



Operational / Management Plan Holiday Accommodation

1. Property Information

Property Address: 198 Mary Street, Wanneroo WA 6065

Office Contact Person: Operations Manager – Telephone 08 6400 6636

Description:

Per the site plans attached, thirty (30) 20ft expandable homes will be installed in stages within the **Edxcellence Incorporated** premises. The units will be designed and used as temporary holiday accommodations for groups and organisation wishing to use the reception centre for permitted functions (terms and conditions will apply).

2. Host / Emergency Contacts

Host: Edxcellence Incorporated

Phone: 08 6400 6636

Email: info@impactcentre.org.au

After-Hours / Emergency Contact Procedures:

A duty manager will be contactable 24/7 via the main phone number. Emergency protocols include:

- Evacuation assembly point signage at each unit
 - Emergency contacts (police, fire, ambulance) displayed in each dwelling
 - First aid kit and fire extinguisher in each unit
 - Emergency lighting and site map in the welcome pack
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3. Accommodation Details

- **Maximum number of guests:** 120 people at any given time
- **Maximum night stay:** a minimum 2 nights
- **Host present on site:** Yes – onsite caretaker onsite for security purposes
- **Guest arrival time:** From 2:00 PM
- **Guest departure time:** By 11:00 AM

Guest Areas:

Guests will have access to the expandable homes, function centre (hall), and the designated outdoor common areas. Restricted zones include caretaker quarters, and adjacent living quarters.

Check-in / Check-out Procedures:

- Guests greeted by the host on arrival and provided with a welcome pack containing emergency and safety information.
 - Site walkthrough and safety briefing conducted.
 - Upon departure, guests return keys and ensure waste is disposed of in the designated bins.
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4. Facility Bookings

Modality:

- Bookings processed through the property's central online booking system.
- Community rates offered for non-profit and school groups.
- Unless specified otherwise, the facility will be available seven days a week.

Important Note: We reserve the right to refuse or cancel bookings

5. Holiday Accommodation

Purpose:

To offer onsite accommodation for persons, groups and organisations seeking temporary holiday accommodation while engaging in permitted use of the functions/reception centre.

Conditions of Use:

- Guests must sign an **Accommodation Agreement** and comply with the **Code of Conduct**.
- Guests must have need to use the reception centre
- Up to 120 persons will be accommodated on the site per time
- Stay limited to minimum two (2) nights unless otherwise approved.
- No drop-in guests allowed.
- Drugs, alcohol, and disruptive behaviour strictly prohibited.
- Security and privacy maintained for all residents.

Oversight & Support:

- Caretaker or duty manager on-site 24/7 for security purposes.
 - Contacts provided for emergency purposes.
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6. Advertising and Guest Screening

Advertising Platforms:

- Organisation website
 - Community partner networks
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- Direct bookings via email/phone (no public or Airbnb listings)

Guest Screening:

- Bookings accepted only from registered groups (schools, corporate teams).
 - Proof of identity and program details required prior to confirmation.
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7. Noise and Amenity**Noise Management Measures:**

- Majority of activities held in the enclosed auditorium.
- Quiet hours: 10:00 PM – 7:00 AM.
- Property is isolated, with the nearest neighbour over 300 metres away.
- Noise impact minimal even within the compound.

Anti-Social Behaviour Control:

- Duty manager on site or on-call.
- Group leader responsible for overall group conduct.
- Immediate warning or eviction issued for breaches.

Guest Responsibilities Notification:

Each guest receives a **Code of Conduct** outlining expectations for behaviour, cleanliness, and safety. The Code is also displayed in each home and shared in pre-arrival communications.

8. Complaints Handling

Complaints Contact: Operations Manager – 08 9400 6636

Procedure:

1. Complaints logged immediately upon receipt.
2. Duty manager investigates promptly.
3. If valid, corrective action taken (e.g., verbal warning, inspection).
4. Written response provided within 48 hours.

