsibilities</b>	
For ensuring plan is up to date	Executive Officer and Bar Operations Manager  Surf Club Administrator
For ensuring adequate staff are on duty to carry out the evacuation plan	As above
For training staff on the evacuation plan and in their roles and responsibilities	As above
For providing site induction to hirers	As above

**Personal Emergency Evacuation and General Emergency Evacuation Plans to this document:**

- Plan to be reviewed and training to be done annually.

**Emergency Procedures**



The hirer/occupier must be aware of and observe the Emergency Evacuation Management Plan for the premises.

The hirer/occupier must take direction from Freshwater SLSC management committee in the case of an emergency, when such persons are present.

The hirer/occupier is responsible for ensuring that fire doors and emergency exits are not obstructed.

The hirer/occupier is responsible for ensuring that fire-fighting equipment is not discharged, used or interfered with for any reason other than its designated or manifest purpose, and only by trained personnel.

The club will notify the café/kiosk operators of any Emergency Evacuation training that is carried out. Attendance at two Emergency Evacuation training sessions yearly at intervals not greater than 6 months as per the Emergency Evacuation Management Plan.

The hirer/occupier is responsible for ensuring that the capacity of the premises and any equipment associated with it is not exceeded.

### 13. Complaints Procedures

The Club and café/kiosk are required to develop their own complaints management procedures. A copy of the procedures shall be kept on site by the Club and available on request.

Club follows SLSA protocols for Complaints Procedures.

Council shall address complaints relevant to Council issues in accordance with its normal policies and procedures.

While the Lease and Sub-Lease agreements are meant to address this matter, all parties are required to work collaboratively with each other to resolve complaints promptly.

#### COMPLAINTS:

All complaints to be received in writing and referred to [executiveofficer@freshwaterslsc.com](mailto:executiveofficer@freshwaterslsc.com) and be responded to within 7 days.

### 14. Major Events (including multiple functions)

#### Functions

Functions and Venue booking enquiries are received through the club website via a booking's enquiry form. The enquiry is responded to and when a confirmed booking is received it is recorded to the relevant bookings calendar for the required venue space, date, and time.



The clubs Functions Manager will be responsible for all bookings and associated processes.

The Club has one entry points which can be used for patron access flow if 2 events are being held simultaneously.

The Club have control and management of the function room and all bookings.

## **15. Building Management**

### **a. Gym**

Access to members via a FOB system between 5.00am to 9.00pm, Monday to Sunday.

### **b. First Aid**

The hirer/occupier is responsible for providing first aid at the premises and undertakes that the hirer/occupier has, and will keep current, appropriate first aid training and an appropriately stocked first aid kit.

### **c. Security**

The hirer/occupier must observe the secure closing of the premises; windows and doors must be secured, all lights, fans, air conditioners, heaters etc. and accessories must be turned off and any alarm must be "armed" if instructed by Freshwater SLSC. Failure to "arm" the alarm system will incur a call out fee of \$200 (or as updated from time to time according to Council's Fees and Charges).

### **d. Food and Alcohol**

The surf club are permitted to serve and/or supply food and/or alcohol during any function but only in strict compliance with the surf club's relevant licence conditions.

### **e. Signs & Decorations**

The hirer/occupier is not permitted to use any adhesive materials to secure signs, posters or decoration on any internal or external wall or floor surfaces. Nails, screws or any other fastenings must not be driven into or attached in any way to the walls, floors, timberwork, furniture or fittings. The hirer/occupier is not permitted to supply or permit the use of any coloured hairspray, glitter, paint, rice or confetti, balloons, party poppers, crepe and paper streamers. The hirer/occupier is liable to the Club for full restoration and repair costs in connection with any damage resulting from their occupation.

The hirer/occupier must not erect any signs on or outside the premises without Freshwater SLSC's prior written approval.

Decorations are not to be placed on any fans, heaters or electrical fittings.

### **f. Damage to Premises**



The hirer/occupier is responsible for the cost of making good any damage caused to the premises, furniture or fittings during the course of the hirer/occupier's use or occupation of the premises, including scratches on floors caused by items being dragged across floor surfaces. Table and chair trolleys are to be used where available.

