

**NATIONAL CENTRE OF INDIGENOUS EXCELLENCE**  
**PLAN OF MANAGEMENT FOR BUILDING F FOR EXTENDED HOURS OF OPERATION**

The YMCA of Sydney, in its management and operation of the National Centre of Indigenous Excellence aims to demonstrate how it will effectively manage the facility so there are no adverse impacts to surrounding residential environment.

Plan of Action:

Planning Conditions	Area of Impact	Plan of Action
Community Consultation to be undertaken in relation to the extended hours including noise management measure from activities within the multipurpose building & movement to and from the centre	All indoor facilities on level 2 of SARC (Building F), NCIE.	<ul style="list-style-type: none"> <li>- Local resident meetings scheduled for Feb/Jun/Oct.</li> <li>- Immediate residents notified 4 weeks prior to meetings.</li> <li>- Resident questionnaires/updates sent month in advance for feedback on noise issues. (As per complaints monitoring system).</li> <li>- Major events advertised in advance.</li> </ul>
A maximum noise level for music	All indoor facilities of the EORA SARC, NCIE.	<ul style="list-style-type: none"> <li>- Group Fitness music played only in acoustically treated facilities.</li> <li>- Indoor Basketball Court will play low level music.</li> <li>- Management to monitor noise levels.</li> </ul>
Signage included ensuring that only the indoor facilities are open at 6am.	Sports Field, Aquatic Area and area G,	<ul style="list-style-type: none"> <li>- Building Management System will ensure that access is limited to indoor facilities only</li> </ul>
Complaints Monitoring System	All indoor facilities of the EORA SARC, NCIE	<ul style="list-style-type: none"> <li>- Customer feedback received at customer service desk of gym</li> <li>- Feedback forms readily available at front desk of building F</li> <li>- External feedback will be received electronically via NCIE website.</li> <li>- Feedback will be monitored by Management and responded to within 48 hours and tracked.</li> <li>- Feedback will be available upon request</li> </ul>
Supervision by management of patrons (as required) to ensure direct movement to entry and exits to avoid noise impacts	All indoor facilities of the EORA SARC, NCIE	<ul style="list-style-type: none"> <li>- Other than emergency areas, all buses will be directed to enter &amp; exit via the Phillip Street Bus Car park if arriving before 7am.</li> <li>- Patrons entering &amp; exiting via George St will be advised to do so quietly. .</li> </ul>
Record number of users who enter the facility before 7am.	All indoor facilities of the EORA SARC, NCIE	<ul style="list-style-type: none"> <li>- Point of Sale System records all visits to centre including time.</li> <li>- Reports can be provided upon request.</li> </ul>

Louvers on George Street are to be kept closed during the extended hours of operation	All indoor facilities of Building F, NCIE.	Duty Manager to ensure louvers remain closed as per daily checklist prior to opening of the centre. Weekly maintenance check completed to ensure any damaged louvers are repaired as a matter of priority.
No smoking signs erected on the outside of the facility	Front main gates of the NCIE	Signage to be placed at main gates at George Street entrance "No Smoking"