



## PLAN OF MANAGEMENT

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### **Manly Boatshed Kiosk**

1B Bolingbroke Parade, FAIRLIGHT

Prepared for: Manly Boatshed

REF: M180463

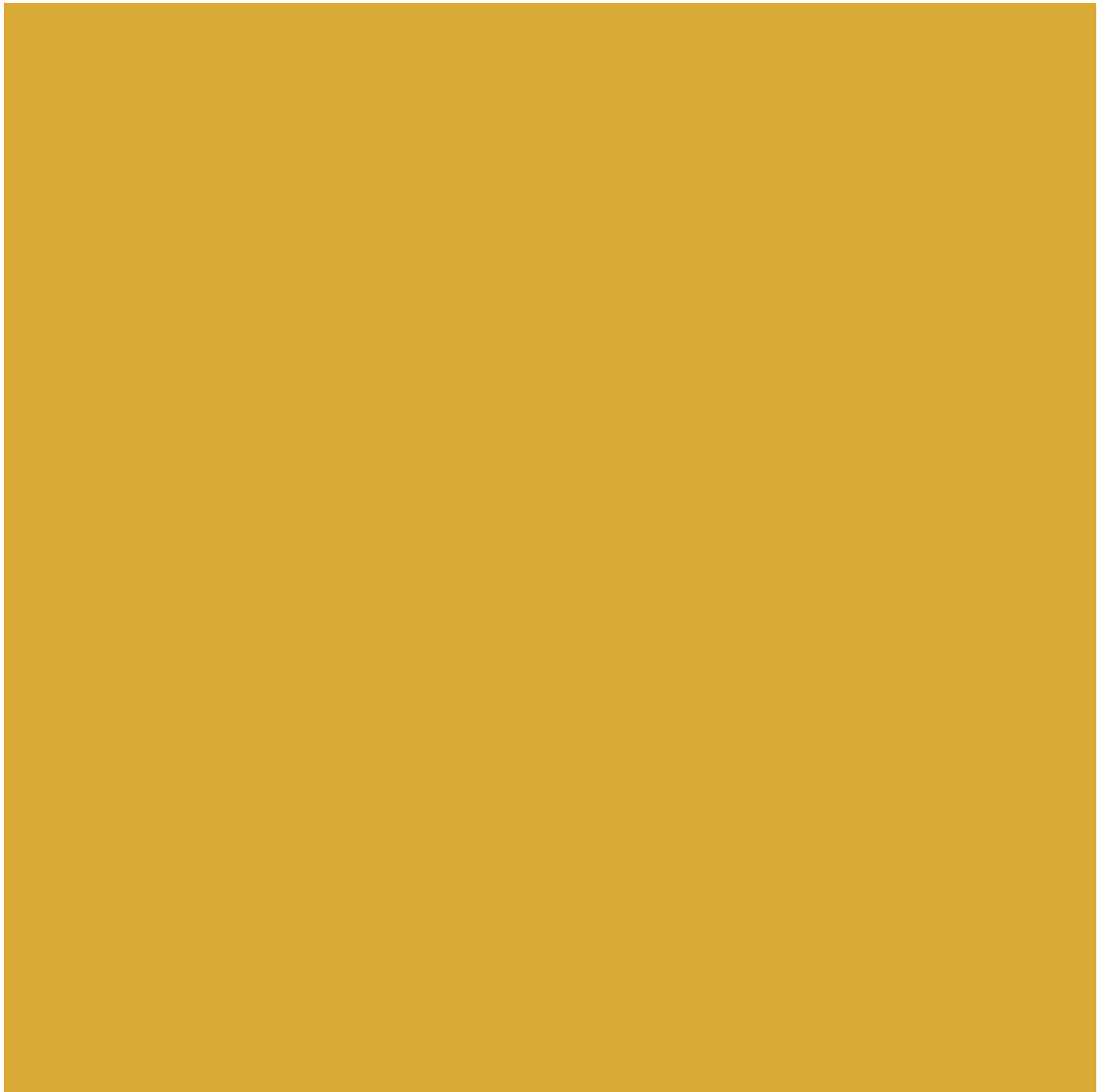
DATE: 12 May 2020



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# 1. Introduction

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This Plan of Management provides guidelines and controls for the operation and management of the proposed kiosk at the Manly Boatshed, 1B Bolingbroke Parade, Fairlight. It has been prepared to minimise impacts on neighbouring properties and the locality as far as practicable.

