



# Operational Management Plan

Registered Office:  
Pacific Group of Christian Schools Limited  
9-15 Quarry Rd Dural NSW 2159

**Educational Establishment.**  
**Pacific Brook Christian School – 72-74 Maitland Street, Muswellbrook**

6 August 2024



## **1.0 Introduction**

This Operational Management Plan has been prepared to accompany a Development Application to Muswellbrook Shire Council.

The purpose of this Operational Management Plan is to:

- Detail the operational specifics of the site that has been submitted Council to support the Development Application.
- Provide guidelines and management practices for the day-to-day operation of the site,
- Ensure that the ongoing operation of the subject site will not adversely affect the amenity, safety and wellbeing of staff and students, surrounding neighbours, or the wider community and
- Communicate the proposed use of the educational establishment, and to ensure that its operation:
  - Is well managed;
  - Is undertaken with regard to the surrounding area; and
  - Takes a proactive role in being a responsible neighbour within the local area.

## **2.0 Site and Locality Details**

The subject site is located at 72-74 Maitland Street Muswellbrook NSW 2333 across the road from the McDonalds. The site presently consists of a gravel entry and exit driveway, a nursery, office, large metal shed out the back, and a glasshouse. There is also a cottage with a separate driveway entrance. Subsurface infrastructure consists of stormwater drains, septic tanks, sewerage and electrical.

### **2.1 Proposed usage**

It is proposed that the site be used for an educational establishment and will comprise students from Kindergarten to Year 12. The pedagogy of the school includes making connections within the local community and we also plan on strong connections with the local Aboriginal population and as will include a yarning circle on site.

Built form on the site will replace the existing structures/improvements in order to support the use of the site for school.

### **2.2 Hours of Operation**

#### **2.2.1 Operating Hours**

The educational establishment will be used during the following hours:

- Mon – Fri 8.50am to 3.10pm
- Saturdays and Public Holidays – Nil

#### **2.2.2 Bell times**

The bell times are listed below:

##### **Bell time 1**

- Devotions – 8.50am
- Class 1 – 9.10am
- Class 2 – 10.00am
- Recess – 10.50am (20 minutes)
- Class 3 – 11.30am
- Class 4 – 12.20pm
- Lunch – 1.10pm (20 minutes)



- Class 5 – 1.30pm
- Class 6 – 2.20pm
- Finish – 3.10pm

## **2.3 Parking**

The proposed development will include a new car park with a total of 15 bitumen car parking spaces near the entry way at the existing western crossover. School staff will park here.

Entry to the site will be via the north-western crossover and exit via the south west crossover.

Kiss and drop area will be operational within the school boundary, accommodating up to 20 vehicles.

## **2.4 Population & Access**

Maximum student capacity 140.

Maximum staff capacity 16.

## **2.5 Waste Storage**

Waste bins will be located throughout the school and collected by Pacific Brook Christian School staff before being transferred to the waste storage area located in a secure area near the junior school.

Waste collection will occur weekly by a private waste contractor. Vehicular access will be via the car park and reversing into the waste storage area. The waste vehicle will then exit the site in a forward direction. Waste collection will occur outside of peak child drop off and pick up times.

Property staff will be trained on collection and transfer of waste from individual bins to the waste storage area, including the separation of general waste and recyclable material.

Waste/recyclables from the building will be collected on a daily basis by building cleaners and transported to the main waste storage area.

Cleaners will be responsible for emptying bins into the 1100 litre (Mobile Garbage Bins) MGB's.

Bins are proposed as follows:

- General waste – 2 x 1,100L MGB collected twice weekly
  - Recyclable – 1 x 1,100L MGB collected twice weekly
  - Organic – reused onsite where possible. Other organic waste to be removed from site by school staff.
- A copy of the Operational Waste Management Plan will be kept in an available place for all staff to review and access.

## **2.6 Deliveries**

Deliveries to the site are minimal and will be limited to materials for educational and trading use. Delivery vehicles will use the Kiss and Drop for Canteen deliveries.

All deliveries will be undertaken in normal operational hours but outside of peak traffic times of pick up and drop off.



## **2.7 Amenity**

The proposed operation of the site will be conducted in such a manner as to not interfere with or materially affect the amenity of the neighbourhood by reason of noise, parking, traffic generation, or otherwise.

## **2.8 Noise management**

Operation of school and after hour activities is to be limited to those times specified in the Noise and vibration impact assessment. A copy of the Noise and Vibration impact Assessment is to be made available to all staff.

External speakers for PA and bells will be designed to face away from residential properties.

Waste removal is to be scheduled to not interfere with child rest periods or pick up/ drop off peak times.

Ground Maintenance is not to occur before 7am or after 6pm Monday to Fridays or on weekends or Public Holidays.

A 1.8m high imperforate boundary fence will be installed and maintained from the waste area to near the road boundary.

Windows in classrooms will be closed where music practice occurs outside of normal class hours.

## **2.9 School and School Staff Responsibilities**

All school staff shall be made familiar with this Plan of Management.

At all times when students are present on site, there will be a Pacific Brook Christian School staff member on site who, in conjunction with other activities, will be responsible for the operation and safety of the site.

## **2.10 Emergency Procedures**

Pacific Brook Christian School will devise a plan of action for emergency procedures and staff will be trained in the use and implementation of this plan. This will be prepared and implemented in accordance with the school's current plans and procedures.

In accordance with fire safety regulations, the fire evacuation plan will be prominently displayed throughout the site.

In accordance with our flood management evacuation plan, we will prominently display our action plan throughout the site.

### **2.10.1 Emergency Service access**

Emergency service access will be provided via the crossover to the north west. Staff will be advised when emergency services are enroute to the school and unlock the access gate.

## **2.11 Complaints process**

Pacific Brook Christian School has a clear complaints management process which is kept within our Complispace Software Management System. Our ability to identify, manage and promptly resolve complaints, received from parents, students, and other key stakeholders, is a key part of our Governance Program.

To manage complaints effectively, we have established a Complaints Handling framework in line with the Pacific Brook Christian School – Operation Management Plan – August 2024



Australian and International Standard for Complaints Handling (AS ISO 10002-2006). All written complaints will be acknowledged in writing by the School and responded to as soon as possible. Where it is suitable to organise a face-to-face meeting to resolve the complaint, this will occur.

## **2.12 Performance Assessment and Review**

This Operational Management Plan should not be seen as an end point in the planning process, but rather as a flexible document and the basis for ongoing management. This Operational Management Plan is to be used as a general guide to the day-to-day operations of the proposed educational establishment.

It is anticipated that the Operational Management Plan will be further refined year after year by Pacific Brook Christian School as they update internal policies and pivot to suit their changing needs.

For this reason, the detail and contents of this Operational Management Plan should be considered adaptable.

Pacific Brook Christian School shall give consideration to a review of the Operational Management Plan every twelve (12) months to determine whether the objectives of the Operational Management Plan have been achieved. This is considered necessary to assess the effectiveness of the Operational Management Plans and ensure its ongoing relevance to the day to day running of the site.

The Operational Management Plan must remain consistent with community and Council expectations and the changing requirements of users and laws in society. If, at any time, it is apparent that the provisions of the Operational Management Plan require amendments, a new operational management plan will be prepared in consultation with Muswellbrook Shire Council.