

**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	All indoor facilities on level 2 of Building F, NCIE.	<ul style="list-style-type: none"> <li>- Letters sent to immediate local residents to advise of plans to apply for extension of closing times and inviting residents to contact Facilities Manager for further information or to raise concerns.</li> <li>- Information Sessions to be held to brief residents and community members on the Midnight Basketball program and the potential benefits for the local community.</li> <li>- Schedule Quarterly Community Consultation with local residents and members to gauge impact of extended closing hours</li> <li>- June, Sept, Dec 2010 &amp; Jan 2011.</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 only</li> <li>- Indoor Basketball Court, Gym and Fitness Studio will play low level background music only</li> </ul>
Minimise noise breakout from Midnight Basketball operations	EORA	<ul style="list-style-type: none"> <li>- At all times during the operation of the Midnight Basketball program the louvers on the eastern facade of the building will remain closed</li> </ul>
Signage included to ensure that only the indoor facilities are utilised past gym closing times	Sports Field, Aquatic Area & Area G	<ul style="list-style-type: none"> <li>- Building Management System will ensure that access is limited to indoor facilities only</li> </ul>

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Complaints Monitoring System	All indoor facilities of Building F, NCIE.	<ul style="list-style-type: none"> <li>- Customer Feedback will be received at Customer Service</li> <li>- Feedback forms readily available internally</li> <li>- External feedback will be received electronically from links on the NCIE website as well as via community consultation process</li> <li>- Prior to each community consultation, a local resident survey of 50 residents will be completed</li> <li>- Feedback will be monitored by Management and responded to within 48 hours and tracked every month</li> <li>- Feedback will be available to "Community Consultation Group" upon request</li> </ul>
Ensure direct movement to entry and exits to avoid noise impacts	All indoor facilities of Building F, NCIE.	<ul style="list-style-type: none"> <li>- Other than emergency egress areas, all traffic will be directed to enter and exit via the Phillip Street Bus Car park entry.</li> <li>- Patrons will be supervised and guided by Midnight Basketball and NCIE Staff during entry and exit of the site to ensure a smooth transition to and from the EORA SARC to the Bus Car park and to avoid any potential noise impacts.</li> </ul>
Record number of users who enter the facility after 9pm.	All indoor facilities of Building F, NCIE.	<ul style="list-style-type: none"> <li>- General business operations of the EORA SARC (Gym, Pool, Training Field etc) will cease at the usual closing time of 9pm.</li> <li>- The Midnight Basketball Program commences at 7pm and participants will enter well before this time via the Phillip Street Bus Car Park.</li> <li>- Midnight Basketball Program Participants will be recorded using attendance/registration sheets provided by Midnight Basketball Australia for the program.</li> <li>- Only Midnight Basketball Program participants will be utilising the indoor facilities of the EORA SARC after usual business hours from 9pm -12am.</li> </ul>

Planning Conditions	Area of Impact	Plan of Action
		<ul style="list-style-type: none"><li>- Point of Sale Software will record every visit to the centre.</li><li>- Reports can be provided upon request.</li></ul>