

Art Gallery of New South Wales Sydney Modern Project Operational Plan of Management

CONFIDENTIAL

Version 5.1

Document history

Document title	Revision	Version	Date issued	Author
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SSDA Condition D5 requirements reference table

Condition Requirement	Where Addressed
Consultation with City of Sydney council and Royal Botanic Gardens and Domain Trust	Appendix H
Operational strategies	Section 2
Roles and responsibilities of key employees	Section 3
Hours of operation	Section 4.1
Event management	Section 5
Loading and unloading	Section 6.1
Sustainable travel, transport, access and parking	Section 6.2 & 6.3
Pedestrian access	Section 6.4
Noise and vibration	Section 11
Heritage and conservation management	Section 7
Security and staff management	Section 8.1
Emergency management/ evacuation and incident response protocols	Section 8.2
Alcohol and food management	Section 5.2
Occupational health and safety	Section 8
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1. Introduction

1.1 Background

This Operational Plan of Management (OPM) has been prepared to support the future operations of the Sydney Modern Project, the new building that forms part of the major expansion and transformation of the existing Art Gallery of NSW (AGNSW) in the eastern part of the Royal Botanic Garden and Domain.

The OPM has been developed to satisfy Condition D5 of State Significant Development (SSD) 6471: Art Gallery of NSW expansion – Sydney Modern Project.

Condition D5 is reproduced below:

*Prior to occupation or commencement of the use, a new/updated **Operational Plan of Management (OPM)** prepared by a suitably qualified person shall be submitted to and approved by the Planning Secretary. The OPM must be prepared in consultation with Council and the Royal Botanic Gardens and Domain Trust. The OPM shall address (but not be limited to):*

- a) operational strategies for the expanded Art Gallery of NSW (AGNSW);*
- b) roles and responsibilities of key employees involved in overseeing the management and operation of the expanded AGNSW;*
- c) hours of operation;*
- d) event management, loading and unloading, sustainable travel, traffic, transport access and parking, pedestrian access, noise and vibration, heritage and conservation management, security and staff management, emergency management/evacuation and incident response protocols, alcohol and food management, occupational health and safety, infrastructure and services management, patron safety, waste management, water management, wayfinding and signage and lighting; and*
- e) community consultation and complaints management procedures.*

Prior to occupation or commencement of the use, a copy of the OPM must be submitted to the Council and the Certifying Authority.

1.2 Project context

The AGNSW's expansion – the Sydney Modern Project – will create a new art museum experience across two buildings connected by a public art garden. The new building will almost double current exhibition space with seamless connections between indoor and outdoor spaces, delivering rich and diverse experiences for all visitors.

The Sydney Modern Project is located north of the existing Art Gallery, partly extending over the Eastern Distributor land bridge and includes a disused Navy fuel bunker located to the north-east of this land bridge.

The new building comprises a new entry plaza, new exhibition spaces, shop, food and beverage facilities, visitor amenities, art research and education spaces, new roof terraces and landscaping and associated site works and infrastructure, including loading and service areas, services infrastructure, and an ancillary seawater heat exchange system.

1.3 Authorship

The OPM has been prepared by a Campus Operations Working Group within the Art Gallery of NSW (AGNSW) comprising:

- Sally Webster, Head of the Sydney Modern Project
- Paul Collis, Head of Facilities
- Donna Grubb, Head of People, Governance and Services
- Caroline Harvey, Head of Events
- Kuldeep Duhan, Head of Security & Gallery Services
- Clare Eardley, Exhibitions and Commissions Manager
- Charlotte Cox, Head of Exhibitions
- Carolyn Murphy, Head of Conservation
- Karl Robideau, Head of Visitor Experience
- Daniel Griffin, Assistant Project Manager, Sydney Modern Project
- Bianca Tomanovic, Assistant Project Manager, Sydney Modern Project

It has been prepared in consultation with the City of Sydney council and the Royal Botanic Gardens and Domain Trust.

