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**DA2021.23
16 February 2021**

BUSINESS MANAGEMENT PLAN

Trading Name: Active Physio Gym

Address: Shop 2-3 Parramatta Road,
Homebush NSW 2140
Lot 144, SP100728

December 2020

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Introduction

1.1 Purpose of this Plan

The purpose of this POM is to describe the operational, security, parking and management details of the business and outline measures that will be taken to minimise crime, antisocial behaviour and impacts on surrounding properties.

Details in this plan include the type and number of staff that will be employed on the premises at any one time, security and access arrangements as well as noise and patron management.

1.2 Aims and Objectives of this Plan

The main aim and objective of the POM is to provide a safe and friendly environment for patrons and staff by providing an environmentally friendly premises and preventing illegal or undesirable activity within and around the fitness/physio studio.

1.3 Business Operation Overview

Active Physio Gym is a physiotherapy and allied health clinical studio gym run by highly qualified staff for supporting the health of the people in the local community. Our staff are highly qualified, with qualifications in physiotherapy, allied health assistance and with doctoral qualifications in exercise science. Active Physio Gym is designed to operate differently to a traditional gym, for example offering physiotherapy and health and fitness classes run by allied health assistants which are not associated with a traditional gym.

The building will not be at access to its members at anytime and will be allocated time slots for classes of a maximum of 20-30 people at a time, with an average expected class size of below 15 people. Members will be able to access the gym during staffed hours where a trainer will be running the class or coaching the members that attend the specific time slot.

There will be a Physiotherapist on site throughout the day consulting with patients one by one during operation hours. The Physiotherapist may use the gym at times also with clients.

1.4 Hours of Operation

The proposed use is for a physiotherapy and allied health clinical studio gym that will operate between 5am to 10pm.

The Gym will run classes from 5am to 10am and from 4pm to 8pm. The Physiotherapist will be available for consultations from 7am to 9pm or as client demands need (Usually 7am to 7pm). These operations will be from Monday to Saturday primarily but as demand requires the same may apply for Sunday.

There will be no services such as child minding, pool facilities, steam or sauna rooms.

1.5 Attendance and Staffing Arrangements

It is anticipated that an average of less than 15 people at any one time will utilise the studio during the peak times of 5am - 8am and 6pm - 9pm. The usage levels outside these peak times will be significantly less at approximately an average of 10 users between 8am – 6pm.

The premise will generally operate with 1 staff member (allied health assistant) and 1 physiotherapist at any one time during regular business hours. The gym will typically be staffed between the hours of 5am to 10pm Monday to Friday and Saturday 5am to 1pm. There will be no access to members in unstaffed hours.

Access Control and Security

2.1 Patron Access

Patrons will be allowed access during staffed hours and will sign in upon arrival. There may be a swipe key installed to monitor Patrons who attend classes.

Physiotherapy clients will attend by appointment with names kept in a diary that will mark appointments that last 30 minutes per visit. No other access will be provided to the tenancy.

2.2 Closed Circuit Television Cameras

CCTV with remote viewing capabilities will be installed at Active Physio Gym. As well as continually recording, these CCTV cameras are managed by the directors of the company during unstaffed hours.

Security cameras will be located strategically in order to capture all areas of the tenancy. CCTV will capture patrons in all areas of the fitness studio (except for bathroom and change room areas) as well as entry points and will result in increased security for all neighbouring tenants in the complex.

There will be ongoing technical support provided for any security system requirements as well as ongoing scheduled maintenance.

The list of maintenance to be completed includes:

- Test all alarm devices to control room.
- Test any batteries in main panel or cameras.
- Test remote viewing system is functioning correctly.
- Test IP interface is working and connecting to access APIs.

2.3 Warning Signs

Detailed signage will be provided on the outside of the building as well inside the tenancy advising of the CCTV systems in place.

2.4 Passive Surveillance

Passive surveillance across the site will be increased throughout the day and night as a result of increased attendance to the premises. Such passive surveillance is considered to form a beneficial deterrent to crime not only to local businesses that are closed for business at these times, but also to local residents. This deterrent can potentially assist in the reduction of criminal activities that are more likely to occur at non-standard business hours.

3 Noise Management

3.1 Operational

As the facility is primarily a clinical space any music will be played at a low level as would be expected when allied health practitioners are giving detailed instructions to their clients. The low level background music that is played inside the business will come from small speakers connected to a single stereo with one or two televisions having minimal sound ability. The televisions are in fact installed primarily for visual purposes. The stereo provides the low level background music and is pre set at an acceptable volume no higher than that experienced in a household.

