

Chau Chak Wing Museum

Preliminary Operational Management Plan



April 2017

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1. Introduction

1.1 The Site and Surrounds

The development site is located to the northeast of the University's grounds adjacent to the Parramatta Rd entrance, within the area currently used as the Fisher Tennis Courts site.

Parramatta Rd runs in an approximate east to west alignment and borders the site to the north. University Place that runs in a north south direction is located to the west, beyond which is the University's main Quadrangle Building. University Avenue borders the site to the south, with Victoria Park located beyond the University grounds to the east.

The main portion of the site consists of three tennis courts, to the north of which is a small weatherboard tennis pavilion building. An area of lawn is located to the east of the site.

The northern boundary between the University campus and Parramatta Rd features a retaining wall above which is a linear garden bed containing significant trees. Ground conditions of the area consist of a sloped garden bed.

The development site is bound on all sides by trees of varying significance.



Figure 01: Aerial view of site

1.2 The Project

The Project Proposal involves the co-location and consolidation of the Macleay Museum, Nicholson Museum and University Art Gallery as well as collections from a number of currently fragmented locations into a new single museum building to be known as the Chau Chak Wing Museum. Currently, the University's museums, galleries and collections are significantly fragmented and located in numerous buildings.

At the heart of the project is the University vision to:

- Upgrade the quality of Museum and Gallery facilities to promote object based learning and research.
- Create teaching and research space that can be shared across all faculties.
- Consolidate collections to promote education, research and conservation.
- Recognise and celebrate Aboriginal significance.
- Develop a healthy and sustainable Campus environment.
- Ensure equitable access to and through Campus.
- Respect the heritage “Sandstone University” significance.

1.3 Purpose of this Management Plan

This plan is written to provide a preliminary operational management plan to ensure the safe, successful use and management of the Chau Chak Wing Museum, including the context of the building within the Camperdown Campus and neighbouring residential areas of Glebe.

The plan informs the building users about the operations and safety in the building. The final operational management plan will be required to list conditions of use that are a result of Development consent.

1.4 Copies of Consents and Management Plans

When issued, a complete copy of the development consent for the operation of the library and the final operational management plan will be kept on-site and made available to Police, Council Officers or Special Investigator upon request.

2. Building Use at Chau Chak Wing Museum

3.1 Building Usage Overview

The new museum building will be a five level facility comprising of:

- Gallery space;
- CERC (Collections Education Research & Conservation Facility) space;
- Collection storage and workshop areas;
- Staff offices, facilities and boardroom;
- Project and study rooms;
- A 130 seat Auditorium;
- Café and terrace facilities;
- Visitor shop
- Loading dock; and
- Plant rooms.

3.2 Permitted Use

The Chau Chak Wing museum will combine the current museum exhibition spaces and storage areas into one building. It is proposed that the University Staff, Students and community visitors will be able to enjoy the following permitted uses:

- Display & Viewing of the Museum Exhibitions
- Studying the museum objects & artefacts
- Storage & collection of museum collection items
- Restoration of museum collection items
- Information & Advice
- Meetings for staff & students
- General Study for students
- Visitor shopping
- Café Dining
- Events indoors in the auditorium & gallery areas, including curator talks, educational talks, new exhibition launches, social gatherings, acoustic music performance etc

These activities will take place in the following key spaces:

Gallery / Exhibition spaces

There will be several different types of museum exhibitions. They may be short or long-term exhibits of objects from the museums collections, exhibits containing objects on loan from other institutions, or travelling exhibits. Other than visiting or other temporary exhibitions they all contain items from the museum collections.

CERC (Collections Education Research & Conservation Facility)

A secure storage area in the lower floors of the building that provides a high level of protection against security & conservation threats, including theft, vandalism, and unauthorised handling, while common conservation threats include shock and vibration, harmful exhibit mounts and supports, atmospheric pollutants, environmental fluctuation, light, pests, and other natural factors. The facility will also have high control of visible light, ultra violet light, temperature and relative humidity, and pollutants to recommended safe levels.

Collection storage and workshop areas

Located on the lower floor, a series of rooms and storage areas to provide support to the CERC facility and Museum collection, including a Workshop, Quarantine area, Conservation space, General storage and Back of House spaces.