The plan of management sets out controls for:

- Hours of operation
- Noise control
- Cleaning and maintenance
- Waste management
- Complaints procedure
- Annual review of Plan of Management

All staff at the kiosk will be made familiar with the Plan of Management and will be required to conduct their work in accordance with it.





## 2. Hours of Operation

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### AIM OF POLICY

To ensure the kiosk is run in accordance with relevant Council provisions and conditions of approval in a manner that minimises potential impacts on neighbouring properties and the locality.

### IMPLEMENTATION

- a) The hours of operation of the kiosk are:
  - 5am to 10pm (Mon to Sun and public holidays)
- b) Doors and windows to the kiosk and adjoining internal seating area are to be closed (except to allow for patron ingress and egress) during the following days/times:
  - prior to 7am (Monday to Saturday);
  - prior to 8am (Sunday and public holidays); and
  - after 6pm (daily).
- c) The outdoor seating area shall only operate 7am to 6pm Monday to Saturday and 8am to 6pm Sundays and public holidays.





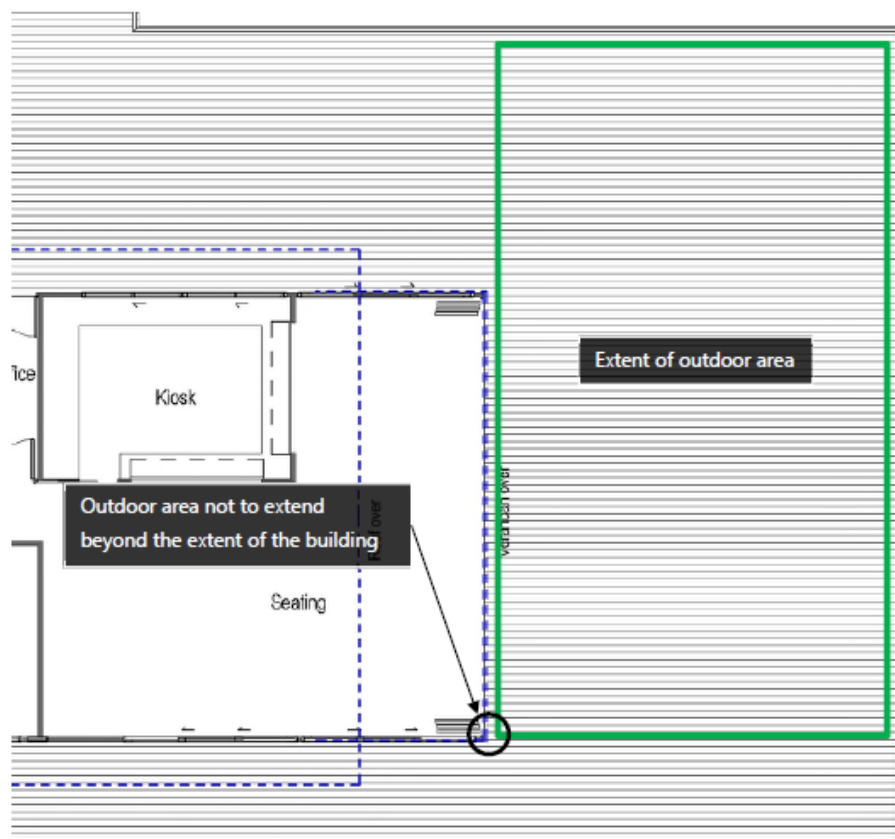
## 3. Noise Minimisation

### AIM OF POLICY

To implement strategies in order to limit noise emitted from the operation of the kiosk.

### IMPLEMENTATION

- a) The kiosk is only to operate during the hours outlined in Section 2 of this Plan of Management.
- b) The extent of the outdoor seating area is not to exceed that indicated in Figure 1 below, in order to ensure the effectiveness of the acoustic screening by the building facade.



**Figure 1** Maximum extent of outdoor seating area (Source: Acoustic Report, Renzo Tonin & Associates, dated 22 October 2019)

- c) No more than 50 patrons are permitted in the outdoor seating area.
- d) Cleaning of the premises, and internal or external maintenance, shall be undertaken at times and in a manner so as to not cause an “offensive noise” as defined by the *Protection of the Environment Operations Act 1997*.





## 4. Cleaning and Maintenance

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### **AIM OF POLICY**

To implement policies that allow the kiosk to be maintained to a high standard.

