

# Venue Management Plan

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**Version 3 – 16 December 2024**

Copy of this Operational Management Plan is to remain on the licensed premises at all times and be available for reference at any time during operation.

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## MISSION STATEMENT

The venue subject to this management plan is a profit driven business that allow for the service of BYO of alcohol whilst supplying food services. Management realise that with the current community attitudes on responsible service of alcohol coupled with the current harm minimisation procedures, safety and security, we have acted accordingly in the instigation of the plan and also with the improved training of our staff.

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## MANAGEMENT PLAN

### Disclaimer

This management plan, here in after referred to as 'The Plan', has been formulated by On Tap Liquor Consulting as a guide for the permittee to formalise and accept as part of the operation of the BYO venue. This plan related only to the BYO provisions of liquor along with other aspects of the venue operation that include the following also showing hours of operation;

Component	Use	No./Area	Operating Hours	No. Patrons and Staff
Warehouse A & B	Shuttle/Pickle Ball Centre	2,636 m <sup>2</sup> 21 courts	Monday – Sunday 7:00am – 11:30pm	84 patrons 3 staff
-	Outdoor Food Court	90 m <sup>2</sup>	Monday – Sunday 8:00am – 11:30pm	20 patrons 8 staff
Warehouse C	Banquet Hall 1	771 m <sup>2</sup>	Monday – Sunday 7:00am – 11:30pm	210 patrons 2 staff
Warehouse D	Banquet Hall 2	463 m <sup>2</sup>		175 patrons 2 staff
	Banquet Hall 3	463 m <sup>2</sup>		160 patrons 2 staff
	Banquet Hall 4	382 m <sup>2</sup>		115 patrons 2 staff
Warehouse E	Storage Area	300 m <sup>2</sup>	N/A	N/A
<b>Total</b>		<b>5,105 m<sup>2</sup></b>		<b>764 patrons 19 staff</b>

Figure 1 - Operation

It shall not be construed to be admissible as evidence against On Tap Liquor representatives, employees, contractors or connected persons in any way liable for any breach of its contents. The plan is to be followed by the management of the licensed premises and the permittee accepts full responsibility for the information, implementation and consequences of non-compliance.

## BUSINESS SUMMERY

Sagacity is the operator of site located at 84 Maher Rd, Laverton. The venue operates as a mixed-use facility and will also provide food and other services to the local community and visitors and provisions are detailed in Figure 1.

The venue is located with the Laverton central area next to the RAAF Base. The management of the venue is well aware of;

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- Liquor Control Reform Act 1998 and associated regulations that regulate the liquor licence;
- The liquor BYO permit conditions associated with the venue and any planning permit issued by the responsible authority;
- The local area amenity of the area and the potential impacts the venue has on the area;
- The responsible service of alcohol to patrons; and
- The management of underage patrons on the licensed premises and the legislation associated with them.
- Management and movement of people at the site.

## Licence Conditions

Conditions related to the supply of liquor are imposed on all liquor licenses in consultation with the responsible authority, Victoria Police and management. In this instance it is the intention of the management to provide a friendly site that allows for the BYO and consumption of both food and drink on the premises and as such conditions related to the operation need to reflect this proposal.

- The BYO Permit area will be confined Banquet halls and outdoor food court area as indicated in the image below.