Auditorium and Object Studios

Located on the ground and lower ground levels, these spaces will provide authorised viewing of objects for students and school / community groups. The ability to provide curator and educational talks is also facilitated.

Staff offices, facilities and boardroom;

The Museum currently employ 20 staff across, these offices spaces will provide support for the safe and effective operation of the Museum. The Boardroom will be utilised for formal meetings

Café and terrace facilities

The café will be located on the lower ground floor will be managed by a food and beverage café operator, the space will accommodate 100 patrons. It is proposed that the Café will have a liquor licence. The Café area will open up onto Easter side terrace that has City view over Victoria Park

Museum entry, Visitor Shop & Foyer

The western side forecourt will provide entry to the museum, entering into the main foyer. The entry foyer includes a visitors souvenir shop, lift access and staircase connecting levels both above & below.

Public Toilets

These are provided on the Ground floor (entry level) of the Museum and include accessible toilets. Further toilets are provide on the upper floor for staff use

3. Management of Chau Chak Wing Museum

3.1 Museum Staffing

The Chau Chak Museum will be managed by the University of Sydney museum staff. The 27 full time employee staff includes:

- 1 x Museum Director. Responsible for oversight and strategic leadership of the University of Sydney Museums
- 1 x Collections manager. Responsible for the management of the Sydney Museum Collections
- 1 x Director, Content
- 1 x Project Manager
- 8 x fulltime Museums Staff – front line customer service & operational duties
- 8 x full time museums staff, Conservation & Collections
- 1 x full time community development / program co-ordinator
- 1 x Information Technology Systems manager
- 3 Full time & 2 Part time Museums assistant - assist Museum staff, students and visitors

3.1.1 Café Staffing

The café will be managed by a food and beverage café operator under a lease agreement.

The anticipated staff include:

- 1 x Kitchen Hand
- 1 x Wait Staff
- 1 Chef/cook
- Casuals as required

3.2 Operating Hours

The operating hours of the facility is still to be finalised. The following outlines the maximum spread of hours, the final operating hours will fall within these times:

Museum Staff: 7am to 9pm, Saturday to Tuesday (inclusive) and
8am to 11pm Wednesday to Friday.

Public: 8am to 9pm Saturday to Tuesday (inclusive) and
8am to 11pm Wednesday to Friday.

Café: 8am –9pm, (7 days)

3.4 Functions

Culturally focussed functions and events are anticipated in the operation of the Chau Chak Wing Museum. The below table summarises the operational assumptions of events and functions that potentially could be held in the new Museum. These assumptions are based on the design intent of the Chau Chak Wing Museum.

Item	Assumptions
Type of use/functions	Typically Art or Artefact exhibition openings, book launches, corporate functions, Senate Xmas party or Senate NYE party. Noisy events, such as rock concerts or discos, are NOT anticipated.
Hours of operations	Events will typical end at 10:00 pm – 11:00 pm; Outdoor space will be closed at 10:00 pm
Patron capacity	Typically 100 – 150 across the building, including maximum 75 people in the outdoor area.
Music	Typically light music such as background music, a string quartet or choir/soloist performance

The following recommendations are made with regard to the management of functions:

- The provision of music in outdoor areas should cease at 10:00 pm
- External areas should not be used after midnight
- Any in-house sound system should incorporate a noise limiter

3.5 Occupant Numbers

The estimated occupant numbers based on the current design is detailed in the table below

Level	Primary Use	Occupant Number
Lower Level 02	Storage and loading dock	40
Lower Level 01	Gallery	180
Lower Ground	Gallery / Study	228
Ground floor	Entry, Gallery and Auditorium	283
Upper Level 1	Gallery / Staff rooms	199
Terrace	Plant	24
	Total	954

The occupant numbers will be confirmed by the project certifier and engineering consultant, once the design has been further developed. The approved capacity numbers will be displayed on signage indicating the capacity on the entry of the museum.

4. Amenity of Neighbourhood and Noise

4.1 Policy

The Museums management staff and Café management will foster and maintain positive relationships within museum, Camperdown Campus and respect neighbouring residents.

