

19A Evans Avenue, Eastlakes NSW

Preliminary Loading Dock Management Plan

Prepared for:
Builtcom Developments Eastlakes Pty Ltd
May 2026

Project Name:	Eastlakes Shopping Centre Redevelopment
Client:	Builtcom Developments Eastlakes Pty Ltd
SSDA Reference:	SSD-90572458
Date:	May 2026
Version:	1.0 – SSDA Submission

Document Title	Revision	Date Issued
Eastlakes Shopping Centre – Loading Dock Management Plan	Issue 1	May 2026

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1 Introduction

1.1 Background

This Loading Dock Management Plan (LDMP) has been prepared in support of a State Significant Development Application for the construction and operation of a proposed mixed-use development at 19A Evans Avenue, Eastlakes ('the site') – reference SSD-90572458.

The SSDA has been lodged with the Department of Planning, Housing and Infrastructure (DPHI) under Part 4 of the Environmental Planning and Assessment Act 1979 (EP&A Act). The transport and loading assessment underpinning this plan has been conducted by ptc. and is documented in the Transport Impact Assessment, Reference 25-1265, dated May 2026.

1.2 Site Description

The site is known as 19A Evans Avenue, Eastlakes and is located within the Bayside local government area (LGA). The site is legally known as Lot 30 in DP1246820.

The site is located adjacent to Jack Munday Reserve and is bounded by Barber Avenue and Evans Avenue. It is approximately 50m to the nearest bus stop, 2.5km to Mascot Station, 2.9km to Green Square Station and 2.9km to Juniors Kingsford Light Rail stop. The site is generally flat and regular in shape. It is zoned E1 Local Centre with a total site area of 17,960m². The frontage to Jack Munday Reserve is 148.47m, frontage to Evans Avenue is 142.665m, the western border along Barber Avenue is 120.165m and the southern border along Barber Avenue is 114.63m. The site is shown in Figure 1 below:

Figure 1 – Site location



1.3 Report Purpose

This preliminary LDMP sets out the design and operational management framework for the loading dock and associated service areas proposed as part of the Eastlakes Shopping Centre Redevelopment. The plan confirms the suitability of the proposed loading dock configuration to accommodate the service vehicle demand generated by the development and documents the operational controls that will be applied to ensure the dock operates safely and efficiently once occupied.

This is a preliminary plan prepared at SSDA stage. It will be finalised and resubmitted prior to the issue of any Occupation Certificate, reflecting the approved design, confirmed tenancy mix and operational arrangements established through detailed design and the pre-leasing programme.

1.4 Relevant Standards and Guidelines

The following standards and guidelines have informed the preparation of this plan:

- AS 2890.1:2004 – Parking Facilities Part 1: Off-street car parking
- AS 2890.2:2018 – Parking Facilities Part 2: Off-street commercial vehicle facilities
- AS 2890.6:2009 – Parking Facilities Part 6: Off-street parking for people with disabilities
- Transport for NSW – Urban Freight Forecaster (TfNSW Last Mile Toolkit)
- Transport for NSW – Guide to Transport Impact Assessment (GTIA 2024)
- Bayside Development Control Plan 2022
- Bayside Local Environmental Plan 2021
- Secretary’s Environmental Assessment Requirements (SEARs) issued by DPHI for SSD-90572458