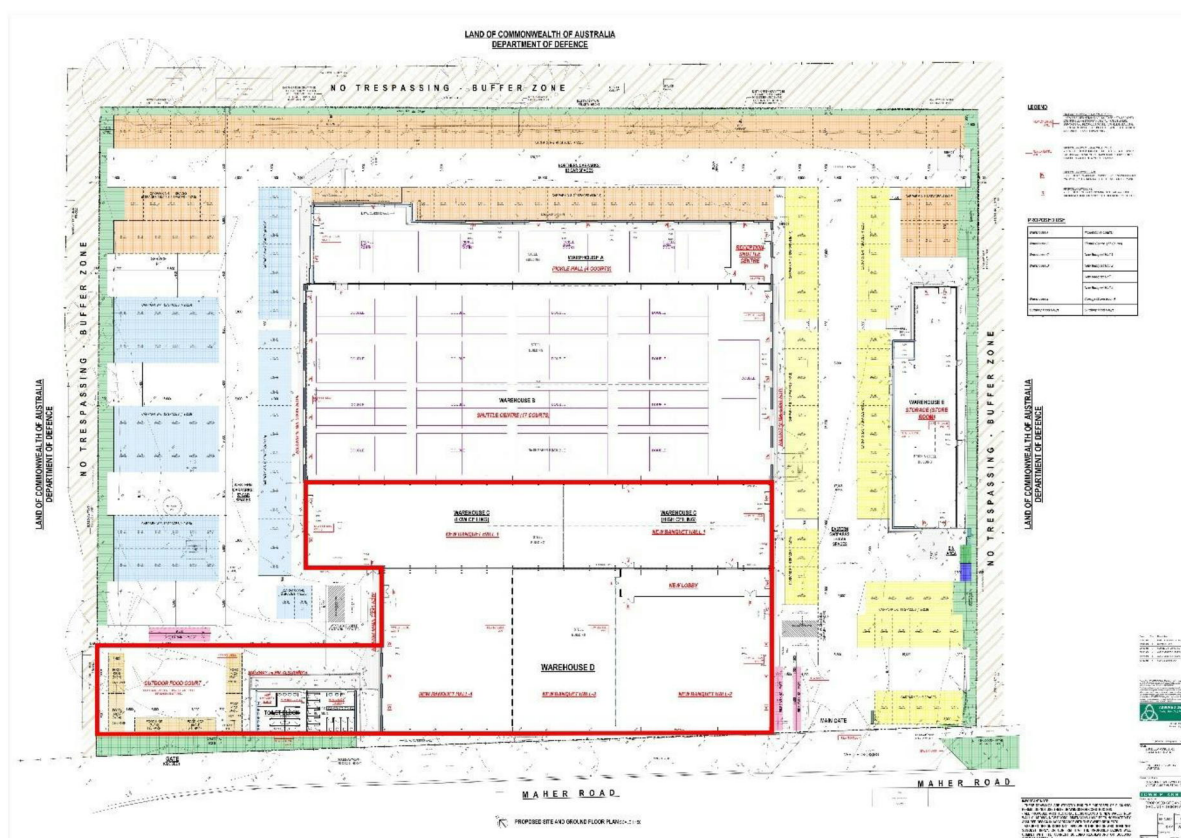


Figure 2 - BYO Permit Area

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## Entry/Exit Points

The licensed area will be the building lines as indicated on the red line plan. This will allow patrons to pre-purchase liquor product to BYO on site either consume onsite or takeaway again.

Entry / Exit to the licensed area on the site will be via a point situated on Maher Rd

## Signage

Appropriate signage will be installed providing guidance to the main entry / exit of the licensed area. Signage will also be erected directing patrons to a bike storage area situated on the site.

Signage will be erected and maintained at the entry / exit points reminding patrons to be quite when leaving the venue; the sign will be in letters large enough to be read from 3 metres and state:

**“Please respect the local residents and depart in a quiet and orderly manner”.**

## Management

At all times the venue is open for trade a “duty manager” is to on site to control the venue to ensure conditions are adhered to.

## Vehicle /Pedestrian Movements

A detailed Traffic management plan has been prepared by OneMileGrid and this plan is to be read and kept with this venue management plan.

## Licensed Area identification

The licensed area will be the areas as indicated on the attached red line plan and depicted below.

Signage will be erected at the exit point from the licensed area advising the following;

*“Please be mindful of noise and respects residents on leaving the venue”.*

Waste bin will be placed next to the entry / exit door in order to allow for the disposal of liquor prior to leaving the licensed area.

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As indicated earlier, a BYO permit will be in place for the Banquet halls and outdoor food court area. No liquor will be permitted in other areas and staff will monitor patron movements and signage will be erected to detail the fact that alcohol cannot leave certain spaces.

Sections 108AA to 108AE of the Liquor Control Reform Act 1998 (The Act) outline the responsibilities associated with Responsible Service of Alcohol (RSA) Training for a venue operating under a BYO permit. In accordance with those provisions, the following processes and procedures are to be adopted and implemented at the venue to ensure responsibilities are maintained appropriately:

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- The Permittee, and any associated Partners/Managers with responsibilities related to liquor, will ensure that any new staff who are employed to sell, offer for sale, or serve alcohol within the premises will have completed an approved RSA training course within the three years prior to their commencement in employment at the licensed premises OR, if no such training has been obtained, an approved RSA program within one month of their commencement in employment at the licensed premises. A copy of each new employees RSA certificate will be held in the 'Liquor Folder' and will form part of the RSA Register.
- The Permittee, and any associated Partners/Managers with responsibilities related to liquor, must ensure that the Permittee and responsible person, and any staff member who is employed to sell, offer for sale, or serve alcohol within the premises completes an approved RSA refresher program within three years of completing their last RSA program. Proof of the RSA refresher program will be housed within the 'Liquor Folder' and will form part of the RSA Register.

## IN-HOUSE TRAINING

Management assures that each employee, before commencing employment within the premises, shall undergo training. This training shall comprise of, and is not limited to, the following.

### Training Subjects

At the time of employment staff will undergo on premises training of the venue operation and advised as to the conditions of this management plan. Training will include but not limited to;

Details of all permits, plans and licenses in place at the venue;

Staff will be required to review the planning permit that is kept in the Liquor Licence Compliance Folder and ensure they understand the conditions.

- How to identify and refuse service to intoxicated persons.
- Checking of identification if not conducted by licensed crowd controllers.
- Customer behaviour management & customer service.
- First aid availability / locality.
- Venue emergency evacuation procedures.
- Location and type of fire extinguishing apparatus on site.
- Identification of what is disorderly behaviour.
- Responsible service of alcohol practices.
- A basic level of understanding of the Act.
- Minimum dress code for premises.
- Location of the management plan

This premise has implemented an In-house documented training plan that ensures that staff are given uniform instructions on the above matters and are fully aware that they are accountable for their actions.

