



OPERATIONAL PLAN OF MANAGEMENT

LA PLAKA RESTAURANT

SHOPS 1-4

258 BURWOOD ROAD

BURWOOD

JANUARY 2022

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1. PURPOSE OF THIS PLAN OF MANAGEMENT

- 1.1 The purpose of this Plan of Management is to establish performance criteria for various aspects of the operations of La Plaka restaurant at Shops 1-4, 258 Burwood Road, Burwood NSW (the “**premises**”), having regard to the relevant matters under the *Environmental Planning and Assessment Act 1979*, the *Protection of the Environment Operations Act, 1997* and the *Local Government Act, 1993*.
- 1.2 Of principal importance will be ensuring compliance with the following:
 - (i) The Premises is operated in such a manner so as to minimise any potential adverse impacts on the amenity of the area in which the Premises is located.
- 1.3 The Plan of Management recognises that the premises is not covered by a liquor license. Should it be required to sell liquor or allow BYO liquor to the premises, a liquor license shall be obtained under the *Liquor Act 2007* and this Plan of Management shall be amended to take into consideration a revised management regime for the sale of alcohol or the consumption of alcohol on the premises.

2. USE OF THIS PLAN OF MANAGEMENT

- 2.1 All staff involved with the operation of the premises shall be made familiar with this Plan of Management.
- 2.2 This Plan of Management takes into account the relevant documents regarding the operation of the premises which will include the development consent issued by Council.
- 2.3 If there is any inconsistency between the management procedures in this Plan of Management and the relevant documents, the more stringent requirement will prevail, to the extent of that inconsistency.
- 2.4 A copy of this Plan of Management shall be kept at the premises and will be produced to police or an officer of Burwood Council upon request.
- 2.5 All staff will be trained in the content of this Plan of Management, before commencing duties.

3. USE AND SUPERVISION OF THE PREMISES

3.1 The trading hours of the Premises are limited to the following:

Sunday:	7.00am to 10.30pm
Monday:	7.00am to 10.30pm
Tuesday:	7.00am to 10.30pm
Wednesday:	7.00am to 10.30pm
Thursday:	7.00am to 11.30pm
Friday:	7.00am to 11.30pm
Saturday:	7.00am to 11.30pm

Where a development consent imposes hours restrictions which are inconsistent with these trading hours, then those hours restrictions shall prevail to the extent of the inconsistency.

3.2 The immediate supervision of the premises shall be under a manager, duty manager or supervisor. A manager, duty manager or supervisor must be present on the premises at all times while the premises are trading.

4. NOISE AND AMENITY

4.1 The use of the Premises shall be controlled so that any emitted noise is at a level so as not to create an “offensive noise” as defined in the *Protection of the Environment Operations Act 1997*.

4.2 The manager, duty manager or supervisor must ensure unreasonable noise is minimised, particularly from patrons seated outside the premises.

4.3 Signage will be prominently displayed at the exit to the premises requesting that customers have regard to neighbours and keep noise to a minimum.

5. CCTV SYSTEM

- 5.1 The premises must maintain a closed-circuit television (CCTV) system on the premises in accordance with the following requirements:
- (a) the system must record continuously from the opening time until one hour after the premises is required to close,
 - (b) any recorded image must specify the time and date of the recorded image,
 - (c) the system's cameras must cover the following areas:
 - (i) all entry and exit points on the premises, and
 - (ii) all publicly accessible areas (other than toilets) within the premises.

6. INCIDENTS & INCIDENT REGISTER

- 6.1 The premises must maintain a register, in which the manager, duty manager or supervisor is to record the details of any of the following incidents and any action taken in response to any such incident:
- (a) Any incident involving violence or anti-social behaviour occurring on the premises,
 - (b) Any incident of which the manager, duty manager or supervisor is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the premises and that involves a person who has recently left, or been refused admission to, the premises,
 - (c) Any incident that results in a person being turned out of the premises,
 - (d) Any incident that results in a patron of the premises requiring medical assistance.
- 6.2 The manager, duty manager or supervisor must, if requested to do so by a police officer or Liquor & Gaming NSW inspector:
- (a) Make any such incident register immediately available for inspection by a police officer or Liquor & Gaming NSW inspector, and
 - (b) Allow a police officer or Liquor & Gaming NSW inspector to take copies of the register or to remove the register from the premises.
- 6.3 The manager of the premises must ensure that the information recorded in the incident register under this condition is retained for at least 3 years from when the record was made.

