

Marina Reserve Operations Plan

28 November 2011

Marina Reserve Operations Plan	Trim Folder	76/04/20
	Approval Date	28/11/11
	Approved by	Council
	Review date	6 months after completion of works at the reserve
	Expiry date	n/a
	Version No	1
Responsible Officer	Special Projects Manager	
Authorising Officer	CEO	

Purpose

The Marina Reserve Operations Plan will cover all day to day use, management and maintenance of the car park, gates, toilet, skateable infrastructure, bbqs and/or any other areas within the area covered by the masterplan works. It will come into operation once the contract for construction works commences.

Topics

Topics	Standard	Who to contact if issues arise
General condition of the reserve	<p>Marina Reserve is to be maintained as an attractive and safe environment and essential works are to be carried out in order to maintain and enhance the recreational capacity of the reserve.</p> <p>Active recreation and skateable space: The space is to be cleaned as follows:</p> <ul style="list-style-type: none"> • April to October – once a week • November to March – every second day. <p>Cleaning will be monitored and there is scope to increase cleaning if required.</p> <p>BBQs: BBQs are to be fully cleaned:</p> <ul style="list-style-type: none"> • April to October - once daily • November to March - twice daily in the morning and afternoon. <p>Toilet: The toilet is to be cleaned as follows:</p> <ul style="list-style-type: none"> • April to October - twice daily in the morning and afternoon • November to March - three times daily. <p>Litter:</p> <ul style="list-style-type: none"> • Litter bins in general reserve area, emptied Monday, Wednesday and Fridays (and Saturdays and Sundays over summer). • Litter bins in carpark area, emptied 7 days a week. 	<p>In the case of any cleaning, maintenance or other related issue contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p> <p>If you wish to report a complaint or a request, contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p> <p>If you find a discarded syringe:</p> <ul style="list-style-type: none"> • on private property - call the Disposal Helpline on 1800 552 355. • on public land – call ASSIST Service Centre to arrange for collection and disposal on 9209 6777.

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	<ul style="list-style-type: none"> Recycling bins in winter emptied Thursdays and in summer emptied on Mondays and Fridays. <p>There is scope to increase litter inspections and bin emptying if required.</p> <p>Graffiti:</p> <ul style="list-style-type: none"> on public property <p>Graffiti is cleaned within 2 days of notice or within 24 hours if it is deemed vulgar or offensive.</p> <p>In the first year of operation following the completion of the works, Marina Reserve will be deemed an area to be checked area 2 to 3 times a week.</p> <ul style="list-style-type: none"> on private property <p>Call Council to arrange for Council's Graffiti contractor to come out and clean the graffiti from property at no cost.</p> <p>Balance of the reserve including the grassed area, garden beds, playground, signage and other elements within the reserve:</p> <p>Inspection and maintenance is to occur on the following basis:</p> <ul style="list-style-type: none"> Marina Reserve – weekly as part of the weekly review of the foreshore Paths/Park furniture - monthly Playgrounds - weekly Water Sensitive Urban Design – fortnightly Grass areas – 2 – 3 weeks (indicative mowing program: September to April – 14 days, May to August – 21 days). 	

Topics	Standard	Who to contact if issues arise
	<p>Response times to call outs: Works within Marina Reserve are to be made safe, repaired or its condition rectified in accordance with the following response times:</p> <ul style="list-style-type: none"> • Emergency - The condition has caused or the potential to immediately cause serious injury to person or property (Council, MERO request for Emergency assistance) - 1 hour • Urgent - If the condition is not attended to within the specified period it will have the potential to cause injury to persons or property - 24 hours • Complaints - Issues relating to staff conduct, or poor performance or safety standards - 48 hours • Playground Maintenance - Routine maintenance not considered 'emergency' or 'urgent' - 5 days • Parks Maintenance - Routine maintenance not considered 'emergency' or 'urgent' - 10 days, 	
Car park	<p>The carpark is to be kept in a clean and tidy condition in accordance with Contract Specification 1585. The carpark gates are to be closed each day between 11p.m. and 6 a.m.</p>	<p>If there are any issues with the closing and opening of the gates please contact ASSIST Service Centre on 92096777</p>