Management acknowledges that within the meaning of "the Act" they are responsible for the actions of staff. However, every staff member has been advised that they are ultimately



responsible and that management have introduced a policy of “diminished responsibility” by providing concise, documented, and acknowledged instruction on minors, drunken and or disorderly behaviour, and duty of care.

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## RESPONSIBLE SERVICE PRACTICES

All staff will be made aware of the venues policies on responsible service and have completed an accredited RSA course prior to beginning work. Those that have not must complete such a course (if able) within twenty-eight days of beginning work. All staff involved in the supply or offer of supply of liquor will be aware of the physical signs of drunkenness.

Food (*snack or meals*) is available on premise and free drinking water is available to all patrons. If the patron is found to be nearing intoxication on the premises they are to be “cut off” by way of suggestion that they drink non-alcoholic drinks, these may be provided free of charge at the discretion of the Permittee or manager. All other staff are to be made aware of the person by the manager.

If the person is so obviously intoxicated that they need eviction from the venue under the venue policy or “the Act” there is a duty of care by the premises to afford that person every assistance as required to ensure safe passage home.

If the patron is ejected the venue management will endeavour to ensure that the patron is placed in somebody’s care and or transportation arranged by way of taxi etc.

## MANAGEMENT & SECURITY OF EXTERNAL AREAS

External areas of the premises form a small part of the venue. The designated smoking area will be positioned in accordance with legislative requirements and not less than 6 metres from the nearest food area if able or smoking will be directed to an area outside of the licensed area.

### External Security lighting

Lighting is installed in external areas and utilised to ensure no areas in are darkened.

### External Security

In line with the design concepts the main entry / exit will be monitored by staff to ensure it is a clear passage for emergency exit if required. Patrons in the venue will be observed throughout the venue by staff the required report concerns to security (if utilised) or management at the venue.

CCTV maybe be installed at locations in to provide venue security. If CCTV is utilised, Footage will be maintained for a minimum of 30 days and accessible as requested by a responsible investigative authority.

- Security staff (if engaged) at the venue will be placed in such manners as to ensure the safety of the patrons and the venue and allow for a visible presence
- Security (if required) will be placed in the following manner or as deemed necessary:
- One crowd controller to be placed at the main bar
- One Crowd Controller placed at the main entry exit point of the licensed area

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- Once crowd Controller to “roaming” to monitor licensed area

At the end of the evening, two staff members and or security will monitor patrons departing the venue to ensure orderly departure and maintain amenity of the area.

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## Bike Parking

A patron bike parking area will be set aside in the venue. The bike parking area allows for patrons to ride to the venue securely park bikes off the street allowing for easy entry and exit of the venue.

## CONTROL OF MINORS ON PREMISES

Minors will be permitted in the licensed areas of the venue to purchase meals and consume meals. All minors detected outside of the Section 120 requirements of the Liquor Control Reform Act 1998 will be directed to leave the venue and the incident recorded in the venue incident book.

If minors are to enter the licensed premises, outside of any ‘section 120 approval’ on the liquor licence (if in place), it must be with a parent or guardian or responsible adult in accordance with the Liquor Control Reform Act 1998.

In all other cases minors are not permitted on the premises as per the Act.

## BYO LIQUOR

BYO liquor will be the main function associated with the supply of liquor.

## DISORDERLY BEHAVIOR

Management reserves the right to adopt the following policy on disorderly or fighting patrons.

- Offenders will be given one warning in the case of disorderly behaviour, if this is ignored they will be ejected from the premises.
- Extreme disorderly behaviour shall attract automatic ejection without warning.
- This policy can in no way be wavered and is not up to the discretion of the individual staff member.
- The approved manager shall have the final say on the ban being lifted, however this is an unlikely event.

## REFUSAL OF SERVICE OF INTOXICATED PATRONS.

Staff are to adopt the following procedures when identifying and refusing service to drunken/intoxicated patrons.

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## Procedures for Refusing Service

If you identify any intoxicated person notify the manager immediately and they will handle the situation. If unavailable at that moment politely advise the patron that in your opinion they are too intoxicated.

Suggest alternatives such as non-alcoholic drinks and food, or suggest they leave the premises for a determined period to sober up.

If the patron is responsive to these suggestions, they should be afforded a compliment, if however, they become abusive or violent immediately inform security (if available) or the manager so that the patron can be evicted from the premises. Police response may be required.

- When informing the patron, they have been refused service, point out that if they take the common sense approach, they may return to the premises later. If they become abusive remind them that they may be subject to a banning order under the Act.
- Most people will accept your decision and leave however be aware that a small percentage will become disorderly or abusive.
- Complete and "Incident Register" entry, found within the licensing folder, and detail the matter.

## DISPLAY OF RESPONSIBLE SERVICE POSTERS

Management undertakes that they will display the current VCGLR issued posters as supplied in prominent positions throughout the premises. This also shows that we as a business take our roles as a licensed premise responsibly and with due care.

In addition to the required signage under the Act, the premises will also erect notices throughout the premises encouraging responsible off site behaviour as described in this report.