2 Loading Dock Access and Design

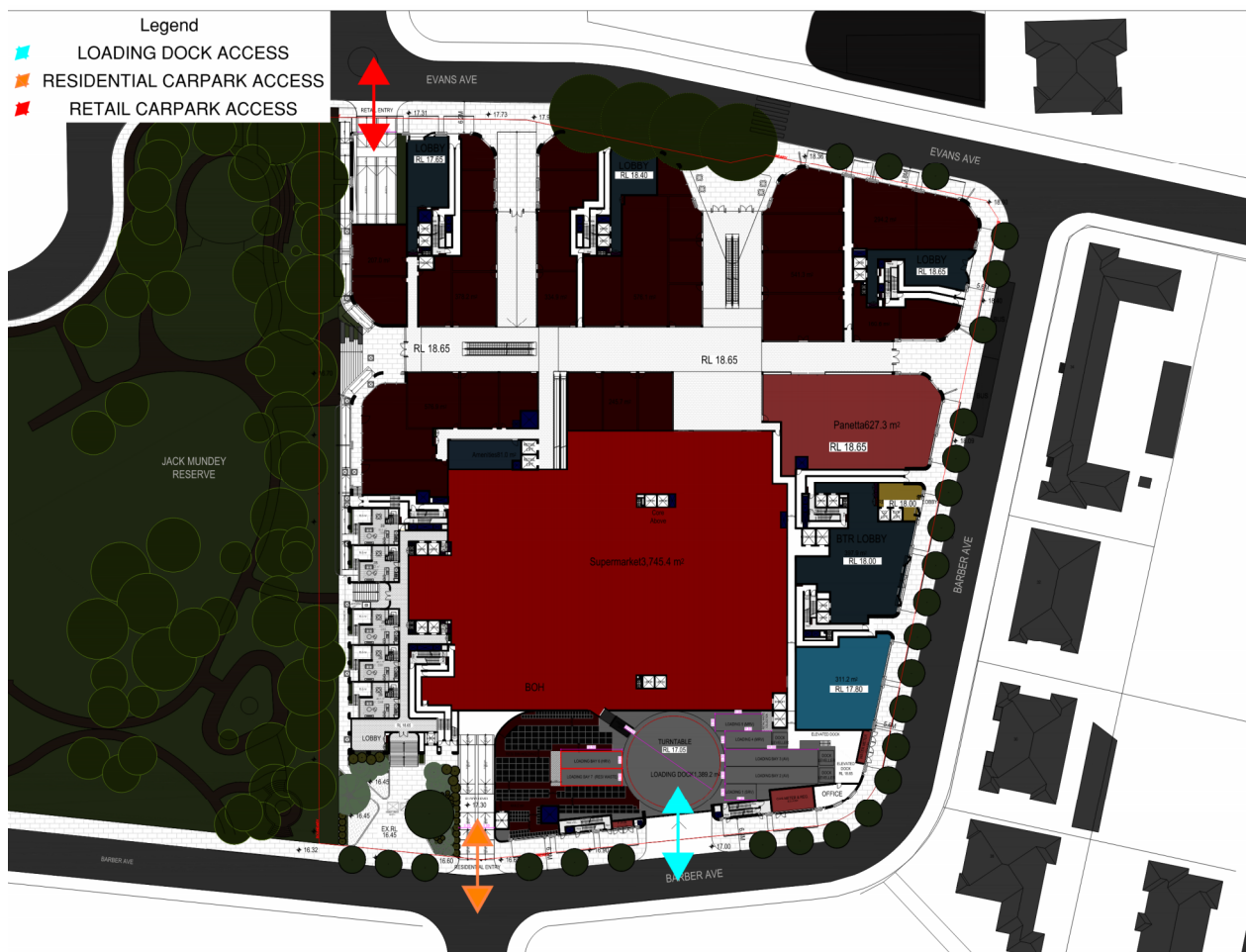
2.1 Vehicle Site Access Arrangements

The proposed development provides two vehicle access points to the basement car park and a dedicated service vehicle access to the loading dock, as illustrated in Figure 2 below. The access arrangement is designed to separate residential traffic from non-residential and servicing traffic, minimising conflict and improving operational safety.

- Barber Avenue access: residential entry and exit, and non-residential exit movements
- Evans Avenue access: non-residential entry and exit movements
- Barber Avenue dedicated service vehicle access: a separate entry point to the loading dock for all delivery, waste and servicing vehicles, physically segregated from the basement car park entries.

All delivery and service vehicles are required to access the loading dock via the Barber Avenue dedicated service entry only. No servicing vehicles are to use the Barber Avenue or Evans Avenue basement ramps. All vehicles must enter and exit the loading dock in a forward direction, consistent with the requirements of AS/NZS 2890.2:2018 and the Bayside DCP 2022. Reversing onto a public road is not permitted under any circumstances.

Figure 2 – Proposed vehicle site access



2.2 Vehicle Clearance Heights

The following clearance heights will be provided throughout the loading dock and basement to safely accommodate all anticipated vehicle types:

Area	Clearance Height	Design Vehicles Accommodated
Loading dock entry ramp and throughout the loading dock	4.5m minimum (per AS/NZS 2890.2:2018)	Articulated vehicles, HRV, waste collection vehicles, residential move-in/out trucks
Remainder of basement car park	2.2m (per AS/NZS 2890.1:2004)	B99 vehicles – vans, utes and small service vehicles for maintenance and minor deliveries

Clearance height signs will be installed at all dock entry points and basement ramp entries. Final clearance dimensions are to be confirmed through the structural and architectural documentation and included in the Construction Certificate drawings.

