

Management Plan

1 Introduction

Explanation

A Management Plan is a document which outlines how the operation of a premises will be managed to minimise any potential impacts on the amenity of surrounding properties and/or the locality.

A Management Plan may be required as a condition of development consent for proposals for late night trading premises, sex services premises, backpackers accommodation, boarding houses and amusement centres. It may also be required for any other land uses that in the opinion of Council may potentially have unacceptable amenity impacts if poorly managed.

The content and level of detail in a Management Plan will vary on a case by case basis depending on the nature and intensity of the proposed land use or its intended location. Applicants are advised to also refer to the relevant DCP section for additional Management Plan requirements for specific land uses.

A Management Plan should be in the form of a separate attachment with a DA.

Controls

The Management Plan must address the following requirements:

1 Objectives

- i) Objectives articulating the need for preparation of the Management Plan and outcomes it sets out to achieve.

2 Site and Context Details

- i) Street address and lot number of the land to which the Management Plan applies.
- ii) Date of preparation.
- iii) Registered business name and trading name of the premises.
- iv) A description of the primary use of the premises as well as any secondary/ancillary uses. This may be in the form of a floor or site plan indicating the use of all areas within the building or site.

- v) Types of activities within the premises including any variations at different times of the day, week or in different seasons.
- vi) Any 'active areas' adjacent to the boundaries of the site associated with the premises (e.g. outdoor dining, queuing areas etc) where relevant.
- vii) A brief description of surrounding land uses including:
 - Proximity to residential and other sensitive land uses (e.g. schools, places of worship etc).
 - Premises of a similar nature and scale.
- (viii) Maximum capacity of the premises.
- (ix) A schedule of proposed hours of operation for each day of the week for all areas of the premises.

3 Operational Details

- i) Name and contact details of operator/manager and type of management arrangement (e.g. on site or managed through off site agent etc).
- ii) Organisational structure including number of staff, key roles and responsibilities. Information on any variation to staffing levels at different times of the day, week, or during different seasons should be provided.
- iii) The procedure for receiving, recording and handling complaints regarding the operation of the premises. A Complaints Register should be maintained on site which includes the following information:
 - Complaint date and time.
 - Name, address and contact details of person making the complaint.
 - Nature of complaint.
 - Name of staff on duty.
 - Action undertaken by premises to resolve the complaint.
 - Follow up and outcome.
- (iv) Details of training and induction procedures to ensure staff are aware of the provisions of the Management Plan and emergency procedures.
- (v) Any requirements in respect of the on-going management of the premises arising from any conditions placed on the Development Determination, if approved.

4 Amenity

- i) Details on all measures to be undertaken to ensure that the operation of the premises will not adversely affect

the amenity of the locality by way of noise, vibration, fumes, waste disposal and the like.

5 Safety and Security

- i) Details on systems and procedures to ensure the safety and well being of staff, patrons/residents and/or other users of the premises including:
 - Risk management procedures appropriate to the service provisions (e.g. accident and injury etc).
 - Method of surveillance of common areas.
 - Location and monitoring of security alarms.

6 Waste Management

- i) Procedures for minimising and managing waste and litter that is generated on site.
- ii) Details on how and when waste will be collected.
- iii) Details of when (frequency) and how the premises will be cleaned and serviced.
- iv) Location of waste storage areas.

7 Fire Safety

- i) Details on proposed fire safety regime including:
 - Annual certification (if required).
 - Maintenance of emergency systems.
 - Actions to reduce fire risks.
 - Provision of an emergency evacuation plan.

8 Deliveries and Loading/Unloading

- i) Details on deliveries including frequency, hours and type of vehicles associated with delivery and loading/unloading.
- ii) Guidelines for service providers and staff on how to mitigate any adverse impacts.

9 Declaration

- i) A signed declaration from the licensee/manager that they have read, understood and will ensure compliance with the approved Management Plan.