2. Operational strategies

2.1 SSDA and Modifications

The OPM addresses Condition D5 of SSD 6471 and reflects the Modifications to the SSD as determined by the NSW Department of Planning and Environment. The Modifications to date are outlined in the table below:

Table 1: Modifications to SSD 6471

Modification	Description	Determined
Mod 1	Cooling towers – deletion of seawater heat exchange system. Location of new cooling plant within approved excavated area with associated changes to landscaping above to allow for new vents	17 September 2019
Mod 2	Administrative changes to conditions – modifications to the referencing of conditions of consent	13 December 2019
Mod 3	Design development – design development changes to ensure more efficient construction processes and to manage irregularities that have become apparent during preliminary construction works and the addition of a new circular gallery space	18 November 2020
Mod 4	Landscape amendments – various modifications to the approved landscape design, including the forecourt plaza, entry plaza and land bridge	24 May 2021
Mod 5	Design amendments – design changes to ensure more efficient construction processes, improve aspects of safety and accessibility, and to improve amenity. In addition, the modification amended conditions relating to the artwork commission area	22 October 2021
Mod 6	Minor design changes – design changes that are a result of ongoing design development to ensure the functioning of the building, and to improve amenity and the cost efficiency of the project	16 December 2021
Mod 7	Artwork Commission Area - minor landscape design changes in the artwork commission area including the refinement of key landscape elements, including paths, lawn, seating and planter beds; and an increase in the number of new trees from 26 to 40	24 December 2021
Mod 8	Various minor modifications to the approved landscape design, external building curtilage and access, public domain amendments and drainage works.	1 June 2022

2.2 Relevant SSD documents, strategies, and plans

The OPM is also informed by the documents, strategies and plans relevant to the planning approval of Sydney Modern Project that have an impact on the operations of the expanded Art Gallery. The relevant documents are summarised in Table 2 below and are included as appendices to this plan.

Table 2: Relevant documents informing the OPM

Document title	Appendix
Green Travel Plan	A
Loading Dock and Vehicle Management Plan	B
Waste Management Plan	C
Operational Noise and Vibration Management Plan	D
Heritage Interpretation Strategy	E
Community Communications Strategy	F
Wayfinding and Signage Strategy	G

2.3 NSW Government and Art Gallery policies

The Art Gallery is a state cultural institution and as such, is bound by applicable NSW Government policies, guidelines and procedures that inform and shape its operations. The expanded AGNSW will continue to operate in accordance with the latest NSW Government regulations and policies.

The Art Gallery has several existing internal policies, procedures, systems and plans that will be extended to account for the operation and management of the expanded AGNSW. These include:

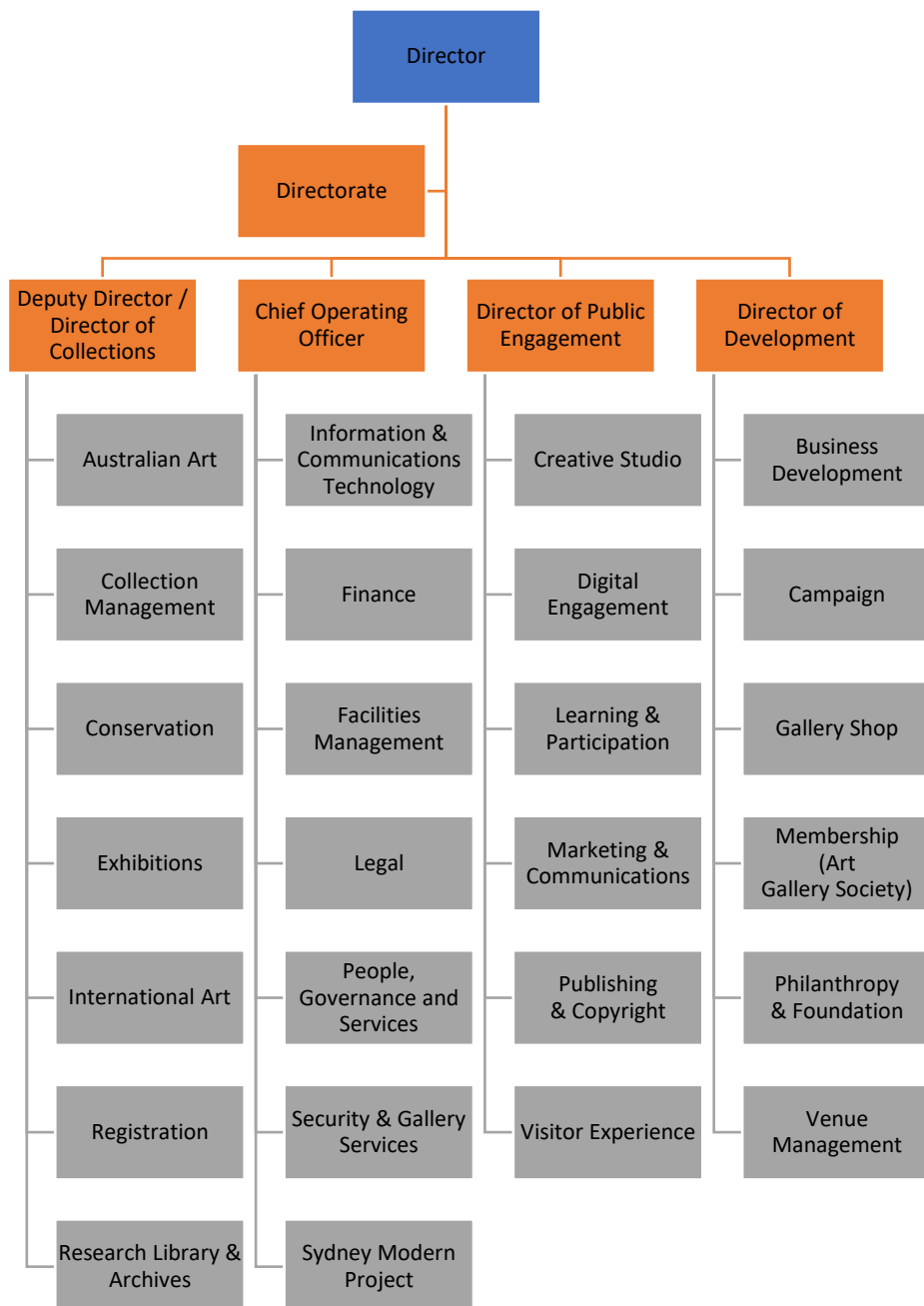
- Contractor Safety Handbook
- WHS Risk Management Procedure
- Complaints Handling Procedure
- Procurement Policy
- Business Continuity Plan
- Safety Management Plan / Disaster Response and Recovery Plan
- Active Shooter Guidelines
- Liquor Licence
- Event Operations Procedures
- Flower and Plants Procedure
- Guided Tour Procedures

3. Roles and responsibilities

This section outlines the roles and responsibilities of key employees involved in overseeing the management and operation of the expanded AGNSW.

The existing Art Gallery has a clear organisational structure under the leadership of the Director as outlined in the figure below. Reporting to the four divisional Directors, a senior leadership team across different functions have defined roles and responsibilities for overseeing the management and operation of the existing building.

Figure 1: Art Gallery organisational structure



The organisational structure outlined will apply to the Art Gallery of NSW as a whole, including the new building. The operations of the new building will be managed in line with the existing Art Gallery building. While the majority of Art Gallery staff will work across both buildings, there will be some staff that are dedicated to the operation and management of the new building, including security and gallery services, facilities management, venues management, retail (gallery shop) and conservation, among others. These dedicated staff will be primarily located in the new building.

4. Hours of operation and population limits

4.1 Hours of operation

As per Condition E2 of the SSD, the hours of operation shall be as specified in the table below:

Table 3: Hours of operation

Land Use / Activities	Maximum Hours of Operation
Offices, general administration and duties, security	24 hours
Public access to Gallery spaces	7 am to 12 midnight
Multi-purpose room	7 am to 10 pm 12 midnight (indoor areas only) No use of outdoor areas
Café	7 am to 12 midnight
External terraces (including café terrace)	7 am to 10 pm
Loading dock	24 hours
Lifts	Minimum Hours of Operation
Lincoln Crescent public lift	7 am to 6 pm Thursday to Tuesday 7 am to 10 pm Wednesdays * Notwithstanding the above minimum hours of operation, the lift must be operational at least 30 minutes after the end of any functions or events within the AGNSW
Land bridge public lift	24 hours

5. Event and hospitality management

Event and hospitality management for the expanded AGNSW will be undertaken by the Head of Events and their team. The venues department:

- Manages the sale and planning of all commercial and sponsor client events
- Assists with planning of all events in the building, including internal events
- Manages the 24-hour space usage diary
- Manages bookings for all non-school / university exhibition tours
- Oversees and manages the catering contract
- Ensures compliance with relevant legislation such as risk and WH&S.