2.3 Loading Provision

The loading dock has been sized to service all components of the development, including the supermarket anchor, specialty retail, food and beverage, commercial, childcare, residential and waste collection requirements. The proposed configuration is based on the Bayside DCP 2022 loading assessment and the TfNSW Urban Freight Forecaster operational demand analysis conducted by ptc. (TIA Reference 25-1265, Section 4.7).

Table 1 – Proposed loading provision

Zone	Design Vehicle	No. of Spaces	Typical Dwell Time (min)	Designated Use
Zone A – Large vehicle bays	AV (up to 19m)	5	30 – 60	Supermarket primary distribution, bulk retail deliveries
Zone B – Medium vehicle bay	MRV (8.8m)	1	15 – 30	General retail, residential move-in/out, maintenance contractors
Zone C – Small vehicle / van bays	SRV / van (6.4m)	14	10 – 15	Couriers, food and beverage, childcare, specialty retail
Zone D – Residential waste bay	MRV (8.8m)	Shared	15 – 30	Waste collection – all building components
Total dedicated loading spaces	–	20	–	

Vans and small service vehicles requiring access to individual tenancies for maintenance, minor deliveries and courier drop-offs may also use the basement car park via the Evans Avenue and Barber Avenue ramps, up to a maximum B99 vehicle (2.2m height clearance).

2.4 Loading and Servicing Demand

The servicing demand for the development was assessed by ptc. using the TfNSW Urban Freight Forecaster tool (Last Mile Toolkit). The Freight Forecaster was applied to each land use component within the development mix to generate a forecast of total daily and peak hour service vehicle arrivals. The development components and expected servicing demand are set out in Table 2 below.

Table 2 – Forecast daily servicing demand (ptc. TIA Reference 25-1265, Section 4.7.2)

Land Use / Component	Yield	Daily Servicing Vehicles
Supermarket	Included in 21,863m ² non-residential GFA	High frequency – daily AV / HRV deliveries
Specialty retail	Included in 21,863m ² non-residential GFA	Multiple deliveries per week, predominantly via SRV and van
Food and beverage	Included in 21,863m ² non-residential GFA	Daily deliveries – primary driver of small vehicle demand
Commercial / office	Included in 21,863m ² non-residential GFA	Daily courier, parcel and maintenance vehicle activity
Childcare centre	60 children, 10 staff	Regular supplies and contractor visits
Residential apartments	736 apartments	Daily parcels, couriers, move-in / out and maintenance
Total daily vehicle arrivals	Full development (Freight Forecaster)	503 vehicles per day
Peak hour vehicle arrivals	–	58 vehicles per hour

The loading dock will be managed to distribute vehicle arrivals across the 14-hour operating day (7:00am to 9:00pm). Based on the expected average dwell times for each vehicle type, the throughput capacity of the proposed loading provision is as follows:

- Zone A large vehicle bays (5 bays, 30–60 minute average dwell): capacity to service up to 70 large vehicle visits per day, covering the expected daily supermarket and bulk retail demand
- Zone B medium vehicle bay (1 bay, 15–30 minute average dwell): capacity to service up to 28 medium vehicle visits per day
- Zone C small vehicle and van bays (14 bays, 10–15 minute average dwell): capacity to service in excess of 560 small vehicle visits per day, comfortably accommodating the high courier and food and beverage demand

The TfNSW Freight Forecaster assessment confirms the proposed provision achieves a daily servicing efficacy of 94.29%, with 489 of the 503 forecast daily vehicle arrivals accommodated. The Loading Dock Manager will administer a pre-booking system for all SRV and larger vehicles to spread demand evenly and prevent peak period congestion. Supermarket deliveries will operate under a standing schedule agreed at commencement of trade. Waste collection will be managed as a standing arrangement under a separate schedule, independent of the general booking system.

Any vehicle arriving without a confirmed booking will not be permitted to wait on the public road reserve. The Loading Dock Manager may decline entry to an unbooked vehicle and direct the operator to re-schedule. Vehicles are to hold their position in an off-street waiting area agreed with the Loading Dock Manager if a brief delay to their booked slot occurs.

2.5 Internal Vehicle Circulation

The loading dock layout has been designed to allow all service vehicles to enter, manoeuvre and exit the site in a forward direction without the need to reverse onto a public road, consistent with the requirements of AS/NZS 2890.2:2018 and the Bayside DCP 2022. A vehicle turntable is incorporated within the loading dock to facilitate forward-direction egress for all vehicle types, including articulated vehicles servicing the supermarket anchor.