## CROWD CONTROLLERS

### General

Crowd Controllers (**if and when required and on duty**) are responsible for the security and behaviour both outside and inside the licensed premises. All patrons entering the licensed premises shall be checked for identification (unless obviously adults e.g.: 25 years+ patrons).

### Patrons are always to be treated courteously and politely.

Disorderly behaviour is not to be tolerated and minor indiscretions are to be dealt with by one warning. Any fighting or obvious drunkenness is to be dealt with by way of ejection from the premises. Crowd controllers are bound by the provisions of the Private Security Act and any indiscretion by a crowd controller will be reported to their supervisor and venue manager.

Any new crowd control staff will be given instruction on the commencement of their duties and sign an authorisation to act on behalf of the Permittee. Ensure that the crowd control staff is

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aware of evacuation procedures and how emergency situations are dealt with. All incidents during the course of the evening are to be recorded in the Incident Report Book.

Crowd controllers are to read instruction and fill in and sign our policy procedure document.

### Hours of Operation for Crowd Controllers

The hours of operation for crowd controllers will be determined on an as needed basis or as stipulated by the responsible authority.

When utilised, crowd controllers will be maintained in accordance with standard licensed venue conditions being, 2 crowd controllers for the first 100 patrons and then 1 for every 100 patrons (or part thereof) after. It is noted that the capacity of the subject venue is set at 100 patrons unless other arrangement are permitted by the planning permit or liquor licence conditions and identified in this management plan.

## CLOTHING & INSIGNIA

Jackets, jewellery or clothing bearing patches or insignia deemed to be (or deemed to be associated) of an offensive or criminal nature may not be permitted to be worn on these premises, subject to management consideration. Management reserves the right to refuse admission or service to any person or persons failing to comply with the venue dress standards / requirements.

## PROCEDURES FOR RESPONSE TO COMPLAINTS FROM PATRONS OR NEIGHBOURS

### Noise Complaints

In all circumstances the Approved Manager is to handle all complaints no matter how trivial.

All complaints must be entered in the incident/complaint report book which is contained within the liquor folder.

### Other Complaints

Complainants are to be directed to the management. The complainant is then to be allowed to voice their grievances and then we will respond. If the request is reasonable and a trivial matter, it may be dealt with by the approved manager. However, if the matter concerns the operational viability or is of a serious matter it should be recorded in writing and passed on to the Permittee.

The complainant should be advised that the Permittee will respond to the complaint by way of writing within 14 days. The complainant should also be advised that if the issue is not resolved or the response is not going to alleviate the complaint the complainant should lodge a

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complaint with the Liquor Licensing Authorities or the local police Liquor Licensing Liaison Officer. Both addresses shall be made available on request.

## Complaints Management Procedure

The following 'Complaints Management Procedure' will be implemented at the venue:

### Complaints from neighbours, members of the general public or patrons:

#### Noise Complaints

In the event a noise complaint is received from a neighbour (business or residential), a member of the general public or a patron of the venue relating to noise issues, the Manager on duty at the time the complaint is made is to handle the matter.

- The complaint is to be handled appropriately and professionally regardless of its nature (i.e. trivial complaints).
- If considered appropriate to do so, adequate steps are to be taken immediately to reduce noise associated with the premises.
- Any complaint received in relation to noise is to be entered into the 'Incident Register' immediately upon receipt noting the complaint, the issues raised and the actions taken as a result of the complaint.

#### Other Complaints:

In the event a general complaint is received from a neighbour (business or residential), a member of the general public or a patron of the venue relating to the general operation of the venue, the Manager on duty at the time the complaint is made is to initially handle the matter.

- The complainant is to be given ample opportunity to voice his/her concerns and/or demands.
- If the complaint and expected outcome is reasonable and/or trivial, the Manager can deal with the matter appropriately noting all issues raised, actions taken and the end result of the matter within the 'Incident Register' prior to advising the club committee.
- If, however, the matter is of a serious nature or is relevant to the viability of the operation of the venue, details of the complainant need to be obtained and the matter handed over to the club committee.
- If this is the case, then the complainant should be advised that the Permittee will respond to the complaint by way of writing within 14 days.
- The complainant should also be advised that if this is not satisfactory or the response is not going to alleviate the complaint the complainant should lodge a complaint with the Liquor Licensing Authorities or the local police Liquor Inspector. Both addresses shall be made available on request.

All staff and volunteers employed within the premises will be advised of the above complaints management policy and given a detailed description of its contents.

## ACCOMMODATION NOTICE

These premises are licensed to hold strict numbers as below;

### Overall Capacity – 764 patrons & 19 Staff

Component	Use	No./Area	Operating Hours	No. Patrons and Staff
Warehouse A & B	Shuttle/Pickle Ball Centre	2,636 m <sup>2</sup> 21 courts	Monday – Sunday 7:00am – 11:30pm	84 patrons 3 staff
-	Outdoor Food Court	90 m <sup>2</sup>	Monday – Sunday 8:00am – 11:30pm	20 patrons 8 staff
Warehouse C	Banquet Hall 1	771 m <sup>2</sup>	Monday – Sunday 7:00am – 11:30pm	210 patrons 2 staff
Warehouse D	Banquet Hall 2	463 m <sup>2</sup>		175 patrons 2 staff
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	Banquet Hall 4	382 m <sup>2</sup>		115 patrons 2 staff
Warehouse E	Storage Area	300 m <sup>2</sup>	N/A	N/A
<b>Total</b>		<b>5,105 m<sup>2</sup></b>		<b>764 patrons 19 staff</b>

These numbers are not to be exceeded at any stage and instructions to this effect are to be given to the crowd controllers (**if on duty**).

