



## **Operational Plan of Management**

126 Greville St, Chatswood West

December 2016

This Operational Plan of Management has been updated in accordance with Willoughby City Council's Conditions of Consent issued with Development Consent for DA-2014/430 (JRPP).

Condition 63 'Operational Plan of Management' stipulates:

*The applicant shall prepare and submit an operational Plan of Management for approval by Council before the issue of any Occupation Certificate that addresses the following:*

- *Number and scheduling of buses after 6pm*
- *Maximum number of people congregating within the layby/waiting area*
- *Name and contact details for objections and concerns*
- *Register to be maintained of any complaints received and available to Council for review, including actions taken in response to complaints; and*
- *Review mechanisms to occur on an annual basis*

### **1. Introduction**

Following the approval of DA2014/430 for the adaptive reuse of the existing building at 126 Greville Street and associated works, the ecclesiastical management liaison headquarters for the Church of Scientology's Asia Pacific Region is now located at 126 Greville Street, Chatswood West.

This facility is responsible for coordinating Scientology's religious services and wide range of social betterment and charitable community activities.

60% of the building is configured and operate like typical offices for these church functions. 30% of the building is used for theological studies for parishioners as part of a place of public worship. The remaining 10% consists of the existing 120 person chapel and student café. The chapel and café is used by the parishioners on site

## 2. Hours of Operation

This plan of management has been prepared on the basis of the following hours of operation:

The hours of operation of the 'business premises' and 'place of public worship' are restricted to 7.45am to 10.00pm, 7 days a week.

Except for security staff and/or cleaners, all staff, parishioners and visitors shall:

- vacate the premises via Greville Street no later than 10.00pm to 10.30pm.
- vacate the premises via Millwood Avenue no later than 11.45pm.

Parishioners typically do their theological studies throughout the day in study periods of 2.5 hours.

On Sunday mornings, those already on site attend a one hour service in the Chapel which takes place within the standard hours of hours of operation.

## 3. Staff

There will be approximately 290 staff on site at any one time.

## 4. Site Access and Parking

Vehicle access is available to the site via the driveway off Greville Street. Vehicle access is not available via Millwood Avenue.

Pedestrians can access the site via the Greville Street path, the Range St pedestrian gate, and the new pedestrian bridge from Millwood Avenue.

The two-story car park contains 134 marked spaces plus motorcycle parking. There are 4 accessibility compliant parking spaces at the building entry forecourt.

Vehicles for this site are not permitted to park off-site on Greville Street or Range Road. Given the proposed private bus service, the car parking demand is expected to be low. The majority of staff (over 90%) will arrive and depart by private bus.

## 5. Bus Services

The Church has a private bus arrangement to transport staff to and from the site. This service will transport staff from their existing residences, mostly at Dundas, to the facility throughout the day. The timetable will be as follows:

<b>Morning peak</b>	7:45	<b>Day</b>	11:30	<b>Evening peak</b>	8:30 pm
	8:05		1:30		10:00pm
	9:00		3:30		10:10pm
	9:05		5:30		11:00pm
	10:00		7:30		11: 10pm
					11:45pm

Buses will travel from Dundas to the site via Delhi Road, with small detours to pick up staff along the way if required. This is approximately a 35 minute trip.

After dropping off passengers at Chatswood, the bus will immediately depart and make the return trip to the Dundas via Fullers Road, Pacific Highway, and Mowbray Road. The layover time at the site is expected to be no longer than 2-3 minutes.

Buses will operate in a shuttle mode with a round trip (i.e. from Dundas to Chatswood and back to Dundas) of approximately 80 minutes (including allowance for additional travelling time during peak periods and layover time).

Buses typically have a length of 12.5m long with a seating capacity ranging from 40 passengers to 60 passengers. Based on an average capacity of 50 passengers, five buses would be required.

## 6. Millwood Avenue bus layover area

The proposed bus layover area on Millwood Avenue would accommodate two bus bays. The bus bays would be staggered from each other off Millwood Avenue to enable independent operation of public (STA) buses. The proposed bus layover is shown in Figure 1.