The venues department will follow the established internal Event Operations Procedures, Venues Management Manual, Event Guidelines and Event Sales Procedures that have been expanded for existing Art Gallery operations to include the new building. Certain spaces in the new building will be available for event hire, including:

- Multipurpose Space
- Café
- Café Terrace
- Stepped Terrace
- Viewing Terrace
- Gallery 7
- Education Space

5.1 Operational Restrictions

As per Condition E3 of the SSD, operational restrictions shall apply as specified in the table below.

Table 4: Operational restrictions

Aspect	Restriction
Multi-purpose room	Maximum capacity of 510 persons
Café	Maximum capacity of 150 persons
Café terrace	Maximum capacity of 500 persons
Playing of amplified music outdoors	No amplified music shall be played outdoors, including the public domain and outdoor areas associated with the premises.
Playing of amplified music indoors	Internal speakers must not be placed to direct the playing of music towards the public domain or outdoor areas associated with the premises.

5.2 Alcohol and food management

The new building includes several food and beverage facilities and related support spaces. The facilities include an internal café (located on lower level 1) and an outdoor café kiosk (located within the Entry Plaza). These facilities are supported by a café kitchen located on lower level 1 within the café and a commercial kitchen on lower level 4 within the back of house area. The Multipurpose Space also includes a servery to support food and beverage requirements for events held in this space.

Food management in the new building will be undertaken by a catering contractor appointed by the Art Gallery (tender currently underway) who will operate the café kiosk, café as well as provide food and beverage services for events.

The Art Gallery's existing Liquor - on-premises licence (LIQO624015157) from the NSW Independent Liquor and Gaming Authority will be extended to include the expanded AGNSW. This includes internal and external spaces of the new building.

To minimise the risk of sleep disturbance to surrounding residences while patrons and staff are leaving the new building between the hours of 10pm and 7am, patrons and staff shall leave via the Entrance Pavilion on Art Gallery Road.

Staff shall direct patrons to keep noise to a minimum when leaving to reduce shouting or unnecessary loud conversations between leaving the venues and leaving the precinct.

6. Transport and pedestrian access

6.1 Loading and unloading

The Sydney Modern Project has a dedicated loading dock to service the new building, accessible on Lincoln Crescent, Woolloomooloo. As per the SSD consent, the loading dock can operate 24 hours a day. Loading and unloading operations and management will be undertaken as per the Loading Dock and Vehicle Management Plan endorsed by Transport for NSW and City of Sydney Council and included at **Appendix B**.

6.2 Sustainable travel

A Green Travel Plan has been endorsed by Transport for NSW and is included at **Appendix A**. The GTP is a package of measures aimed at promoting and encouraging sustainable travel and reducing reliance on the private car. The GTP for the Sydney Modern Project will assist in reducing car reliance by promoting alternative, sustainable modes of travel. The GTP aims to encourage and support the broader use of sustainable travel options by the community in carrying out their daily activities.

A minimum of 12 bicycle parking spaces are provided for staff within the new loading dock, which complement the existing staff bicycle parking in the existing building. A minimum of 33 publicly accessible bicycle rails (66 bicycle parking spaces) are provided for visitors adjacent to Art Gallery Road.

Sustainable travel will also form part of the AGNSW's Sustainability Strategy led internally by the Art Gallery's Sustainability Manager.