The waste collection area is integrated within the loading dock to minimise internal vehicle travel distances and reduce the need for waste vehicles to move through active parts of the precinct. The 4.5m head height clearance maintained throughout the dock and entry ramp accommodates all anticipated vehicle types, including Council waste collection vehicles and supermarket articulated delivery vehicles. Swept path analysis for the loading dock has been undertaken in accordance with AS/NZS 2890.2:2018 and is provided in the Design Review at Appendix 5 of the ptc. TIA (Reference 25-1265), confirming safe entry, manoeuvre and exit for all nominated design vehicles.

3 Loading Dock Operations

3.1 Delivery Types

The loading dock will service the following delivery and servicing activities across all components of the development:

- Supermarket stock replenishment deliveries, including primary distribution via articulated vehicle (daily)
- Specialty retail goods deliveries (multiple times weekly)
- Food and beverage deliveries – fresh produce, beverages and consumable supplies (daily)
- Commercial and office courier deliveries and parcel collections (daily)
- Childcare centre supplies, consumables and equipment deliveries (regularly)
- Residential move-in and move-out activity (as required)
- Waste and recycling collection across residential, retail and commercial waste streams (multiple times per week per stream)
- Cleaning, maintenance and contractor vehicle access (regularly)
- Building services, trades and fitout contractor deliveries during occupation

3.2 Vehicle Types

Table 3 below sets out the vehicle types anticipated to access the loading dock, together with their typical physical characteristics and expected dwell times. Dwell time estimates are based on the operational profile of comparable mixed-use developments assessed in the ptc. TIA.

Table 3 – Vehicle types and typical dwell times

Vehicle Type	Typical Dimensions	Description and Typical Use	Dwell Time (minutes)
Bicycle / motorcycle courier	< 2m length	Parcel delivery, food delivery platforms	5 – 10
Van / service vehicle (B99)	~5.2m length ~2.0m height	Maintenance, courier, small retail and commercial deliveries. Able to access basement via standard ramps (2.2m clearance)	10 – 15
Small Rigid Vehicle (SRV)	6.4m length 2.33m width	F&B, childcare and specialty retail deliveries	10 – 15
Medium Rigid Vehicle (MRV)	8.8m length 2.5m width	General retail deliveries, residential move-in/out and waste collection	15 – 30
Heavy Rigid Vehicle (HRV)	12.5m length 2.5m width	Supermarket secondary distribution and larger retail deliveries	30 – 60
Articulated Vehicle (AV)	Up to 19m length	Supermarket primary distribution. Largest design vehicle for the loading dock	30 – 60

3.3 Hours of Operation

The loading dock will operate seven days per week. General access hours have been set to protect the residential amenity of building occupants and the surrounding community, consistent with the Bayside DCP 2022 requirements and the acoustic conditions to be imposed through the SSDA approval.

Table 4 – Loading dock hours of operation

Activity	Permitted Days	Permitted Hours
Loading dock – general access	Monday to Sunday	7:00am – 9:00pm
Supermarket deliveries (AV / HRV)	Monday to Sunday	7:00am – 9:00pm (pre-scheduled – preferred before 10:00am or after 5:00pm)
Waste and recycling collection	Monday to Saturday	7:00am – 5:00pm
Residential move-in / move-out	Monday to Saturday	7:00am – 5:00pm (pre-booked, minimum 48 hours notice)
Courier and van deliveries	Monday to Sunday	7:00am – 9:00pm
Trades and maintenance vehicles	Monday to Friday	7:00am – 6:00pm
Exceptional out-of-hours deliveries	Any day	By prior written approval of the Loading Dock Manager

No delivery or service vehicle is to queue or wait on Evans Avenue, Barber Avenue, Gardeners Road or any adjacent road reserve at any time. The loading dock roller doors are to remain closed at all times except when a vehicle is actively entering or leaving the dock. These controls form part of the acoustic management strategy for the precinct and will be enforced by the Loading Dock Manager.

3.4 Operations Management

A dedicated Loading Dock Manager will be responsible for the day-to-day coordination of all loading dock activity. The Loading Dock Manager will oversee the safe movement of vehicles, goods and personnel within the dock, administer the pre-booking system, manage peak period demand and enforce compliance with this plan.