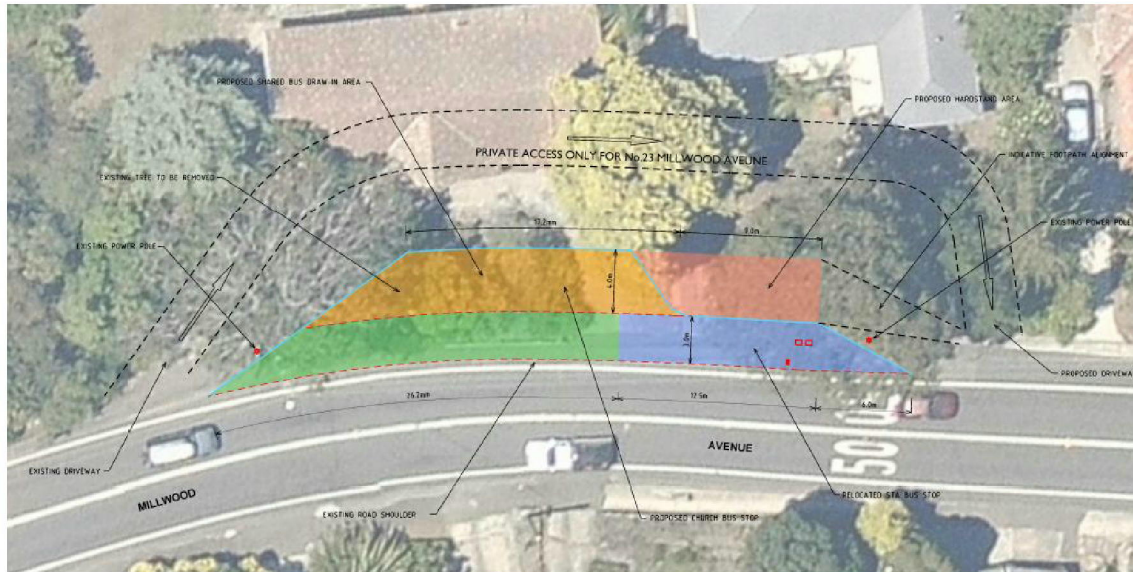


Figure 1: Proposed Bus Layover Area

The bus bay closer to the site would be designated as the bus stop for private buses operated by the Church. The second bay would accommodate the relocated STA bus stop.

The proposed bus facility would allow the public bus stop to be used independent of the private bus stop while the private bus stop would rely on the public bus stop being kept clear. That is, the operation of the private buses is not to impede the operation of the STA buses.

## 7. Noise Management

In order to ensure that late night noise is minimized and will not disturb nearby residences, the following measures will be implemented:

### **Greville Street Car Park:**

The Greville Street Car Park is not to be used by parishioners after 10:30 pm. The only use of the car park after 10:30 pm is to be by any authorized staff members.

Parishioners walking to the Greville Street carpark from the main building will be required to use the internal walkway, as opposed to the main driveway in order to maximize the distance to any residence.

Management will instruct parishioners that the car park is not to be used as a meeting place when leaving.

Monitoring nightly of the exit will occur to ensure people are not creating undue noise while leaving the site.

### **Millwood Ave Bus Stop:**

Parishioners waiting for buses should do so as the designated area, which is approximately 40m away from the nearest residences. Site management will ensure that this is done quietly, or parishioners will otherwise be encouraged to wait in internal areas until as late as possible before the arrival of the bus.].

Any waste removal vehicles should exit the site prior to 10:00 pm.

Staff and parishioners are discouraged from talking whilst walking to the pick-up.

### **Range Street**

Range Street gate is not to be used by staff and parishioners after 4:00 pm, except for those staff and parishioners who are local residents.

### **Other Management Measures**

Regular notice to staff, parishioners and visitors will be provided requiring all to be mindful of the neighbours when exiting the premises and to avoid congregating in outdoor areas during the evening.

Fliers or notices issued when a parishioner starts on each new course or church service to remind staff, parishioners and visitors of hours of operation and to be mindful of the neighbours and with the aim of limiting noise levels.

When exiting the building to board the bus at the layover area, this process will be managed by an adequate number of trained staff whose responsibility will be to ensure this requirement is adhered to.

Familiarisation with the Operational Plan of Management will form part of the mandatory induction process for all staff and parishioners, to ensure all individuals on site are informed of the importance of minimising noise disturbance.

## Signage

In addition to the operational measures outlined above, the Church will also carry out and maintain the following permanent physical works to assist in ongoing noise mitigation by parishioners and staff:

- erect a sign within the property at the bus shelter requesting noise be kept to a minimum after 9pm.
- erect signs at the bridge and major exit points of the property requesting noise be kept to a minimum as a gesture of respect to neighbours.

Maintain acoustic screening around sensitive interfaces will also be installed and maintained:

- □ along the northern edge of the car park at the eastern end, extending a minimum of 12m along the northern edge from the north eastern corner – lapped and capped timber, 1.8m
- □ Along the south eastern side property boundary of 23 Millwood Avenue - lapped and capped timber, 2.1m

Any security staff or cleaners exiting the site after 10pm shall locate their cars behind the car park screen at the eastern end of the ground floor car park.

Any outdoor group activities between the hours of 6-9:30pm shall be limited to the northern side of the site.

