OPERATIONAL PLAN OF MANAGEMENT

TEMPORARY USE OF THE SITE CONTAINING 'DUNMORE HOUSE' AS A FUNCTION CENTRE

557 PATERSON ROAD, BOLWARRA HEIGHTS

HVDS Hunter Valley Development Services

Prepared for:
Dunmore House Pty Ltd
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DOCUMENT CONTROL

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1. INTRODUCTION AND PURPOSE

This Operational Plan of Management has been prepared to support the operation of the use of *557* Paterson Road, Bolwarra Heights, as a temporary function centre pursuant to Clause 2.8 – Temporary use of land, of the *Maitland Local Environmental Plan 2011*.

The temporary use will occur up to a maximum of 52 days in any 12-month period, in perpetuity; and will comprise the following temporary components:

- designation of three (3) areas, one of which will be selected to erect a marquee,
- designation of an area for the positioning of amenities (toilets),
- designation of an area for the parking of a self-contained catering kitchen, and
- designation of a parking area with sufficient capacity to cater for a total of 49 vehicles (including 47 car parking spaces, one (1) accessible car parking space and one (1) mini-bus parking space).

All aspects of the proposed development will be established on each occasion the site is to be used as a temporary function centre. Establishment and removal of all components associated with the temporary use will occur within a maximum of seven (7) calendar days of the commencement/conclusion of the function.

Only one (1) function will occur at any one time, i.e., multiple functions will not be held concurrently.

The purpose of the Operational Plan of Management is to identify and mitigate potential adverse impacts associated with the operation of the temporary function centre.

The procedures outlined in the Operational Plan of Management will assist in ensuring that the temporary function centre operates efficiently, safely and securely, thereby guaranteeing that the amenity of the locality is maintained, and that adjoining/nearby residents are not adversely impacted.

2. APPLICABILITY OF OPERATIONAL PLAN OF MANAGEMENT

2.1. COMPLIANCE WITH OPERATIONAL PLAN OF MANAGEMENT

The following stakeholders will be required to comply with the requirements of the Operational Plan of Management when the site is being used as a temporary function centre:

- Site manager/operator, and
- Staff employed in association with the temporary function centre, and
- Attendees

2.2. AWARENESS OF OPERATIONAL PLAN OF MANAGEMENT

A copy of the Operational Plan of Management will be provided as an annexure to the contract when the site is booked for a function.

The contract will include a clause confirming that the site's operations are subject to the Operational Plan of Management.

3. PRE AND POST FUNCTION REQUIREMENTS

3.1. DELIVERIES TO/FROM THE SITE

Deliveries associated with the establishment and removal of all temporary use components will occur within a maximum of seven (7) calendar days of the commencement/conclusion of the function, between 8:30am and 6:00pm.

3.2. AMENITIES AND SELF-CATERING KITCHEN

Transportation vehicles associated with the delivery and removal of the amenities and self-catering kitchen will access the designed areas utilising the outer layer of the heritage curtilage rather than the areas close to the existing dwelling (identified as the inner core), wherever possible in order to minimise potential vehicular damage to the ground/grass.

Timing for the delivery and removal of these components will occur consistent with Section 3.1.

3.3. WAYFINDING SIGNAGE AND BUNTING

Wayfinding signage within the site for vehicles and pedestrians will be provided, along with temporary bunting to designate the parking area/s.

Timing for the designation and removal of the wayfinding signage and bunting will occur consistent with Section 3.1.

4. SAFETY AND SECURITY

4.1. LIGHTING

Temporary lighting will be provided within close proximity to the temporary structures and car parking area so as to prevent concealment and enable clear and uninterrupted vision.

Lighting will be turned off when the function has concluded, and all attendees have left the site – refer to Section 5.1 in respect of hours of operation.

All external lighting will comply with AS 4282 Control of the Obtrusive Effects of Outdoor Lighting.

4.2. DISORDERLY BEHAVIOUR

Abusive, anti-social or violent behaviour will not be tolerated.

The following procedure will apply in the event a person who is intoxicated, drunk or disorderly, is required to be removed from the site:

i. Verbal communication will occur with the person in the first instance;
ii. In the event the intoxicated, drunk or disorderly behaviour continues, the person will be asked to leave the site;
iii. In the event the person refuses to leave the site, the NSW Police will be contacted and requested to provide assistance.

4.3. WEAPONS

Weapons of any kind are not permitted to be brought onto the site.

In the event it is identified that a staff member and/or attendee has an illegal weapon, they will be asked to leave and the NSW Police notified.

4.4. FIRST AID/INJURIES

In the event an injury occurs on the site, appropriate steps will be taken to assist the injured person; this may involve rendering first aid or calling '000' for emergency assistance.

4.5. EVACUATION IN THE EVENT OF A FIRE, BUSHFIRE OR OTHER EMERGENCY

The site operator and all staff employed in association with the temporary function centre are required to review and familiarise themselves with the site's approved Emergency Management and Evacuation Plan.

All recommendations of the Emergency Management and Evacuation Plan will be enforced to ensure attendee safety.