6.3 Traffic, transport access and parking

The Gallery will manage issues associated with traffic, transport access and parking in line with the recommendations of the Green Travel Plan at **Appendix A**. The key principle of the Green Travel Plan is to achieve a mode share of 20% access by private vehicle and 80% access by public and active transport for both staff and visitors. The achievement of this target will be supported by:

- No new parking being provided by the project to reduce reliance on private vehicle travel
- Improved wayfinding for pedestrians to and from transport nodes and to end of trip facilities
- Provision of end of trip facilities for staff to cycle to work
- Provision of dedicated coach and taxi drop off/pick up in proximity to the Gallery
- Provision of a travel access guide (TAG) to staff during induction and to visitors through the Gallery website, outlining all possible means of travel to and from the Gallery.

6.4 Pedestrian access

Wayfinding and strategy

The Art Gallery's wayfinding and signage will improve wayfinding and dissemination of information to make it easier for people to get to and from the site, locate major transport hubs, increase mode share of public transport, walking and cycling, and serve as a flexible digital tool for sharing interpretative information with visitors and commuters, as appropriate. The wayfinding and signage strategy prepared for this project is included in **Appendix G**.

The Art Gallery will continue to utilise its existing suite of content tools and channels, both physical and digital, including maps, guides, flyers, and brochures as part of its overarching content and collateral strategy across the expanded Art Gallery.

Pedestrian access through and around the precinct will be maintained and enhanced with the operation of two new outdoor lifts, facilitating access from Woolloomooloo to the Domain via the expanded AGNSW. The through-site link between Woolloomooloo and the Domain/Royal Botanic Garden Sydney, across the landbridge, will be maintained 24/7.

Pedestrian access will be managed as outlined in the Green Travel Plan prepared for the project and included at **Appendix A**.

7. Heritage and conservation management

7.1 Gallery 8 (The Tank): A living space

The Art Gallery has developed an internal working document entitled 'Gallery 8: A living space' to detail the cultural significance and preservation of the oil tank gallery that forms part of the Sydney Modern Project.

The historical interpretation of the site and space will acknowledge the history of the land, the tanks, and their transformation into an accessible gallery space as part of the Art Gallery's expansion. This is outlined in the Heritage Interpretation Strategy and Plan as **Appendix E**. Ongoing historical research that delves into the history of the tanks and their use will add another layer of interpretation.

The 'living' nature of the space will be acknowledged as a significant and intentional aspect of the Art Gallery's efforts to respect and engage with the found and changing condition of this space, that will impact the use and management of the space over time.

The document outlines how the Art Gallery seeks to achieve a balance between preserving the fabric of the oil tank while also acknowledging the living character of the site that has seen tree roots enter the space as well as oil and water actively mark and change its material character. The Art Gallery embraces the living character of the site and views the gradual changes that have previously occurred, and will continue to occur, as part of the cultural significance of the site.

8. Occupational health, safety and security

The Art Gallery has existing detailed processes and procedures for managing the occupational health, safety and security of staff and visitors in the existing building. Management and operation of the new building will follow the same processes and procedures.

8.1 Security and staff management

Staff security guidelines

The following guidelines are to ensure the safety and protection of the Art Gallery, its property and collection. They are to be adhered to by all staff, visitors and contractors employed or working at the Art Gallery or using its facilities.

- All staff should always enter and exit the Art Gallery through the rear security entrance.
- Staff wishing to have access to the Art Gallery between 7:30pm and 6:30am must notify security by phone of their intention and expected time of arrival.
- All visitors to non-public areas of the Art Gallery must always be accompanied to the Security office by a staff member for the issue of a day pass and be escorted by a staff member.
- Staff intending to remain after 6:30pm or move about, visit or work in exhibition areas must notify the security control room officers of their intentions, so that appropriate alarms can be turned on/off.
- Visitors to the Administration area must report to the reception desk before proceeding into the administration area.
- All visitors to the storage/registration area or to the prints storage area on level two must always be accompanied by a member of security or a staff member authorized for these areas.
- Tradesmen are not permitted to the storage, registration area for the purpose of carrying out any work, unless a member of the Registration staff is present to supervise such work.
- All tradesmen working outside normal Art Gallery hours (8:30am to 5:00pm) must be supervised. This normally will be the responsibility of Building Services in consultation with the Manager Gallery Services.
- Staff wishing to work weekends or public holidays are to inform the Security Manager or Assistant Manager preferably a day in advance or upon arrival of their intentions.
- Security Control Room Officers are to be notified of any visitors remaining after 5:00pm, the visitor must be escorted to the rear exit on departure by the staff member responsible.
- Identification badges must be worn at all times in a conspicuous place, visible to all staff and visitors whilst on Gallery premises.
- Security and safety of staff, patrons, and visitors in external areas within the Gallery footprint will be coordinated with the Royal Botanic Gardens and Domain Trust.