4.2 Noise

- No Noise causing unreasonable discomfort to, or unreasonable interference with the quiet enjoyment of residents or students & staff of the University of Sydney.
- The use of the premise shall be in accordance with the noise criteria as set by the Office of Liquor, Gaming and Racing (OLGR).
- Operation of mechanical plant associated with the premise will comply with the NSW EPA Industrial Noise Policy

4.3 Procedures

- The Museum Team Leader and the Café Manager are responsible for managing patrons' noise levels whilst patrons are on the premises and entering and leaving the premises.
- All staff, casuals and contractors are instructed to be quiet when exiting the premises
- The Museum Team Leader and the Café Manager are to report any incident to city of Sydney management, to be addressed.
- Signage to be displayed to remind and/or inform patrons to be quiet when exiting the premises
- The Museum Team Leader and the Café Manager will address any issues that arise and conduct an annual resident survey to gauge the level of impact on neighbouring properties.
- If an event attracts a large crowd, queuing mechanisms and security personell will be put in place to minimise disturbance to residents & the University of Sydney.

4.4 Dispute resolution with museum users and neighbours

The Museum Team Leader and the Café Manager will adopt the University of Sydney, Dispute Resolution policy 2015,

<http://sydney.edu.au/policies/showdoc.aspx?recnum=PDOC2015/407&RendNum=0>

The policy supports the University's commitment to enriching the experience of University life for all its staff, students, workers and affiliates. It also prescribes best practice minimum standards for resolving complaints in areas of the University's operations

5. Behaviour of Customers and the responsible Service of Alcohol

5.1 Policy

The University is a party to the principles listed in the Liquor Accord as a member of the Accord. The Liquor Accord governs the sale and consumption of alcohol on our campuses.

The University is responsible for providing a safe and secure environment for students and visitors to socialise, that includes the appropriate supply and sale of alcohol.

The main objective of the Liquor Accord is to reduce alcohol-related incidents, while providing for responsible consumption of alcohol on campus.

5.2 Liquor Accord

Under NSW law there are penalties for licensees and patrons for inappropriate behaviour, underage drinking, not leaving when asked and being intoxicated on licensed premises.

There is a legal requirement upon licensed premises to enforce Responsible Service of Alcohol.

The key principles of the Liquor Accord are that all staff, students and visitors must:

- obey the law and conduct oneself in an orderly and appropriate manner
- treat all staff of the venues and other patrons with respect
- respect the University environment and facilities particularly when arriving and departing from licensed premises
- not arrive at premises intoxicated as you will be refused entry
- accept refusal of service from staff
- if asked to leave a licensed premises immediately leave as required
- abide by the accord provisions as displayed at the Licensed premises
-

5.3 Management of Liquor

The café manager will not allow the removal of liquor from the premises in either open or closed containers. All alcohol purchased is to be consumed on the premises in the designated and licensed areas. Signage will be clearly displayed at all times that prohibit the taking of liquor beyond this outside designated area adjacent to the Café.

6. Facility

6.1 Cleaning

The University of Sydney will undertake the cleaning of all common areas under a planned cleaning contract. All external areas will be maintained by the University of Sydney, including hard surface, gardens, shrubs, trees etc.

The Café manager will be responsible for leaving the designated leased areas included in the lease agreement in a clean and tidy condition, removing all refuse of any kind, disposing of refuse in the rubbish bins provided, wiping down all benches and sinks, and sweeping floors if required to return the floors to a clean condition.

The Café manager will accept responsibility for, and pay the cost of any additional cleaning of the premises as a result of the premises being left in an untidy condition.

6.2 Maintenance

The University of Sydney will maintain the building including all planned and reactive maintenance.

6.3 Waste Removal

All cleaning and University staff will be briefed on the proper use of waste management systems. Recycling streams will be monitored and reported by cleaners/building management, as it is imperative that they remain free of contamination to ensure compliance with City of Sydney Council and the appointed waste service contractor collection protocols. Staff and tenants will be encouraged to maximise the separation of general waste and mixed recyclables to aid the proper disposal of all materials.