7. CRIME SCENE PRESERVATION

- 7.1 The manager, duty manager or supervisor must ensure that immediately after the manager, duty manager or supervisor or a staff member becomes aware of any

incident involving any act of violence causing an injury to a person on the Premises, the following is adhered to:

- (a) The manager, duty manager or supervisor and/or staff take all practicable steps to preserve and keep intact the area where the act of violence occurred, and retain all material and instruments associated with the act of violence in accordance with the Crime Scene Prevention Guidelines issued by the NSW Police;
- (b) The manager, duty manager or supervisor and/or staff make direct contact with the Local Area Commander or his/her delegate and advise the Commander or delegate of the incident; and
- (c) The manager, duty manager or supervisor and/or staff comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred. In this condition: "Staff" in relation to the subject premises means any person employed by or action on behalf of the premises.

8. COMPLAINTS

- 8.1 The manager, duty manager or supervisor shall ensure that any complaints made directly to management or staff of the premises by local residents or local business people, about the operation of the premises or the behaviour of its customers, are addressed immediately and appropriately.
- 8.2 A register of complaints made about the operation of the premises or the behaviour of its customers is to be maintained on the premises by the manager and shall include:
 - The name, address and contact number of the person making the complaint;
 - The date and time that the complaint was made;
 - Details as to the nature of the complaint;
 - Notes of follow up action including the date and name and role of the person making the follow up action.
- 8.3 If required, any recurring complaints should be dealt with, if attributable to the premises, through new management procedures and incorporated into this Plan of Management.
- 8.4 The complaints register shall be made available to the Police and officers of the Council upon request.

9. DELIVERIES

- 9.1 Deliveries will only be in accordance with any hours that may be imposed by Council or otherwise during hours that are considered to be reasonable and in a manner that such deliveries do not result in any undue adverse impacts to the amenity of the area.

10. WASTE DISPOSAL

- 10.1 All waste shall be stored in approved containers placed inside the boundaries of the premises or the loading and storage areas available for this purpose within the property that the premises forms part of, before being removed for disposal by appropriate contractors. Waste shall not be stored in any area where food is prepared or stored.
- 10.2 Garbage shall only be placed outside the premises or on the footpath for collection.

11. MAINTENANCE

- 11.1 The premises shall be kept in a clean and tidy condition and footpaths in the immediate vicinity shall be free from rubbish associated with the premises and its customers.

12. FIRE SAFETY AND SAFETY MEASURES

- 12.1 The manager shall ensure that all essential services installed at the premises remain in good working order.
- 12.2 In the event of any malfunctioning essential service, the manager shall ensure that it is rectified as quickly as is reasonably possible.

- 12.3 Lists of the telephone numbers of all relevant emergency services shall be kept near all telephones within the Premises.
- 12.4 All managers, duty managers, supervisors and staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises.

13. REQUIREMENTS TO LIAISE WITH POLICE AND COUNCIL FOR THE AREA

- 13.1 If deemed to be necessary by the Police, Council and/or the manager, the manager will make contact with the Police and/or Council from time to time to discuss any issues relating to the operation of the Premises, including the consideration of any reasonable practices to be implemented at the Premises.

14. MONITORING THE PLAN OF MANAGEMENT

- 14.1 This Plan of Management will be reviewed from time to time and only updated in consultation with NSW Police and Council.
- 14.2 Any revisions to the Plan of Management must be endorsed by Council.

15. ADOPTION STATEMENT

Adopted by the Manager:

_____ Name

_____ Signature

_____ Date