Incidents, Theft and First-Aid Reports

All incidents of theft or any occurrence out of the ordinary that may affect the normal running of the Art Gallery or may result in a claim against the Art Gallery must be reported to the Team Leaders/Manager or Assistant Manager of Security, and in their absence to the Security Officers on duty in the Control Room as soon as possible. An incident report of the event is required to be completed and submitted for any follow up action that is required. In case of theft, the immediate area should be roped off secured immediately.

First-Aid

In the event of any staff member sustaining an injury either at work or on travelling to or from work is to be reported to a First Aid Officer on duty (G.O) for the recording and registering of the incident.

All First Aid Officers are to adhere to the detailed instructions in the Art Gallery of N.S.W. first aid policy.

First-Aid Policy

The Art Gallery is committed to providing prompt and effective first aid treatment to any visitor or staff member who may require it, as a result of a mishap whilst on the premises of the Art Gallery.

8.2 Emergency management plan / evacuation and incident response protocols

The Art Gallery has an existing comprehensive Safety Management Plan / Emergency Disaster Response and Recovery Plan that is used as part of the operations and management of the existing building. This Plan outlines the protocols that will apply equally to the existing and new facilities.

The Gallery's Safety Management Plan/ Emergency Disaster Response and Recovery Plan outlines the protocols for dealing with emergencies and evacuation/ incident responses. The Plan sets out the required actions for the Gallery to effectively mitigate, prepare for, respond to, and recover from an emergency or other incident impacting our operations and activities. The any emergency or incident protocols prioritise actions in the following manner:

1. the safety and care of people;
2. the safety and care of artworks; and
3. the safety and care of the building.

The Plan is a proven resource that forms a "go to" document for fast, appropriate, and effective responses to emergency situations or other incidents.

Evacuation Procedure

Gallery Officers (GOs) act as Evacuation Wardens and receive training to fulfil this role. Wardens are responsible to ensure they remain conversant with the Art Gallery's evacuation procedures and to familiarise themselves with all fire exits and fire equipment locations within the Gallery. As Evacuation Wardens the primary responsibility is a quick and safe evacuation of persons in any immediate danger. Non-public areas of the Gallery, Administration, and Conservation etc have their own dedicated Evacuation wardens (similar to the functions of wardens within commercial office buildings).

Evacuation Wardens' primary areas of responsibility are the public areas of the Gallery. When an emergency occurs, an announcement is broadcasted over the public address system, and to avoid panic among members of the public and to inform wardens of the type of event, the below code words are used to denote the type of emergency.

Table 5: Emergency code words

Fire or smoke	CODE RED
Evacuation	CODE ORANGE
Bomb Threat	CODE PURPLE
Personal Threat	CODE BLACK
Internal Emergency	CODE YELLOW
External Emergency	CODE BROWN
Medical Emergency	CODE BLUE

After this the area where emergency has occurred is investigated by the GOs/ Security Officers and Team Leader for a possible cause for alarm and the result communicated to the Chief Fire warden who then makes the decision to evacuate if needed.

When the need to evacuate occurs it is executed according to the following protocols:

1. The immediate area where the emergency occurs is the first area to be evacuated
2. Then the two levels above the emergency followed by the level below.
3. This system is followed until all visitors and staff have been evacuated to safety.

The Art Gallery's evacuation procedure incorporates two stages.

Initial Evacuation

With the initial evacuation only the specific area in the immediate vicinity of danger will be evacuated to a safe area.

Full Evacuation

After initial assessment it is felt that full evacuation is required the whole Gallery would be evacuated, coordinated, and controlled by the Chief Emergency Officer and the Senior Fire Wardens.