The hirer/occupier must report immediately to the Club any damaged or dangerous electrical fittings and ensure that steps are taken to prevent use of the same until repaired.

The setting up of tables, chairs and other equipment is the responsibility of the hirer/occupier (except where otherwise negotiated with the Club).

Furniture and fittings must not be removed from the premises.

The hirer/occupier shall not store any of the hirer/occupier's furniture or equipment upon the premises.

All portable electrical equipment or leads that are brought into or used in the premises shall comply with the Work Health and Safety Act 2011 No. 10 and the applicable Regulations.

The hirer/occupier is responsible for any equipment and/or goods used and left upon the premises.

### **g. Cleaning**

Building cleaning will be carried out by the Club Caretaker. Surf Club building amenities shared by the surf club, and café/kiosk will be cleaned by the Club daily and in accordance with the lease conditions. All common areas will be cleaned 3 times a week. Cleaners to be engaged ad hoc as required with regards to functions.

Members lounge, meeting rooms, surf club storage room, canteen, club shower rooms, and first aid room are to be maintained by the club.

Function room cleaning is the responsibility of the Club.

The hirer must at the conclusion of the booking:

- leave the premises in a neat and tidy condition free of decorations, dirt, grit, water, obstacles, etc. to ensure the safety and convenience of future users of the premises;
- sweep the floor (mop floors to remove drinks spillages, etc.) using equipment provided;
- remove all garbage and refuse from the venue space and dispose of such garbage and refuse into the waste bins provided;
- wipe clean and pack away the Club's furniture and equipment as agreed in the hire agreement.

Refer to the hire agreements and/or permits for further venue hire cleaning details.

### **h. No Smoking/BBQ/Naked Flames**

The hirer must not or permit upon the premises any smoking, candles (save for candles in protective covers), naked flames, BBQs, or sparklers.

### **i. Waste management**



The Club and café/kiosk are all required to prepare a waste management plan approved by Council. The waste management plans are to be prepared considering the Northern Beaches Council Waste Management Guidelines.

The Club, lessees and hirers will comply with the Northern Beaches Council's Single Use Plastic Policy, aimed at eliminating the use of single use plastics by way of minimising the use of plastic bags, balloons, plates and cutlery, providing products and services that do not rely on single use plastics, promoting alternatives to single use plastics, and not distributing or selling plastic straws.

The Club, lessees and hirers will also comply with Council's Waste Minimisation for Functions and Events policy, aimed at promoting best practice waste management.

The Club has a contract with Rentokil Initial.com to provide sanitary bin services to the toilet facilities throughout the building.

Club waste bins are stored in the bin storage room and the cleaning company will put the bin out as required.

### **j. Trade waste disposal**

Grease arrestors are installed to service the café/kiosk trade waste.

Maintenance and servicing of the grease traps must be organised outside of peak hours and weekends with approved Sydney Water service providers and in accordance with the tenancy leases.

### **k. Traffic management**

#### **IRB and ATV Usage:**

Signage to be used while ATV and IRB are moving in and out of the building via the public pathways.

#### **Surf Boat:**

Signage to be used while Surf Boats are moving in and out of the building via the public pathways. Care should be taken pulling in & out of buildings onto roadways.

#### **Board and Ski Trailers:**

Signage to be used while Board/Skis are moving in and out of the building via the public pathways. Care should be taken pulling in & out of buildings onto roadways.

A Traffic Management plan and Loading Dock Management plan will be developed for vehicle movements.

## **16. Liquor Licence**

The Club may sell or provide liquor (within the meaning of the Liquor Act 2007) in connection with the Permitted Use or Fundraising activities as defined under the lease agreement with Northern Beaches Council and will ensure compliance with the lease

Operational Management Plan – Freshwater Surf Life Saving Club



agreement and any relevant liquor licence conditions.

Trading hours for the licenced areas:

Monday: 10am to 10pm  
Tuesday: 10am to 10pm  
Wednesday: 10am to  
10pm Thursday: 10am to  
10pm Friday: 10am to  
Midnight Saturday:  
10am to Midnight  
Sunday: 10am to 10pm

Approved by:

Insert Club Name:

Insert Council Name

Signature:

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