## DISPUTE RESOLUTION

In the event of any dispute arising (with regards to but not limited to dismissal, work conditions, discrimination & harassment etc.) that is unable to be resolved between the parties the following procedures should be considered:

- In the first instance the employee shall endeavour to resolve the dispute with their immediate supervisor.
- If the dispute is not resolved, the issue is to be referred {by the employee} to the company Partner (within 7 days) for an appointment.
- If these further discussions do not result in a settlement and the situation is still left unresolved then either party may refer the matter for mediation with the relevant state authorities.

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## CROWD CONTROLLERS' INSTRUCTIONS

### Crowd Controllers Responsibilities (When employed & on duty)

Crowd controllers are to wear their identification clearly visible on the front of their uniform.

Crowd controllers are responsible for the security and behaviour both outside and inside the premises.

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All patrons entering the premises shall be checked for identification (unless obviously adults, e.g.: older patrons that look 25 years +) If a request is made for a minor to be escorted onto the premises by a parent for a meal the manager must be made aware of the situation.

Patrons are to be treated courteously and politely at all times. Disorderly behaviour is not to be tolerated and minor indiscretions are to be dealt with by one warning. Any fighting or obvious drunkenness is to be dealt with by way of ejection from the premises. Crowd controllers are bound by the provisions of the Private Security Act and any indiscretion by a crowd controller will be reported to their supervisor and venue manager. As per the Act any incidents involving Crowd Controllers are to be recorded immediately in the Incident Report Book as required.

Crowd Controllers shall remind patrons on leaving the premises that they continue a common courtesy to local residents and that their continued cooperation in this matter is appreciated.

Once the premises have been closed, crowd controllers are to search the premises and surrounds for trespassers and then proceed to secure the premises as per instructions.

Crowd controllers shall maintain observations of the immediate area surrounding the venue and ensure incidents of littering are kept to an absolute minimum.

Due to local issues the police are to be called immediately if a fight or incident needs their attention and the time called and the response time is to be entered in the Incident Report Book. Crowd controllers will render police assistance if directed; you will help or assist if asked to.

### Dress Code

Crowd controllers when on duty will be advised that jackets, jewellery or clothing bearing patches or insignia deemed to be (or deemed to be associated) of an offensive or criminal nature may not be permitted to be worn on these premises, subject to management consideration. Management reserves the right to refuse admission or service to any person or persons failing to comply with the venue dress standards / requirements.

### The Dress Standard

- Footwear at all times
- Neat casual dress at all times
- No colours, biker insignia, or patches at all times
- As determined by the Permittee from time to time

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## Pass Out Arrangements

Pass out arrangements will be at the discretion of management.

# CONTROL OF NOISE EMISSION AND OTHER AMENITY ISSUES FROM THE VENUE

## General Amenity

The Permittee shall not cause or permit undue detriment to the amenity of the area to arise out of or in connection with the use of the premises to which the licence relates before, during or immediately after the trading hours authorised under this licence.

## Noise

The Permittee shall ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels where able. The following procedures will be put in place:

- Staff will be educated on sound management principles, such as monitoring managing patron noise in outdoor areas, and disposing of recycling quietly.
- The venue will aim to be proactive in building a positive relationship with local authorities and residents to address noise-related issues before they escalate.
- Only background (recorded or acoustic) music will be played at the site at any given time.

Signage will be erected and maintained at the entry / exit points reminding patrons to be quite when leaving the venue; the sign will be in letters large enough to be read from 3 metres and state:

**“Please respect the local residents and depart in a quiet and orderly manner”.**

## Can & Bottle Waste / Removal

The premises **may** install and maintain an appropriate can / bottle waste disposal device for all empty glass bottles or cans to reduce the noise associated with their disposal into skip bins for collection.

## Patron Queuing

Due to problems of noise, it is preferable for queuing to occur inside for that noise to be managed. If queues are stretched onto the public footpath adjacent to the premises, sufficient space will be allocated for other pedestrians to pass at all times. The need to avoid conflict between patrons and passers-by is paramount. This can usually be addressed by maintaining adequate space for pedestrians to pass and minimising footpath.

The queuing areas will be maintained to minimise the time patrons are waiting in public spaces, which can reduce the adjacent amenity impacts on public spaces and the property. Queues also represent an excellent opportunity to ‘screen’ potential patrons and to

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communicate what constitutes acceptable behaviour whilst inside. It will be the responsibility of crown controllers on duty to maintain queues at all times.