## 8. Site Security

Security will be on site 24 hours a day. The security guard on site will act as a Fire Warden should a fire emergency arise.

24 hour CCTV will also be present. The security surveillance will be unobtrusive cameras on all key external entrance points to the property and building.

Access into the building will be via a secure swipe card system, with the exception of the main reception entry on Level 1. The main reception entry doors will be open with a receptionist present during standard hours of operation. Out of operation hours these doors will be locked.



## 9. Maintenance

Maintenance staff will be employed by the Church to maintain the site, two of which will maintain the grounds daily.

Additional personnel will be employed as needed for more specialised maintenance including mechanical repairs and pest control.

Due to the very large expanse of the building, some Church staff will also double as cleaners in the late evening. Each will be required to do the cleaning manual in order to maintain the required standard to ensure that the building and grounds are maintained in a pristine condition.

## 10. Public access and Facilities

The chapel will be available for booking by the public outside the Church's use for a nominal fee. The Church Community Director will arrange bookings. Similarly, should the local community wish to use the grounds for an event this can be coordinated with the Community Director.

Existing access points to the site from private residential properties will be maintained for use by local residents from 9am to 5pm on weekends as previously honoured by the National Acoustic Laboratory.

Legal liability measures will be established to ensure the Church is not liable for the safety of members of the public entering the site.

## 11. Emergency

In keeping with best practice, the Church is committed to a backup plan in the event that the site cannot be evacuated prior to the arrival of a fire front. Leaving once a fire has started may be an option in some circumstances. The safety of such action will be affected by many factors, including proximity of the fire, access to the safe evacuation routes and any dangers of travelling during fire impact.

It is vital that people are aware of and understand the full range of options available to them, including:

- Evacuation triggers and leaving early prior to the onset of a bushfire starting under extreme catastrophic forecast conditions;
- Actions once a fire has started in the vicinity of the Church or it has been predicted to impact the site by the RFS or if emergency warnings have been received. Back up plans will provide the following options:
  - Egress from site by bus from 25 Millwood Avenue;
  - Egress from site by private vehicles;
  - Egress from site by walking (aged or disabled people will be moved by staff private vehicles or bus). Options include:

- walking 5 minutes/ 350m to Lowanna Park to be picked up by the Church buses (see below)
- walking 26 minutes/ 1.8km to Chatswood to be picked up by the Church buses or utilising train services (see below)

Figure 2 - Walking route to Lowanna Park

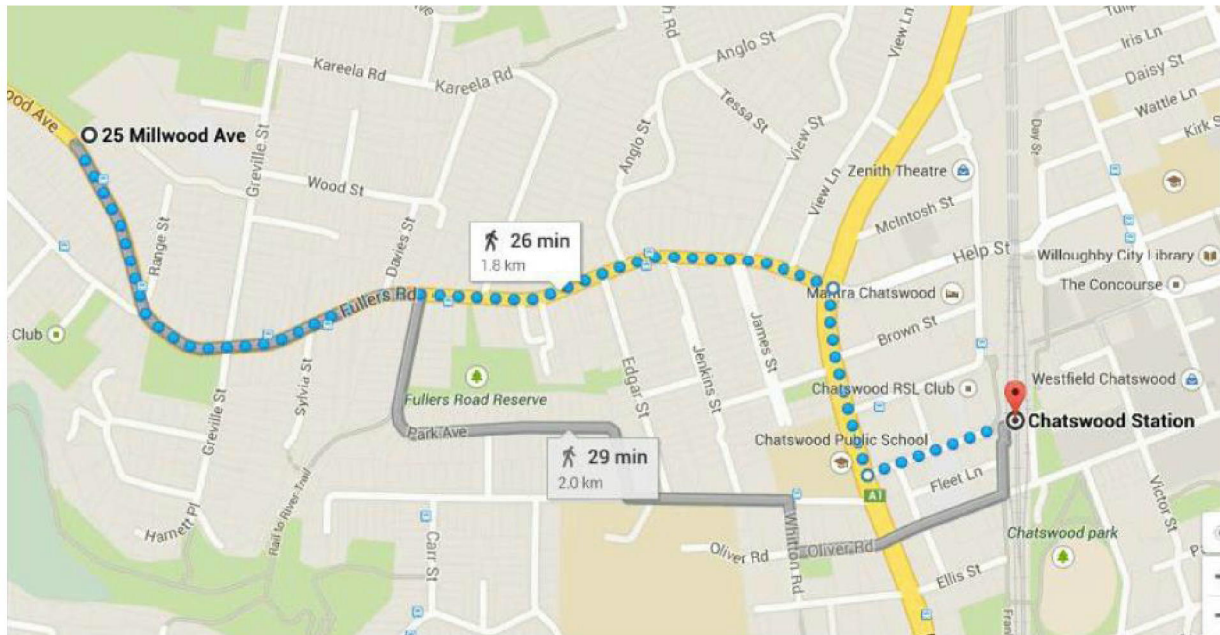


Figure 3 - Walking route to Chatswood Station

The Church will also provide an on-site refuge to accommodate occupants on site during emergencies when evacuation is not an option. The refuge is within the non-combustible concrete building and provides for critical life safety measures during the passage of a bushfire.