Eviction Process:

The manager reserves the right to request immediate departure for breaches of the Code of Conduct or local laws.

9. Security

- CCTV installed at entry points and key communal areas.
 - Lockable gate at property entrance.
 - On-site caretaker/manager available 24/7.
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10. Bush Fire Management

Risk Context:

The site is located in the City of Wanneroo, an area subject to seasonal bushfire risk. Preventive and responsive strategies are implemented to ensure guest safety and property protection (bush fire management and evaluation plans attached).

Risk Mitigation and Preparedness Measures:

- **Firebreak Compliance:**
Annual maintenance of firebreaks around the entire perimeter of the property in accordance with the City of Wanneroo Fire Control Notice.
- **Vegetation Management:**
Regular mowing and clearing of dry grass, leaves, and combustible materials within a 20-metre radius of all expandable units and communal areas.
- **Building Design:**
Expandable homes constructed using non-combustible materials with metal roofing; gutters kept clear of debris.
- **Fire Equipment:**
 - Fire extinguishers and fire blankets installed in each unit and communal area.
 - Hydrant or water tank with hose accessible within 90 metres of all buildings.
 - Smoke alarms fitted in all units and tested monthly.
- **Evacuation and Safety Plan:**
 - Clearly marked evacuation routes and assembly points displayed in all units.
- **Guest Information:**
 - Bushfire safety information included in guest welcome pack.
 - On arrival, guests briefed on emergency procedures and evacuation points.
- **Coordination with Authorities:**
 - Property registered with local emergency services for priority communication.
 - Contact maintained with the City of Wanneroo Fire Management Team and DFES.

Response Protocol:

- On detection of fire or DFES warning, immediate evacuation to designated assembly area (cleared central ground near main building).
 - Duty manager contacts **000** and activates internal communication chain.
 - Guests accounted for and vehicles directed via the safest exit route (Mary Street access).
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11. Traffic Management**Access and Entry:**

- Single vehicle entry and exit point via **Mary Street** with clear directional signage.
- Speed limit of **10 km/h** applies within the premises.

Traffic Safety Controls:

- Temporary traffic cones and signage used during high-occupancy events.
 - Access for emergency vehicles maintained at all times.
 - Guests notified of parking and access arrangements prior to arrival.
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12. Guest Register and Record-Keeping

- Daily guest register maintained by the operations office and accessible by the Duty Manager.
 - Register includes:
 - Full name and contact details of guests
 - Arrival and departure dates
 - Room/unit number
 - Emergency contact details
 - Referring organisation (if applicable)
 - Electronic copy securely stored in the office database.
 - Register made available to emergency services if required.
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13. On-Site Facilities

- **Accommodation Units:** 30 expandable homes, each with kitchenette, living area and bedding.
 - **Common Areas:** Surrounding grounds.
 - **Meeting Spaces:** Enclosed auditorium.
 - **Safety Equipment:**
 - Fire extinguishers and smoke detectors in each dwelling
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- First-aid kits in main building
 - **Accessibility:** At least two accessible units compliant with disability standards.
 - **Waste:** Clearly marked bins and signage at convenient points.
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14. Catering

- Venue does not provide catering.
 - Homes are equipped with basic self-catering facilities (microwave, kettle, fridge).
 - Group organisers responsible for meal preparation and safe food handling.
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15. Car Parking

On-Site Parking:

- Capacity for up to 200 vehicles.
- Clearly marked parking bays and directional signage in place.

Notification:

Parking information provided in pre-arrival correspondence and reinforced through onsite signage.

16. Maintenance

- Monthly inspection of all structures, utilities, and safety equipment.
- Annual safety audit and pest control program.
- Maintenance log maintained by the caretaker and reviewed quarterly.

Cleaning Schedule:

- Full cleaning of each home between guest stays.
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17. Waste Disposal

- General waste and recycling bins available throughout the site.
- Weekly collection by private provider.
- Additional bins available on the premises
- Clear signage provided near each dwelling for waste separation.