In the unlikely event that patron queuing is required to be managed, staff will be directed to ensure patrons que as directed below and staff are allocated to monitor;

- The queue must operate along the building line of the licensed property only.
- Approval must be gained from any adjoining property for the queue to extend beyond the licensed property.
- The queue cannot be more than one metre wide.
- The queue must be controlled in an orderly manner which may include the use of semi fixed linked structures.
- The queue must allow for two (2) metres of clear pedestrian movement space.

## Litter Reduction

To ensure the venue is not adversely affecting the area surrounding the premises, at the end of each day's trade a staff member will conduct a perimeter check of the site and collect any litter on or around the immediate area.

## Waste Storage Area

Rubbish will be stored in an area set aside on the site and skip bins will be utilised. The Waste is to be collected by private company.

A detailed Waste Management Plan has been obtained from OneMileGrid and is to be kept and read with this management plan.

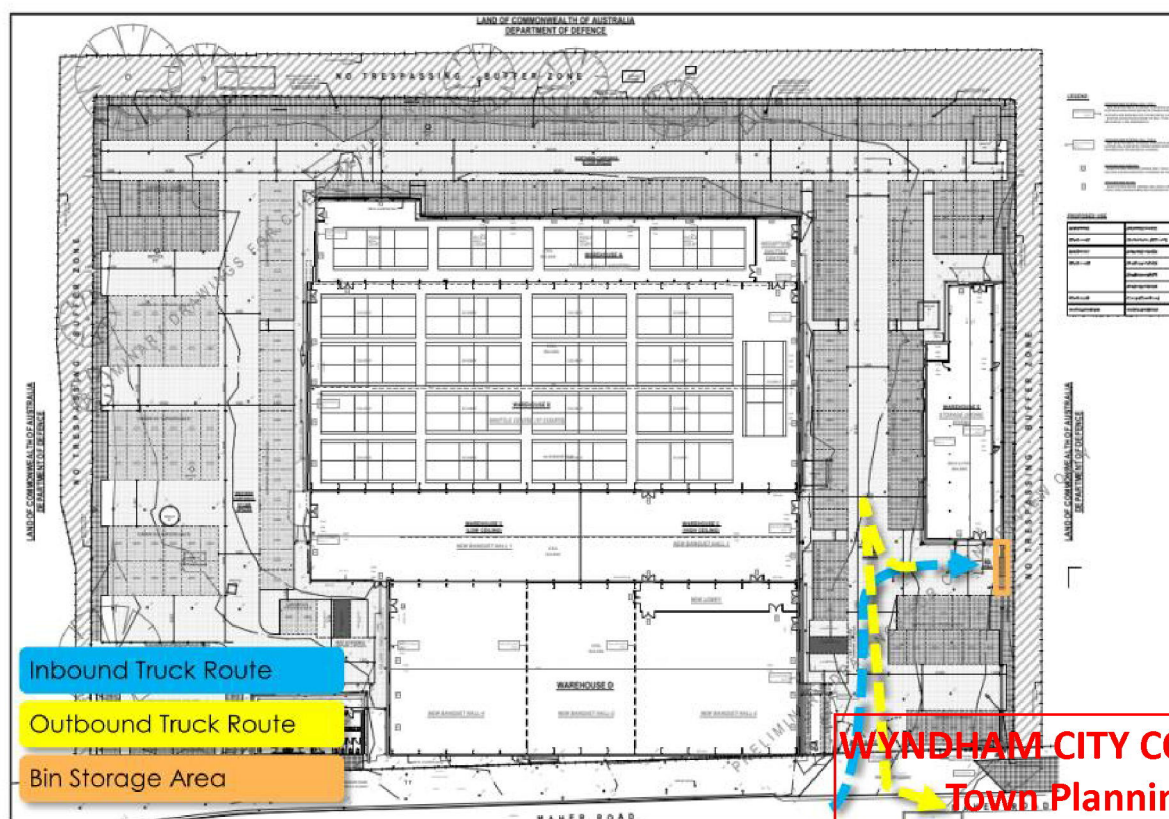


Figure 4 - Waste Storage and Collection area

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## MUSIC/ENTERTAINMENT AT THE VENUE

### Music

Live music (amplified) in the centre during the events and Recorded/Amplified in banquet halls & food court at background levels in accordance with any planning approvals.

## INTERNAL LIGHTING

The areas of the venue will be lit by way of lights set up in the venue.

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## TRANSPORT OPTIONS

Given the location of the site, public transport is plentiful. It has been assessed that most patrons attending will utilise alternate transport other than motor vehicle. Uber / Taxi / Buses and Trains are all within close proximity. Information will be made available to patrons about the public transport options available.