The location of the safe refuge zone is shown below.



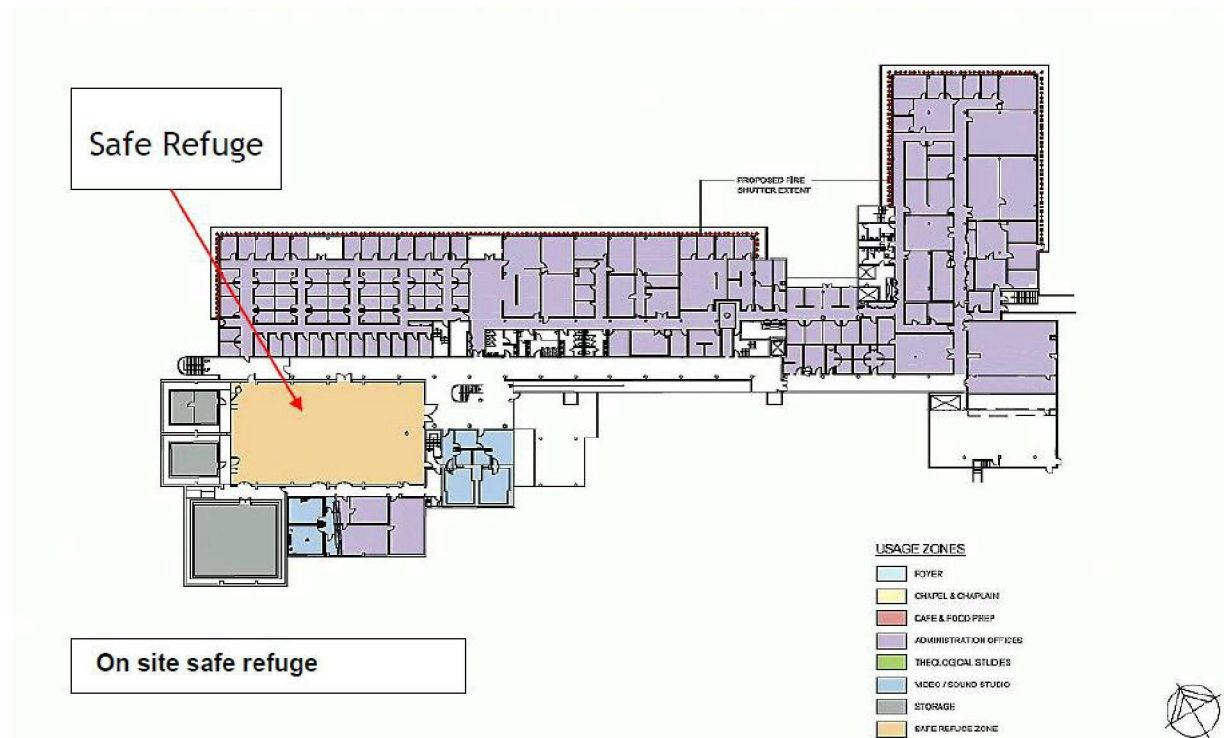


Figure 4 - Location of Safe Refuge Zone

The safe refuge zone is located on the leeward side of the fire front and is protected by internal fire control systems including; internal sprinkler system, fire compartmentation and fire rated walls and doors. It will also have a filtered air conditioning system that will operate off of an independent back up power generator.

If the refuge room is utilised, it will be for a short period during the impact and passage of the fire front. Once the fire front has passed, occupants will be moved offsite as per the emergency access and egress plan. Use of the refuge zone will be articulated in the evacuation plan for the site. All evacuation paths do not expose people to greater than 10kW radiant heat range and alternative options are provided with direct access to Greville Street, Range Street or Millwood Avenue.

## 12. Contact details

Any questions, objections or concerns can be directed to:

Public Affairs Officer  
126 Greville Street,  
Chatswood, NSW, 2067  
Phone: (02) 9995-7291  
e-mail: [public\\_affairs@scientology.net.au](mailto:public_affairs@scientology.net.au)

## 13. Register of Complaints

A register of complaints will be maintained by the Church, and made available to Council upon request. This register will include any actions taken in response to complaints.

## 14. Annual review

It is acknowledged that Willoughby Council will undertake an annual review of management mechanisms to ensure the amenity of neighbours.