Out side of regular trading hours the air-conditioning is activated by the staff as required. On activation, if the temperature is warmer than that depicted by the thermostat (of which members do not have access to), the air-conditioning will start and run for 20 minutes.

3.2 Gym Equipment and Flooring

The majority of weights used will be "Pin Loaded" machines and not "Free Weights" which means that the weights are controlled by a system of Pulleys and Cables which allow control over the movement of such weights and therefore cannot be dropped.

The gym will be fitted out with rubber style flooring in the areas where the gym equipment and limited weights equipment are located. This flooring has a high load and impact resistance and is a preferred choice for gyms and any other noise sensitive businesses and areas. The flooring absorbs in excess of 95% of the sound made by the dropping of 'heavy weights equipment' and comfortably satisfies any related noise concerns.

3.3 Patron Behaviour

The size of the premises is relatively small and is not anticipated to generate large volumes of patronage at any one time and the use is considered to be a low intensity use that will not attract or result in unruly or noisy patrons nor result in any antisocial behaviour.

Nonetheless, all members will be advised upon joining the gym to ensure that noise levels are kept to a minimum when entering and leaving the premises. Furthermore, the premises will have signs at each exit requesting patrons to leave quietly.

3.4 Signage

Many of the clients will be clinical patients or clients seeking allied health assistance from the local community or the local community medical centre operating in the same complex. The same degree of noise or heavy weight as experienced in a commercial gym is not to be expected, nethertheless, prominent signage will be provided around the free weights area stating:

- No weight is allowed to be dropped more than knee high from any platform.
- Minimise the noise at any time.

4 Emergency Procedures and Management

4.1 Rules of Conduct

Upon joining the gym, each member will receive a New Member Information Pack that will describe the behavioural codes of conduct required to be maintained whilst using the premises.

This literature will focus on member safety and the necessary measures to ensure that noise levels are kept to a minimum when entering and leaving the premises. Furthermore, the premises will have signs at each exit requesting patrons to leave quietly in order to discourage any loitering outside of the gym. This will be enforced by the onsite trainer and practice manager on duty.

The information pack will also provide details to assist patrons with access to public transport in relation to the use of the facility.

4.2 Drugs and Alcohol

In the interest of health and safety our facility will actively promote, encourage and support strategies to minimise harm from alcohol and other drugs. The use of elicits or performance-enhancing drugs will not be allowed under any circumstances. Those found using or trading in illicit drugs will have their membership terminated immediately.

4.3 Crisis Management

In the event of an emergency, the protocol is such that the onsite trainer will assess the situation and contact both an ambulance and the police should it be deemed necessary.

The onsite trainer will be able to monitor and record all incidents.

4.4 Cash Handling Procedures

There will minimal cash handling on the premises as all the monetary transactions will take place in the form of direct debit transactions that relate to ongoing memberships or payments via the hicaps system. Physiotherapy customers may pay with cash that will be kept in a till epos management system and will be removed from the premises daily.

4.5 Plan of Management and Emergency Procedure Review Process

The POM will be reviewed on an annual basis with input from both management and staff regarding the validity of all the noted points. In addition, this forum will be utilised to discuss the addition of any relevant operational matters not previously documented on the POM.

5 Car Parking and Management

5.1 Overview and Usage

Allocated to the clinic are 6 Car spots and the clinic is less than half the capacity of a standard commercial gym (433 sqm) as our patrons are attending a space of 196 sqm for 45 minute classes.

The proposed parking arrangement is considered satisfactory as:

- The proposed physio gym is not a typical gymnasium and generally utilises a smaller floor area with less specialised equipment and does not offer any additional/ancillary facilities such as a swimming pool, tennis/squash court or the like..
- The site has good access to public transport being located along a major bus route along Parramatta Rd and close to Homebush and Flemington stations.
- There are numerous on-street and large car parks in close proximity to the site that could accommodate any potential parking overflow during the peak hours that are outside the general business hours of surrounding land uses.
- The site is located within business and enterprise centre characterised by a range of uses surrounded by medium density residential, where a large proportion of members could be drawn from the immediate locality including lunchtime and after work users associated with existing business activities and other periods from local residents who could access the site as pedestrians.
- Patrons will generally either be already living in the area or would have travelled to the area for another primary purpose, and therefore, the proposed use does not generate the higher demand for on-site parking.
- On average, patrons stay an average of about 45 minutes resulting in a high turnover in parking.
- The peak number of persons on site at each studio occurred during the afternoon period between 6.00pm and 9.00pm generally when other uses in the area are closing or closed thus providing more available on street parking in the normally drawn from the local businesses and don't normally require a car space.