The Loading Dock Manager's responsibilities include:

- Coordinating vehicle movements within the dock to prevent congestion and ensure safe pedestrian separation at all times
- Monitoring adherence to booked time slots and directing any vehicle that overstates its allocation to exit promptly
- Liaising with the supermarket anchor and major retail tenants to establish and maintain standing delivery schedules
- Overseeing waste collection scheduling in coordination with the Operational Waste Management Plan prepared by Elephants Foot Consulting
- Ensuring roller doors are operated only when vehicles are entering or exiting the dock
- Maintaining all required registers including booking records, incident reports and compliance logs
- Escalating any repeated non-compliance by operators or tenants to building ownership

The following physical controls will be in place within the dock:

- A speed limit of 10 km/h applies throughout the loading dock and entry ramp, clearly signed at all entry points and at each zone
- Pedestrian walkways within the dock are to be physically delineated by line marking and barriers where practicable
- 'No Pedestrian Entry – Loading Dock' signage is to be posted prominently at the dock entrance and repeated internally
- CCTV monitoring is to be installed covering all dock entry points, bays and internal circulation areas
- Contact details of the Loading Dock Manager and after-hours emergency contact are to be posted at all dock entrances, within each bay zone and at the intercom

3.5 Booking System and Vehicle Scheduling

A pre-booking system will be established for all truck and large vehicle access to the loading dock. The system allows the Loading Dock Manager to schedule vehicle arrivals across the operating day, preventing demand peaks that would cause dock congestion or on-street queuing.

The booking system will operate as follows:

- All vehicles classified as SRV or larger must hold a confirmed booking before arriving at the site
- Bookings will be allocated in 30-minute slots for medium vehicles (Zone B) and 60-minute slots for large vehicles (Zone A). Van and courier deliveries (Zone C) do not require a booking but are subject to bay availability
- The supermarket anchor will operate under a standing delivery schedule agreed with the Loading Dock Manager at commencement of trade, reviewed quarterly
- Residential move-in and move-out bookings require a minimum of 48 hours' notice and are limited to two concurrent allocations to prevent Zone B congestion
- Waste collection will be scheduled as a standing arrangement aligned with the Operational Waste Management Plan, separate from the general booking system

Any vehicle arriving at the dock without a valid booking may be declined access at the Loading Dock Manager's discretion and directed to re-book for an alternate time slot. Vehicles will not be permitted to wait on the public road reserve pending a booking.

The booking portal and contact details will be communicated to all tenants and regular operators through the information pack issued at commencement of occupation, and updated with each tenancy change.

3.6 Workplace Health and Safety

The following safety requirements apply to all persons accessing or working within the loading dock:

- Any incident within the loading dock is to be reported to the Loading Dock Manager immediately and recorded in the incident register
- In the event of a fire, medical emergency or evacuation, the Loading Dock Manager will coordinate with tenants and emergency services. Emergency assembly points and egress routes are to be clearly posted within the dock
- All personnel accessing the loading dock must wear high-visibility clothing and enclosed footwear. No thongs, sandals or open-toed shoes are permitted
- No person is to operate within the loading dock while impaired by drugs or alcohol
- Bicycles, skateboards and similar personal transport are not permitted in the loading dock area
- Hazardous goods, gas cylinders and LPG must be clearly labelled and stored in accordance with the relevant Australian Standards and building management requirements
- A maximum speed of 10 km/h applies to all vehicles within the loading dock and on the access ramp. Drivers are to operate with caution at all times
- Spotters or banksmen are to be deployed to assist reversing vehicles within the dock where required to maintain pedestrian safety

3.7 Turntable

A vehicle turntable is provided within the loading dock to enable all service vehicles, including the largest anticipated articulated vehicle, to exit the site in a forward direction without reversing onto a public road. The turntable will be operational at all times during loading dock hours.

- To ensure continuous forward-direction egress capability, the turntable will be installed with the following redundancy measures:
- Primary mains power supply and an independent battery backup power supply to maintain operation during a mains power interruption
- Primary rotation motor and a dedicated backup rotation motor
- A manual override mode allowing the turntable to be disengaged from the primary drive and operated manually in the event of a motor or power failure, preventing loss of productivity

In the event of a turntable outage that cannot be resolved through the manual override or backup systems, the Loading Dock Manager will immediately suspend large vehicle access to the dock and notify all affected operators. Large vehicle deliveries will be re-scheduled until the turntable is restored to full operation. Emergency repair will be prioritised within 24 hours of any reported fault.