5. OPERATIONAL PROCEDURES

5.1. OPERATING HOURS AND FREQUENCY OF USE

The site will be used as a temporary function centre.

Functions will be held in accordance with the operational aspects identified in the table below:

Operational Aspect	Commentary
Number of functions	Maximum of 52 days in any 12-month period, in perpetuity
Days of operation	Wednesday – Sunday
Hours of operation	8:00am – 11:00pm

Table 1: Operational aspects of the temporary function centre

All functions will cease by 10:30pm to allow attendees sufficient time to leave the site by 11:00pm.

Only one (1) function will occur at any one time, i.e., multiple functions will not be held concurrently.

5.2. OCCUPANCY

A maximum of 140 attendees will be permitted to attend a function.

This does not include the site manager/operator and staff associated with the function.

5.3. NOISE MANAGEMENT

The recommendations of the Noise Assessment will be complied with when the site is being used as a temporary function centre, including:

i. Ensure all employees are trained to assist patrons to minimise noise, particularly patrons leaving the site.
ii. Place signage in appropriate areas requesting that patrons respect neighbours and leave the site quietly.
iii. Request that patrons leave the site if they are being excessively noisy.
iv. Cease music at 10:00pm.
v. Management and staff to promptly address complaints relating to noise, and record complaints and outcomes in a Complaints Register.
vi. Exhaust/engine brakes are not to be used when entering or exiting the facility (noting that this is achievable based on topography).
vii. Request drivers keep their vehicles at low revs when entering and exiting the site.
viii. Strict adherence to the approved hours of operation.

5.4. SIGNAGE

A sign will be installed on the internal-facing side of the gate advising all attendees, when leaving the site, to be quiet and respectful of neighbours.

5.5. TRAFFIC AND PARKING

Parking areas will be designated within the site with sufficient capacity to cater for a total of 49 vehicles (including 47 car parking spaces, one (1) accessible car parking space and one (1) mini-bus parking space) associated with the temporary function centre.

All vehicles associated with the use of the site as a temporary function centre will be contained within the site at all times, and no parking will occur within surrounding streets.

5.6. INCIDENT REPORTING/COMPLAINTS HANDLING

Interested residents/stakeholders will be advised that complaints concerning the operation of the temporary function centre can be submitted directly to the site manager, via the following means:

- A sign installed at the entrance to the site, and
- Details published on the function centre's social pages

The sign and social pages will include a contact name, mobile phone number, email address, street/postal address and a statement confirming that complaints can be made 24 hours a day, 7 days a week.

A complaints handling procedure will be implemented and will comprise:

i. Receipt of the initial complaint;
ii. Add the complaint to the complaints register (refer to below)
iii. Conduct an initial review the complaint;
iv. If required/necessary, contact the complainant to clarify the concern raised;
v. Investigate the circumstances surrounding the complaint;
vi. Finalise the complaint and advise the complainant of the outcome of the investigation; and
vii. In the event the complainant is not satisfied with the outcome of the investigation and subsequent resolution of the complaint, advise the complainant that they may escalate the complaint to the relevant authority responsible for the matter raised, for example alleged non-compliance with a condition of consent can be referred to Maitland City Council for investigation.

A record of all complaints will be maintained within a complaints register. The complaints register will include the following information at a minimum:

i. Name and contact details of the complainant;
ii. Details of the complaint;
iii. Actions taken in investigating the complaint; and
iv. Date the complaint was submitted and resolved.

All complaints will be investigated by the site manager.

An outcome will be provided to the complainant, within a maximum of 10 business days from receipt of the complaint.

The complaints register will be made available upon request, to any suitably delegated official from Maitland City Council or NSW government agency including the NSW Police and NSW Liquor and Gaming.

5.7. REGISTER OF FUNCTIONS

A register of functions will be maintained by the operator of the site.

The register of activities will include the following information at a minimum:

i. Date and time of function.
ii. Details of the customer.
iii. Number of attendees.

The register will be made available upon request, to any suitably delegated official from Maitland City Council or NSW government agency including the NSW Police and NSW Liquor and Gaming.

5.8. WASTE MANAGEMENT

All waste associated with the temporary function centre will be stored within the existing barn, pending its removal from the site by a commercial waste contractor.

Waste will be managed and disposed of in accordance with the requirements of the approved Site Waste Minimisation and Management Plan and accompanying Operational Waste Management Plan.

5.9. SERVICE OF ALCOHOL

In the event a liquor licence is required to be obtained, this will be obtained prior to a function being held.

All staff involved in the service of alcohol must have completed a Responsible Service of Alcohol (RSA) training course delivered by a L&GNSW Approved Training Provider.

All alcohol will be served in accordance with RSA guidelines.

5.10. SMOKING/VAPING

A temporary designated smoking area will be identified/signposted within the site.

The smoking area will be located a minimum of 10 metres from the existing dwelling located on the site and any adjoining property boundaries.

5.11. FIREWORKS

Approval must be obtained from SafeWork NSW prior to any fireworks display taking place.

5.12. CAMPING

No camping on site, or sleeping in vehicles, is permitted.