The format of the evacuation is dependent on the type of emergency, the severity of the danger, number of visitors, and exhibitions.

Evacuation Priorities

The evacuation will be conducted based on these priorities:

- **FIRST:** THOSE ABLE TO WALK WITHOUT ASSISTANCE
- **SECOND:** THOSE WHO NEED LIMITED ASSISTANCE
- **THIRD:** THOSE WHO NEED TO BE CARRIED OR NEED A LOT OF ASSISTANCE

Radio Procedure

Two-way radio traffic is to be kept to a minimum, only the person controlling the evacuation or the Evacuation Warden in the immediate area of the event will initiate radio traffic. The only exception to this will be to notify control that an area is clear, or a dangerous situation has arisen in your area.

Bomb Threat Evacuation

On receipt of a bomb threat and the information received will be analysed normally in conjunction with the Police to evaluate its potential and the need to evacuate the building.

Depending on the information and any time spans involved a search will normally be carried out before an evacuation is ordered.

If, however an evacuation is deemed necessary normal evacuation procedures will be used with the exception that TWO WAY RADIOS WILL NOT BE USED and the use of such words as BOMB or EXPLOSION etc not be used as they may cause panic.

Search Procedure

A search of the area would be carried out by the Fire Wardens and if in attendance the police. It is not normally required of the staff to participate in the search however, some staff may be asked to volunteer to assist in the search because of their familiarity within their respective areas. The staff be asked to assist with identifying objects or items.

Each search member would be assigned an area so that a complete search could be made in fifteen minutes or less. If possible, the search would be carried out in pairs, one person searching low and the other high, but remaining in hearing distance.

If a find is made, one person should remain in the area as far away as possible, but still able to keep people out of the danger area, keeping a wall or some substantial furniture between them and the object, and the other to report the find.

Assembly Points

In the event of a full evacuation being required, all staff and visitors will be escorted to, or report to their designated assembly point so as all staff and visitors can be accounted for. There are four assembly points located in different areas around the gallery.

8.3 Patron safety

During opening hours, the Gallery Officers are responsible for:

- Patrolling and supervising their designated area of responsibility
- Ensuring works of art and the building are not damaged or vandalised and that only persons authorised to do so remove works of art
- Evacuating their area quickly and safely in an emergency
- Ensuring their area is always maintained in a clean and safe condition
- Ensure all fire doors remain closed when not in use
- Assisting visitors with information and direction, also ensuring the safety of visitors and staff
- Reporting any hazards that arise that may affect visitors or staff
- Coordinating with the Royal Botanic Gardens and Domain Trust on the security and safety of staff, patrons, and visitors in external areas within the Gallery footprint

9. Infrastructure and services management

9.1 Waste management

Waste management for the new building will be undertaken in accordance with the Waste Management Plan (WMP) prepared for the project and included as **Appendix C**. The WMP outlines all measures that will be implemented to ensure the effective management of operational waste associated with the development. The WMP outlines how waste will be minimised, handled, stored and disposed of in accordance with the relevant guidelines and legislation.

All waste collection services utilising Lincoln Crescent will not be undertaken outside the hours of 7.30am to 6pm Monday to Friday. No waste will be placed for collection in a public place, for example footpaths, roadways and reserves under any circumstances.

Waste management will also form part of the AGNSW's Sustainability Strategy led internally by the Art Gallery's Sustainability Manager.

9.2 Water management

Water management will form part of the AGNSW's Sustainability Strategy led internally by the Art Gallery's Sustainability Manager. This will include rainwater collection, harvesting and use, and operation and maintenance of the two reflection pools, among others.

All domestic wastewater will be disposed of to the sewer in accordance with a current agreement with the relevant wastewater disposal authority. The Art Gallery will ensure that any water quality, temperature, and quantity discharge off-site complies with the requirements of the Protection of the Environment Operations Act 1997 and must not otherwise pollute water.