3.8 Roller Door and System Contingency

In the event of a roller door malfunction or access control system failure, the following contingency measures will apply:

- The Loading Dock Manager is to be notified immediately upon detection of any fault
- The affected dock entry is to be secured by a physical barrier or manual lock pending repair, to prevent uncontrolled vehicle access
- All roller door systems will be installed with backup power supply and manual override capability to allow operation to continue during a mains power interruption
- An emergency repair contractor is to be engaged within 24 hours of any door or access control failure that cannot be resolved through the manual override
- A temporary manual access control protocol will be implemented by the Loading Dock Manager for the duration of any outage, maintaining records of all vehicle movements

3.9 Information to Residents and Tenants

Prior to the first occupation of any component of the development, a Loading Dock and Servicing Information Pack will be distributed to all incoming residents and tenants. The pack will include:

- A copy of the current version of the Loading Dock Management Plan
- Booking system access details – portal address, contact number for the Loading Dock Manager and instructions for scheduling deliveries and move-in/out activity
- Loading dock access point location, approach routes and height clearance information
- Applicable hours of operation for each delivery type
- Vehicle size restrictions and bay zone allocations
- Emergency contacts including the Loading Dock Manager and after-hours number

Retail and commercial tenants will receive an updated version of the Loading Dock Management Plan at commencement of occupation and upon any subsequent change of tenancy. The plan will additionally be reviewed and redistributed to all tenants annually to reflect any operational changes. Residential occupants will be advised of any amendments to dock hours or booking arrangements through building-wide communications.

3.10 Management and Monitoring

The Loading Dock Manager will carry out regular performance reviews of the loading dock in accordance with the following schedule:

- Monthly review of booking records to assess rejection rates, peak demand periods and any recurring non-compliance issues
- Quarterly review of the waste collection schedule in coordination with the waste contractor, to reflect changes in tenancy mix or collection requirements
- Six-month post-occupancy noise assessment following each Occupation Certificate to confirm compliance with the acoustic conditions of the SSDA approval
- Annual inspection of all dock infrastructure including roller doors, signage, ground line markings, intercom and CCTV systems – any deficiency to be rectified promptly

If the monthly review identifies that the 90% efficacy target is not being consistently achieved, the Loading Dock Manager will prepare a corrective action report within 30 days identifying the cause and proposing operational or structural remedies. A qualified transport consultant will be engaged where the issue requires technical assessment.

Contact details for the Loading Dock Manager will be posted at all dock entries and internal bay zones. These are to be updated immediately upon any change in the appointed manager.

4 Summary

This preliminary Loading Dock Management Plan has been prepared to support State Significant Development Application SSD-90572458 for a mixed-use development at 19A Evans Avenue, Eastlakes. The development comprises 736 residential apartments and approximately 21,863m² of non-residential floor area including a supermarket anchor, specialty retail, food and beverage, commercial and childcare uses.

The plan confirms the suitability of the proposed loading dock configuration and its operational management framework to accommodate the expected service vehicle demand generated by the development without reliance on on-street loading areas. Key findings are as follows:

- The TfNSW Urban Freight Forecaster assessment conducted by ptc. (TIA Reference 25-1265) identifies 503 daily service vehicle arrivals to the development. With the recommended provision of 14 small, 1 medium and 5 large spaces, the development achieves an average daily servicing efficacy of 94.29%, with only 14 daily rejected vehicles and 3 peak hour rejections
- All anticipated service vehicles, including the supermarket articulated delivery vehicle, can enter, manoeuvre and exit the loading dock in a forward direction, as confirmed by swept path analysis in accordance with AS/NZS 2890.2:2018
- The loading dock will be managed by a dedicated Loading Dock Manager, supported by a pre-booking system for all SRV and larger vehicles, standing schedules for the supermarket anchor and waste collection, and an operational protocol that prevents on-street queuing and protects residential amenity
- Hours of operation, vehicle size limits, roller door controls, WHS requirements and tenant communication obligations are established in this plan and will be enforced through the booking system and the Loading Dock Manager's operational oversight
- Performance monitoring, annual infrastructure inspection and a corrective action process are in place to maintain loading dock efficacy over the life of the precinct

This plan will be updated and resubmitted to the relevant authority prior to the issue of the relevant Occupation Certificate to reflect the finalised design, confirmed tenancy arrangements and conditions imposed through the SSDA approval.