



4 May, 2022

The Garden Bar & Terraces - Plan of Management

The intended use of the building or space

The space will be utilised by existing patrons as an additional outdoor seating area for patrons to relax and socialise with family & friends and will be serviced with a re-designed bar. New outdoor gaming area included.

Hours of Operation

The Garden Bar and Gaming area will operate daily from 10am and will close Sunday-Thursday 1am and Friday-Saturday 2am.

The Garden Terrace areas will be open daily from 10am to 12am.

Number of people

Between 10am to 12am daily, the following patron limits will be enforced:
Garden Terrace 1 – 40, Garden Terrace 2 – 30 & Garden Terrace 3 – 80.

Patron Arrival/Departure

All patrons arriving and departing will be via the Club's Reception area which is also serviced by a lift from the car park. This area is staffed throughout the Club's trading with all patrons required to provide membership or identification to enter the venue. The Club also provides a free taxi butler service so patrons are able to book a taxi before leaving the venue to leave in a quiet and orderly manner. Members also have access to the Club's Uber for Members program. Patrons will be encouraged to remain indoors until their taxi/uber arrives.

Staff/Security to monitor entry/exit points and car park to ensure patrons do not crowd or loiter in the vicinity unnecessarily and will be requested to move on to avoid any disturbance.

External signage at all entry/exit points and in car park to be installed requesting patrons to leave the premises in a quiet and orderly manner to avoid disturbing our neighbours.

Limit/controls on noise generation/venue limits

Staff/Security will monitor patron limits throughout trade and should numbers be approaching capacity limit then contingency controls will be implemented whereas security will divert patrons from entering the Garden Terraces and move to the Pavilion area or to another location within the venue.

Both bi-folding doors to the Bar from Garden Terrace 1 will be closed at 10pm daily and the operable leaf in each, which will provide access to the terrace, will be fitted with door closers that don't hold have a hold open function, so will automatically close after anyone goes in or out. Staff/Security will monitor doors until 12am at which time all Garden terraces will be closed and doors locked.

At 11.30pm daily, staff/security will notify patrons in all three Garden Terraces that the area will be closing at 12am and request patrons relocate indoors to the Pavilion or another location within the venue. All doors from the bar to Garden Terrace 1 will remain closed from midnight until 10am daily.

The exhaust jet fans in the car park will only operate when required between the hours of 10am until 2am.

Complaints handling procedures

If a member of the community wishes to lodge a complaint regarding any adverse impact from the use of the Club's facilities. The following avenues to lodge their complaint will be available.

- a. The complainant can contact the venue on 9487 1066 between the hours of 8am to 1am (Sunday-Thursday) and 8am to 2am (Friday-Saturday). Phones are staffed whilst the Club is trading. The matter will be directed to the Duty Manager to liaise with the complainant, identify their concerns and if required action the matter urgently.
- b. Should the complainant not wish to contact the venue or at a later stage, they will be able to email info@magpieswaitara.com.au detailing their concerns including date, time of the alleged incident. The Club will acknowledge the complainant's email and investigate immediately as a matter of urgency and notify of any remedy action.

All complaints will be lodged in the Club's electronic incident register which automatically notifies Senior Management of all complaints received. Each report to detail the complaint made, time and date taken, if action taken or the need to follow up.

The complaints register will be held on site at all times and will be made available to Council and the Police on request.

Security and Safety

Security guards will conduct their duties within The Garden at peak times to ensure good order and safety of the patrons in attendance. CCTV is currently installed and operational (24/7) in the Club with additional cameras to be installed throughout The Garden Bar, Gaming and Terraces (24/7).

Responsible Service of Alcohol

The Club has a responsible service of alcohol policy in which all staff adhere to and apply which can be found on our Club's website www.magpieswaitara.com.au . An incident register is maintained for all RSA matters and available to view upon requests by Police and local licensing command.

Management Plan – Review and Updating Procedure

The management plan will be reviewed regularly and adjusted as required. Notification of changes will be made via the Club's Member noticeboard located in the Reception area and website.

All enquiries with regards to the Club's management plan should be directed to the Chief Executive Officer on 94871066 or email info@magpieswaitara.com.au

Should you require any additional information, please do not hesitate to contact the Chief Executive Officer.