



Plan of Management

CAFÉ @ THE JOAN

5 JUNE 2021



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MANAGEMENT

The cafe will be managed by an appointed cafe manager who will be contactable during business/operational hours. The café manager and the landlord will hold regular monthly meetings to discuss collaboration opportunities and resolve conflicts.

The cafe manager will be able to respond within short timeframes, and be responsible for maintenance persons and companies, and have established relationships/contacts with security companies and services such as the NSW Police Force, NSW Ambulance Service and NSW Fire Brigade for Café related issues.

Any matters that require urgent and potentially life threatening responses are the responsibility of either police, ambulance, or fire services.

The cafe manager must:

- Be experienced in the operation of café operations.
- Promptly identify and report any issues and building operation and maintenance matters to the landlord.
- Maintain an incident register and record any complaints. The register is to be made available to the landlord.
- Undertake periodic inspections of the cafe to ensure it is being maintained in a clean and tidy fashion and that maximum occupant numbers are maintained.

MAINTENANCE OF COMMON AREAS AND RESPONSIBILITIES

Common areas are to be maintained by the landlord. Shared spaces should be left as they are found, in a clean and tidy state.

The Café operator must inform the Landlord of any damage to the Building or the Premises or of a faulty Service or Utility immediately it becomes aware of it;

The café operator will ensure that the café and indoor and outdoor seating areas are clean and tidy, and rubbish removed regularly.

The café operator will ensure that all internal bins are emptied daily into the external bins located in the loading dock in readiness for the council garbage collection. Recycling bins and residual bins will be provided to promote recycling in the loading area.

The cafe manager is to employ the services of professional maintenance companies to undertake regular maintenance of the Café Operators leased and licenced area as required.

Any damage of internal or external property is repaired immediately together with all wear and tear items.

WASTE MANAGEMENT AND COLLECTION

The Café operator will ensure staff place waste and recycling into separate bins that are in the loading dock. Recycling bins and residual bins will be provided to promote recycling.

Bins will be kept clean and in good condition

An approved waste oil container and collection schedule must be in place prior to disposal of waste oil. The Café Operator will arrange for the collection of this oil

Appropriate personal protective equipment (PPE) will be provided for all people handling waste or bins, and appropriate gloves and other PPE should be used at all times.

COMPLAINTS MECHANISM: INTERNAL

Complaints from internal users are to be noted in an Incident Diary with details of the complaint and the action taken to address the complaint. The task of the manager is to ensure that all internal complaints are recorded, and management responses documented. A Management Diary and an Incident Register is to be kept and monthly meetings will be held between the landlord and the café operator to discuss and resolve.

The cafe manager will listen to complaints or respond to correspondence and detail procedures to the persons complaining as to how the cafe intends minimising any further impact in the future.

The manager is to deal with empathy and respect to any person making a complaint.

COMPLAINTS MECHANISM: EXTERNAL

Complaints from the community are to be noted in an Incident Diary with details of the complaint and the action taken to address the complaint. The task of the manager is to ensure that all community complaints are recorded, and management responses documented. A Management Diary and an Incident Register is to be kept and monthly



meetings will be held between the landlord and the café operator to discuss and resolve.

NOISE

Generally, there are no areas of the Café operation that warrant particular concern in relation to an adverse noise impact to the community.

There may be internal issues of noise conflict between the Café Operator and the Landlord. Complaints from internal users in relation adverse noise impact are to be noted in the Incident Diary with details of the complaint and the action taken to address the complaint. The task of the manager is to ensure that all noise complaints are recorded, and management responses documented. A Management Diary and an Incident Register is to be kept and monthly meetings will be held between the landlord and the café operator to discuss and resolve.

Should adverse noise impact from the Café Operations become a regular issue (more than 6 complaints in one month) than an acoustic consultant will be required to analyse and provide recommendations.