Any fixtures and fittings needing to be replaced will be water-efficient, including:

- All toilets will have water efficient dual-flush capacity with at least 5-star rating under the Water Efficiency and Labelling Scheme (WELS).
- All taps and shower heads will be water efficient with at least a 6-star and 3-star rating respectively under the Water Efficiency and Labelling Scheme (WELS), where available.
- New urinal suites, urinals and urinal flushing control mechanisms will have at least a 6-star rating under the Water Efficiency and Labelling Scheme (WELS).
- Systems will include 'smart controls' to reduce unnecessary flushing. Continuous flushing systems will not be used.

10. Lighting

All outdoor lighting (including tree up-lighting and any signage illumination) will comply with the recommendations of the Exterior Lighting Report dated 5 October 2017 (Appendix AG of the EIS) and, where relevant, AS 1158.3.1-2005 Pedestrian Area (Category P) Lighting and AS 4282: 1997 Control of the Obtrusive Effects of Outdoor Lighting.

11. Noise and vibration

Operational noise sources as part of the Sydney Modern Project site include:

- Mechanical plant
- Loading dock and associated activities
- Activities within the Multipurpose Space
- Activities within the Café or Café Terrace
- Activities within the Entry Plaza
- Patrons and staff leaving site

Noise management measures of these noise sources have been outlined in the Operational Noise and Vibration Management Plan approved by the Planning Secretary at **Appendix D**.

No significant operational vibration sources are identified as part of the Project. No significant vibration impacts to surrounding receivers are therefore anticipated, and no management measures are considered necessary. No further consideration of vibration impacts is presented in the Operational Noise and Vibration Management Plan.

12. Community consultation and complaints management

The community consultation and complaints management procedures outlined in the Community Communication Strategy for the Sydney Modern Project, included in **Appendix F**, will continue to operate for a minimum of 12 months following completion of construction.

Following this time, the expanded AGNSW will revert to its existing Complaints Handling Procedures as outlined below:

- Formal Complaints made to the Gallery are made via email via the Art Gallery website, feedback forms provided at the Information Desk, telephone, and social media.
- These complaints are reviewed, forwarded to the appropriate Department, responded to and recorded in the feedback spreadsheet located in the Governance and Services directory.
- The Gallery aims to resolve all feedback requiring a response within one week, with urgent matters attended to within 24 - 48 hours. Telephone and in person complaints are often dealt with immediately.
- When passing the feedback over to the appropriate department, the Governance and Services Officer is required to provide the full text of the feedback.
- If the feedback is relatively brief or simple, they reply normally within 24 hours to the visitor using the standard responses found in the FAQ document.
- If the feedback is particularly detailed, the visitor seems very upset or it relates to a serious incident, a relevant staff member will respond directly either by telephone or email.
- The Governance and Services Officer is required to note whom the matter was forwarded to and follow up with this staff member if they are not advised of their response in the appropriate time period.
- A 'Feedback Summary' is sent out to the Gallery Executive and department managers every Friday – with information being drawn from the Feedback spreadsheet

Community consultation is undertaken across the Art Gallery by several teams and dedicated committees. For example, the Art Gallery is deeply committed to engagement with Aboriginal and Torres Strait Islander people, art, knowledge, and culture. The Art Gallery's Indigenous Advisory Group advises the Gallery on realising positive and necessary change, implementing the Indigenous Action Plan and Aboriginal and Torres Strait Islander Engagement Policy, and engaging deeply with Aboriginal and Torres Strait Islander cultural considerations in the lead-up to the completion of the Sydney Modern Project.

Beyond the Indigenous Advisory Group, the Gallery's staff dedicated to Aboriginal and Torres Strait Islander art collections as well as public engagement regularly consult with artists, communities, organisations, and other stakeholders on the Gallery's delivery of aims, ambitions and actions under its Engagement Policy and Action Plan.

Appendices

Link to access all documents: [SMP Operational Plan of Management APPENDICES](#)

Appendix	Document title
A	Green Travel Plan
B	Loading Dock and Vehicle Management Plan
C	Waste Management Plan
D	Operational Noise and Vibration Management Plan
E	Heritage Interpretation Strategy
F	Community Communications Strategy
G	Wayfinding and Signage Strategy
H	City of Sydney consultation on OPM RBGDT consultation on OPM