Waste/recyclables will be collected on a daily basis by the building cleaners and/or staff and transported to the waste storage room. An appointed contractor will then provide waste and recycling collection services. Utilising an appointed contractor affords The University of Sydney greater flexibility regarding collection schedules and the appropriate collection frequencies will be determined in consultation with the waste contractor once appointed – however once operational, collection schedules may need to be adjusted accordingly depending on actual waste generation.

Contractors will enter the low basement area via the ramp, where they can locate and utilise the loading dock. From the loading dock the contractor can gain access to the waste storage room, where both general waste and commingled bins will be located.

Signage will be a crucial element of the waste management system. Signs will be used throughout the museum and waste storage area(s).

6.4 Security

The University of Sydney will install a security system within the new museum building for the protection of the property, users, museum collections and management of access to areas within the facility. The system comprise of a building intruder alarm system, electronic access control (swipe and keypad) and CCTV (close circuit television) throughout the building.

Swipe access to the main entry doors will not disarm the security system until a key pin has been entered. When the building is 'unlocked' the system can be switched to allow entry access to all or selected zones, floors, doors. All exit doors allow egress at all times, as

required for safe emergency use. Swipe card and key pin access will include control over the hours of access and a card or pin code will not allow entry outside of the hours that it has been programmed for.

The building intruder alarm system is monitored by the University of Sydney Security team based on the Camperdown Campus. The alarm system will be have zoned areas within the building, likely to be separate zones per floor level within the building, these will be based on the function of the space. This further enhance the control and management of the individual spaces.

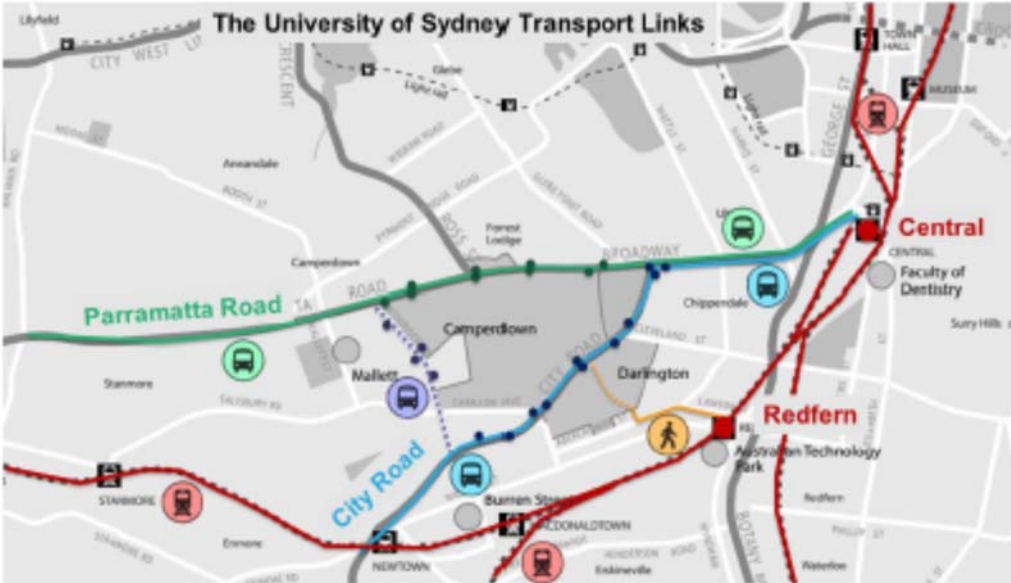
CCTV will be installed around the external, internal, main entrances and circulation of the building providing 360 degree coverage. The University Security design standard only allows for high definition cameras in discrete housings which will be monitored at the museum office and also Campus security. Clear signage will state that CCTV is in use and is being actively monitored.

6.5 Parking

The Chau Chak Wing museum will not provide any visitor or staff parking. A loading dock is available for the service of the museum and café on the lowest level of the building. Deliveries include the café supplies, services, museum collections and any operational requirements.

6.6 Public Transport

Patrons will be encouraged to take public transport as is with all the University staff & Students. Public transport to the University consists of primarily bus and train services with very little current light rail use, with an overall mode share of 60% for public transport.



The main public transport routes to the University are shown in Figure 9.