### **IMPLEMENTATION**

- a) Daily cleaning of the kiosk will be conducted.
- b) Occasional extra cleaning will occur on a needs basis when required. This will include things such as window cleaning and similar activities.
- c) All cleaning must occur during the hours of operation outlined in Section 2 of this Plan of Management.
- d) Any required maintenance of the kiosk premises will occur within daylight hours as required.





## 5. Waste Management

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### AIM OF POLICY

To ensure the kiosk is adequately serviced and high health and hygiene levels are maintained.

### IMPLEMENTATION

- a) A policy of minimising plastic usage and maximising plastic waste containment is to be prepared and implemented, given the site's unique location directly over marine waters.
- b) The kiosk will aim to minimise waste wherever possible and will encourage the use of recyclable products and recycling.
- c) The kiosk will utilise 240 litre Mobile Garbage Bins (wheelie bins) for both waste and recyclables. The bins are to be stored in the designated bin area located on the decking area near the tender service.
- d) All waste and reuse areas, and waste and recycling bins, will be clearly differentiated through appropriate signage and colour coding to Australia Standards to reflect the materials contained.
- e) Measures are to be implemented to ensure animals cannot access food waste containers that could otherwise attract feral animals to the site. Bins must be of solid construction and remain within the dedicated area so as to prevent contents spillage by animals. Waste bin lids should exclude birds that may spread waste and should be locked or otherwise secured where possible. There must be enough bins to accommodate the volume of waste generated on the site. Signage about the risks and appropriate disposal of food waste is recommended.
- f) The kiosk manager is responsible for ensuring that internal bins to the kiosk are emptied into the allocated 240 litre bins located within the waste storage area, on at least a daily basis and immediately prior to closing of the kiosk. There is to be no waste left in the internal bins after closure of the kiosk.
- g) The Boatshed manager will monitor the bin storage area and will attend to any spills immediately, as they occur.
- h) All kiosk staff will be provided with information on the proper use of the waste management system and all will be encouraged to maximise the separation of general waste and mixed recyclables to aid the proper disposal of all materials.
- i) A private contractor will provide waste/recycling collection services at a frequency to be determined in consultation with the waste contractor and depending on actual waste generation.
- j) The Boatshed manager is responsible for moving the waste bins from the garbage storage area to the kerbside collection point on the evening prior to waste collection and moving the bins back to the storage area once waste has been collected. The bins must be moved before 10pm on the night prior to collection day and returned to the garbage room as soon as possible and before 2pm on collection day.
- k) Signage is to be clearly displayed, and educational material provided, to discourage the feeding of birds or other wildlife at the site and to educate patrons about the ingestion risks of plastics to marine biota.







## 6. Complaints Procedure

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### AIM OF POLICY

To ensure there are adequate systems in place to handle and respond to complaints.

### IMPLEMENTATION

- a) Contact details for the registering of complaints are as follows:

<TBA once operational>

- b) All valid complaints shall be investigated and resolved to the best of the kiosk's abilities as soon as possible.
- c) A "Complaints Book" must be maintained, recording details of any Incident that occurs including the time of the Incident, a description of the Incident and any actions taken by the management of the kiosk in response to the Incident. All complaints must include the details of the person reporting the incident including a contact phone number so that management may follow up any complaint. The option will be given to a complainant as to whether a complaint is confidential or non-confidential.

An "Incident" includes:

- any breach of this Plan; or
  - any complaint by any person about the operation of the kiosk.
- d) The Complaints Book must be updated within 24 hours of any Incident. The owner/operator must review and initial and date all entries made in the Complaints Book in their absence whenever they are next on the premises.
- e) The Complaints Book must be made available to Council officers for inspection upon request.
- f) Complaints must remain in the Complaints Book for a minimum period of two years from the date of reporting.
- g) The owner/operator will investigate any incident within 5 working days and the complainant will receive a response within 10 working days detailing what action has been taken (if any action is deemed required) addressing the complaint or concern.
- h) If an Incident relates to noise, the owner/operator must:
- take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
  - attempt to rectify the situation immediately.
  - contact the individual who reported the Incident to verify that the problem has been addressed.
- i) The owner/operator must review the Complaints Book regularly and where appropriate amend this Plan so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.





## 7. Annual Review of Plan of Management

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### **AIM OF POLICY**

To ensure the Plan of Management is comprehensive and up-to-date.

### **IMPLEMENTATION**

- a) The Boatshed Manager will ensure that this Plan of Management is reviewed on an annual basis in consideration of feedback from all interested parties.