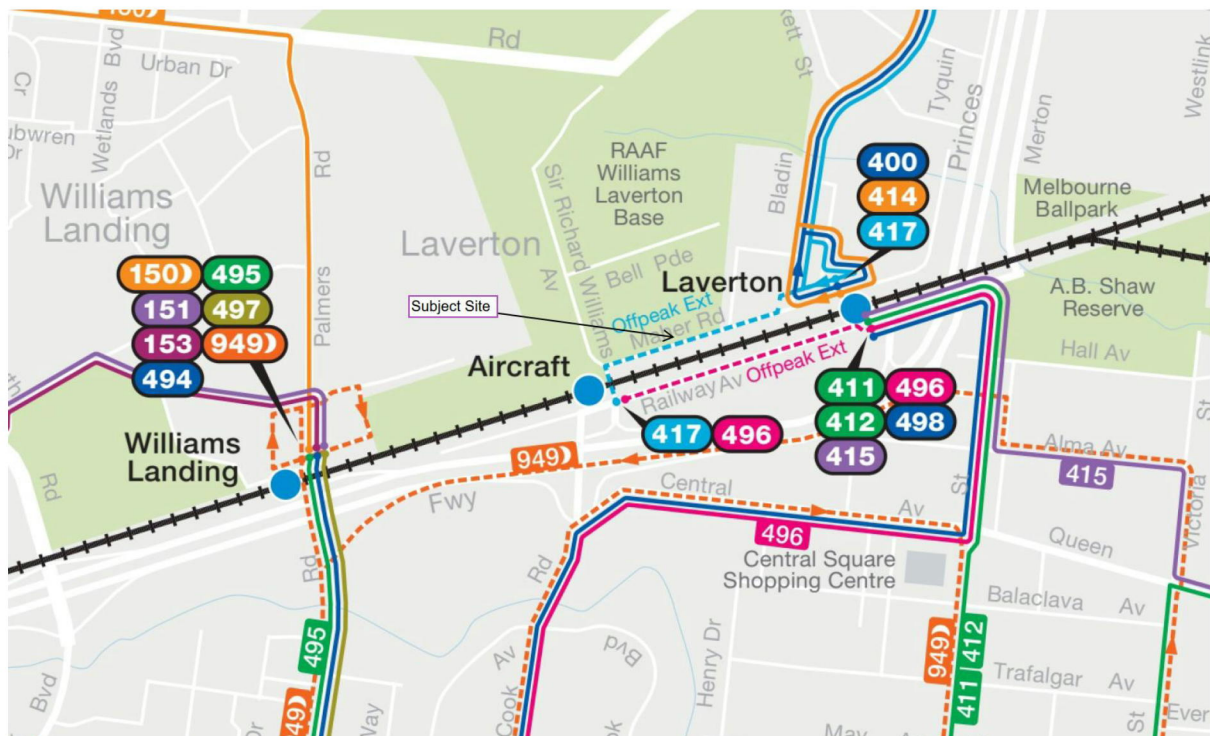


Figure 5 - PTV Map

### Patron Movements

Patrons will be encouraged to move to and from the site in an orderly manner in areas that are well lit and monitored by staff (where available) and covered by the installed CCTV (if available) of the site as well as the CCTV utilised by PTV if moving to the nearby station.

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At the close of each night security and or staff will monitor safe patron movement from the site and assist any patrons who ask to walk them to a designated area.

## EMERGENCY VEHICLE ACCESS

Parking is set aside around the venue in order to allow for emergency vehicles to access and park in the area. Emergency access can be granted via Mahers Rd on the southern side of the venue.

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## COMMAND OF EMERGENCIES

In case of any emergency situation or other relevant incident, the initial response of that situation will be the responsibility of management, with input from the security staff. The management will maintain control over any such situation until such time as the appropriate emergency services (Victoria Police, Ambulance Victoria, MFB, CFA and / or State Emergency Service) have arrived on site. All staff will then be required to adhere to all lawful directives given by the appropriate emergency service.

No part of this plan will over the responsibilities or authority of any emergency services personnel.

### Reporting

Any person involved in the operation of the site will follow the below process when reporting an incident or emergency situation to management:

- Ascertain where the nearest 2-way radio is / fixed phone or mobile device and identify yourself through the radio/phone network.
- Advise the Management of the nature and location of the incident.
- Advise the Management what, if any, emergency services may be required.
- It is the responsibility of the Management to log any information received as per this procedure.

### Prevention

The event organisers understand that 'Prevention is better than a cure' which extends to emergency management and associated procedures. Risk mitigation and minimization is given high priority in terms of the event organisations. It is also understood by management that reducing harm at the site is both the responsibility of management and attendees alike.

All staff and volunteers of the site will be made aware that they are required to undertake their own work in a safe manner and are also required to encourage and promote safety within the site to attendees.

### Site

The management intend to comply with all requirements and expectations set out by any relevant statutory or government authority in relation to the event, including, but not limited to, the Local Council, the CFA, MFB, Victoria Police and any other relevant body.

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## First Aid

On-site first aid facilities will be made available at the site and will be staffed by appropriately trained staff. Having first aid facilities on-site will allow a rapid first aid response to all emergency situations. Where ambulance attendance is required, an initial first aid response may be able to minimise the impact of the situation in the first instance.

## Evacuation Plan

An evacuation is a response that may be required in certain circumstances and involves moving patrons, staff and volunteers from a dangerous situation and relocates them to a safer location. It is the intention of this plan to define the different levels of evacuation and set out the methods to be employed to undertake that evacuation.

The levels of evacuation under this plan are as follows:

### A Confined Evacuation

This level of evacuation is defined as moving people away from a confined danger which is isolated to a specific and small area of the event.