5.2 Management

The majority of members will come from the local community residents in the neighbouring units and will therefore walk to the clinic without any need for parking. However the following measures will still be put in place to ensure that any patrons that do drive to the clinic will park in the designated car spaces:

- All allocated car spaces will be marked accordingly.
- The gym's peak period is outside of the trade period of most of its neighbouring tenants.
- Car spaces will be given a time limit to ensure that there is a steady turnover of vehicles.
- New members will be informed upon joining that they are to only park in the allocated car spaces for a time limit to attend their class or their 30min Physiotherapy appointment. Any non-compliance will lead to a warning and potential loss of membership. Patrons will be monitored via the CCTV cameras and staff.

- Staff will be required to park off-site in the large car parks in close proximity to the clinic to ensure that the allocated spaces are available, especially during peak periods.
- During staffed hours, staff will monitor patrons and where they park and will request any patrons move their vehicles if they have been identified parking in other tenancies allocated spaces.
- Members will be notified that membership termination is available to management for members that do not park in the allocated car spaces.
- Patrons will be encouraged to use public transport and alternate methods of transport such as bicycles.

6 Property and Waste Management

6.1 Property Damage

In the event of property damage, the company will immediately get into contact with the property manager and arrange to have the damage assessed and contained within a 24 hour period to ensure the safety of the public and the members of the gym. Upon assessment, immediate measures will take place by the property manager to engage the services of a suitable tradesperson to address the situation.

6.2 Graffiti Management

In the event of graffiti, the company will endeavour to address the situation within 24 hours by any means possible. If the company is unable to personally fix the problem, then the services of a graffiti removal company will be engaged to ensure the graffiti is removed within 3-5 days.

6.3 Rubbish Removal

Dumped rubbish outside the premises will be viewed as detriment to the company and as such will be disposed of immediately.

6.4 Waste Management

The amount of waste/garbage generated will be minimal and would likely require emptying by staff approximately two times a week. There will be no food based waste generated at the premises. Bins will be provided within the premises and adjacent the entry. All wastes will be stored in approved containers placed inside the premises before being removed for disposal by Council or appropriate contractors. The existing building has a designated waste collection area that is sufficient for the disposal of waste generated by the proposed fit out.

6.5 Cleaning

Cleaning of the premises will be carried out on a daily basis and include cleaning of all cardio machines, weight machines, showers and toilets and general gym areas.

7 Complaint Handling and Dispute Resolution

This Complaint Handling and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties.

The purpose of this Policy is to outline a set of procedures to effectively and fairly respond to complaints and disputes in a professional and timely manner. This Policy provides a process for handling and resolution of complaints and disputes between Active Physio Gym and its members, employees and surrounding residents and businesses.

The objectives of this Policy are to establish a process to:

- Record, action and resolve complaints and disputes;
- Review and monitor performance against the procedures outlined in this Policy.

7.1 Dealing with Client Disputes

To maximise the chance of a successful resolution the company will:

- Listen to what the complainant has to say;
- Request documentary evidence if required to verify the facts;
- Negotiate face-to-face in a calm and professional manner;
- Provide accurate information on the options available to the complainant for resolution of the issue

7.2 Communication

The contact details including a phone number of the manager/owner will be made available 24 hours, 7 days on the outside of the premises.

7.3 Procedures for Receiving Complaints

If a complaint is submitted, the company:

- Must, if the complaint is verbal, either resolve it “on the spot” or acknowledge receipt of the complaint and follow the procedures in this policy to deal with and resolve the complaint in good faith;
- Must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the complainant’s information;
- Must ensure that the complaint receives proper consideration resulting in a determination;
- Must act in good faith in dealing with and resolving the complaint;
- Must investigate the complaint including by:
 - o Seeking all relevant information from the complainant; and

- o Obtaining all relevant information from employees.
- Must keep the complainants informed of progress towards resolving the complaint.
- Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the club of the complaint: - The determination in relation to the complaint;
- o The remedies (if any) available to the complainant; and
- o Information regarding any further avenue for complaint.
- No action will be taken on anonymous complaints except in exceptional circumstances or at the discretion of the company.

7.4 When a Complaint will be Treated as Resolved by the company:

- Where the complainant has been notified in writing of a decision and no response has been received, the complaint will be treated as resolved by the club.
 - Where the complaint has been resolved to the complainants satisfaction “on the spot”;
- or
- Where the complainant has been notified of a decision about a complaint and no response has been received.

7.5 Recording the Complaint – Complaints and Disputes Register

A Complaints and Disputes Register will be established, maintained and kept up-to-date. The Register will be comprised of a copy of each Complaint Report.

The Register includes the following information about every complaint that is received:

- Date complaint is made;
- Nature of complaint / issue;
- Action taken to investigate the complaint;
- Date resolved; and
- How the complaint was resolved.