

Operational Plan

This Plan of Management for the NCIE Sports, Arts and Recreation Centre details the requirements of Consent Condition G3 of Modification of Major Project Approval dated 21st October 2009 from the NSW Department of Planning and Infrastructure. It relates to the extended operating hours of 7.00am to 6.00am within Building F.

A set of management strategies and actions accompany this request and provide an ongoing framework for the management of the NCIE's Eora Sport Arts and Recreation Centre (SARC).

The Plan of Management provides a summary of the proposed strategy and actions along with an implementation date for their completion:

Planning Conditions	Area of Impact	Plan of Action
The hours of operation of the SARC will be in accordance with conditions of G3 of this consent:	All indoor facilities of Building F, NCIE	<ul style="list-style-type: none"> - Management will operate in accordance with requirements of Condition G3. - Impact of noise and traffic will be monitored closely.
Community Consultation	All indoor facilities of Building F, NCIE	<ul style="list-style-type: none"> - Quarterly Community Consultation meetings have been scheduled with members and local residents to manage the impact of extended trading hours. - September 11, December 11, March 12, June 12 - Action items from Community Consultation meetings will be distributed to local residents in attendance at the meetings.
A maximum noise level for music	Group Fitness Room, Indoor Cycling Studio and Pool area	<ul style="list-style-type: none"> - Group fitness music played only in acoustically treated facilities only. - Music will be played in indoor spaces only at a low level as background music. - No music will be played in the aquatic areas before 7.00am.
Signage included to ensure that only the SARC and aquatic areas are open from 6am	Sports Field and Area G	<ul style="list-style-type: none"> - Building Management System will ensure that access is limited to SARC and aquatic areas only.
Complaints monitoring system	All indoor facilities of Building F, NCIE	<ul style="list-style-type: none"> - Customer Feedback will be managed through Customer Service system. - Feedback forms are readily available through the SARC reception. - External feedback can be received electronically through the NCIE website. - Feedback from the Community

		Consultation meetings will be gathered and acted on within 48 hours.
Ensure direct movement to entry and exists to avoid noise impacts	All indoor facilities of Building F, NCIE	- Other than emergency egress areas, all traffic will be directed to enter and exit via George St entry only.
Record number of users who enter the facility before 7am	All indoor facilities of Building F, NCIE	- Point of Sale software will record every visit to the NCIE including time of entry. - Reports can be provided upon request.