- A Confined Evacuation is relatively simple and does not require off-site resources to undertake.
- A Confined Evacuation would be managed by Security staff.

### An On-Site Evacuation

This level of evacuation is defined as moving people away from a larger on site danger which may affect a more significant area of the event.

- An On Site Evacuation is more difficult to manage and may require off site resources to undertake.
- An On Site evacuation requires clear instructions to event attendees via loudspeaker to move them to a pre specified on site location.

### An Off-Site Evacuation

This level of evacuation is defined as moving all persons at the event to a pre-specified location outside of the event boundaries and/or property.

- This level of evacuation will only be triggered if absolutely necessary.
- This level of evacuation will require the coordination of management.
- This level of evacuation will likely require off site resources (such as Victoria Police, CFA or MFB)

In the event of any emergency evacuation, it is imperative that a clearly audible loudspeaker announcements (if available) provide clear and concise instructions and that they are delivered calmly and confidently.



Any announcement will be pre-scripted where possible and form part of this management plan.

Command of any evacuation will fall to the management in the first instance for coordination.

### Evacuation Triggers

When advised of an emergency situation where evacuation is required, the following procedure is to be followed. The following will be triggers for a full site evacuation;

- Fire on site
- Notification of an emergency situation via the MFB, CFA or DSE website or app
- Notification from Victoria Police.
- Other identified risks as appropriate.
- Inclement weather event that makes the site unsafe and/or is for a prolonged period of time.

The site emergency tone or announcement is to be played through a PA system or like available device followed by the following announcement said twice:

#### **Attention**

***The following message concerns your safety at this event. Please listen carefully. The **site / venue** is being evacuated due to an immediate threat of **[Threat Type]**. All patrons and staff are to make their way to the emergency assembly point located **[Location of Assembly Point]**.***

- Management to coordinate a movement to the assembly point.
- Management to walk the site to ensure staff and patrons are exiting towards the assembly point and to ensure all patrons have left the area.
- Any missing person is to be searched for until such time as the safety risk makes it too unsafe to do so.
- If required patrons will then be asked to evacuate to a designated evacuation area and instructed on how to do so by emergency services personnel.
- If the threat passes, patrons can return to their campsite or vehicles as required.

### Assembly Areas

Evacuation point have been set up in two areas and will be highlighted via use of signs. As indicated via the plan below the points are located in areas assessed to be safe locations and accessible from Mahers Rd.

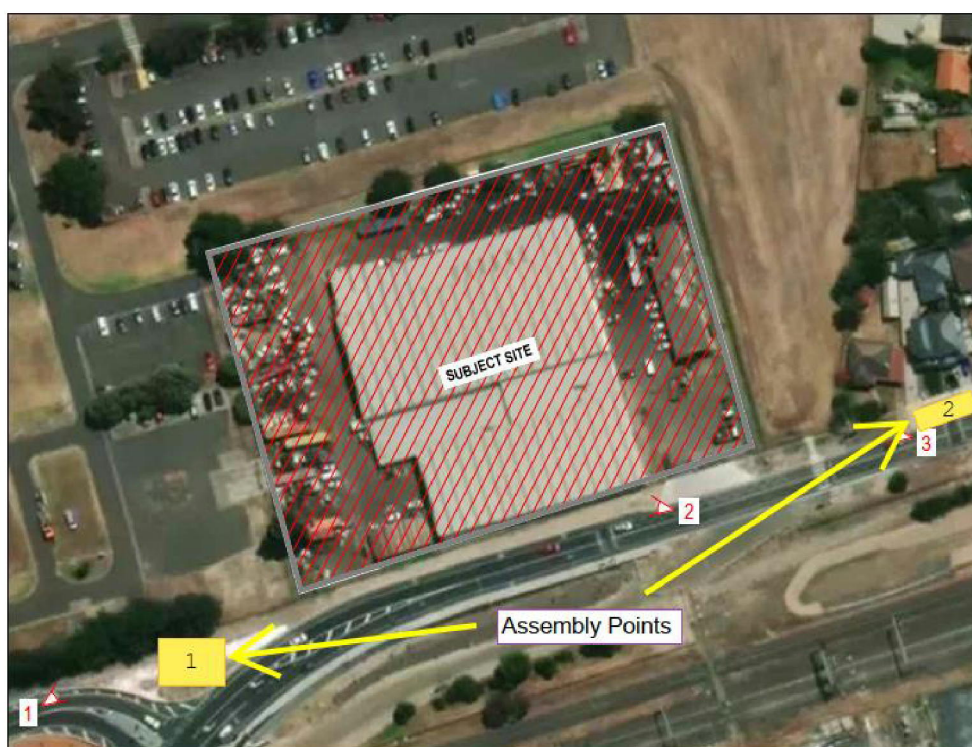


Figure 6 - Evacuation Points

## PLAN REVIEW

This operational management plan will be reviewed on a 12month basis to ensure all conditions and operations are in line with the conditions. Any adjustments may need the approval of the responsible local authority.

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PLEASE NOTE: The plan/s that are being provided to you may not reflect what is ultimately approved by Council however they are the most recent version as at the date shown below:

Date Plans Provided: 2/07/2025

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