Topics	Standard	Who to contact if issues arise
Noise emanating from the reserve	<p>An unreasonable level of noise should not emanate from Marina Reserve during the day time or during the evenings.</p> <p>As a guide:</p> <ul style="list-style-type: none"> During the daytime, noise from people skating, cycling or talking is not generally considered to be unreasonable. <p>During the evenings, noise that is loud and ongoing (including musical instruments and electrical amplified sound reproducing equipment) may be considered to be unreasonable</p>	<p>In the case of an unreasonable level of noise please contact:</p> <ul style="list-style-type: none"> Council on 9209 6777 during office hours Police – after hours on 000
Toilet	<p>The toilet is to be kept in a safe, functional, clean and tidy condition in accordance with Contract Specification 1384. The toilets are to be open from dawn to dusk.</p>	<p>If there are any issues with toilet please contact the following:</p> <ul style="list-style-type: none"> in relation to cleanliness/ maintenance/opening hours – ASSIST Service Centre 92096777 in relation to anti-social behaviour – Police on 000
Beach Cleaning	<p>The beach is cleaned to achieve a standard of amenity that is clean, free of risks to health and safety, and attractive in accordance with joint venture service level agreement 0454</p>	<p>If there are any issues with beach cleaning please contact the Street and Beach Cleaning coordinator via ASSIST Service Centre on 92096777</p>
Camping on the foreshore	<p>Overnight camping on the foreshore and overnight stay within vehicles within the Marina Reserve car park are not permitted</p>	<p>If you see someone camping or staying overnight in a vehicle please contact ASSIST Service Centre on 92096777 to report the incident.</p>

Topics	Standard	Who to contact if issues arise
		<p>If there are issues with camping on the foreshore or within the car park, please contact ASSIST Service Centre at Port Phillip Council on 92096777</p> <p>In relation to anti social behaviour please contact Police on 000</p>
Jet skis and motorised boats	Jet skis and motorised boats are not allowed to be launched from the beach between Marina Reserve and south of Brookes Jetty.	<p>If there are issues with the launching of jet skis or motorised boats on the foreshore, please contact the following:</p> <ul style="list-style-type: none"> • Water Police – 9399 7500 (24 hours) • Parks Vic – 13 19 63
Dogs off leash	Marina Reserve is a dog off leash area. All dogs in off leash areas need to be in 'effective control' of their owners/handlers.	<p>If there are conflicts with a dog, please contact ASSIST Service Centre on 9209 6777 (24 hours) who will direct the call to the Council's animal management officer during office hours and after hours.</p> <p>If there is an immediate serious threat by a dog after hours please call the Police on 000</p>
Public safety	Users of Marina Reserve should be able to use the reserve without any public safety concerns.	<p>If there are issues in relation to public safety including anti –social behaviour, please contact the Council on 9209 6777</p> <p>Where an urgent response to anti-social behaviour is required please call the Police on 000</p>
Bike Riders	Bike riders are able to cycle along the new dedicated cycle path or along the shared path. Bike riders must	In the case of any cycle related issues please contact Port Phillip Council by

Topics	Standard	Who to contact if issues arise
	comply with <i>Road Safety Road Rules 2009</i> .	calling ASSIST Service Centre on 9209 6777 Where an urgent response is required on a cycling related matter please call the Police on 000
Rakali	No disturbance to Rakali's habitat	In the case of any concerns regarding the Rakali please contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777
Long boat users	Current arrangements for the Kai Opua Club (the Australian Outrigger Canoe Racing Association) to continue	In the case of any issue regarding the long boat users contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777 The Outriggers group can be contacted via their website at http://kaiopua.outriggers.com.au
Parking enforcement	Parking should be consistent with the stated on street parking restrictions.	Contact Council via ASSIST Service Centre on 9209 6777 for general queries in relation to parking or for any parking enforcement issue outside of normal business hours. If a vehicle is blocking a driveway, it may be possible to have it towed away. To report a problem with a vehicle blocking a driveway call ASSIST Service Centre on (03) 9209 6777 and ask to report a vehicle blocking a driveway. If an obstruction occurs outside business hours, please telephone the after hours parking emergency number 0407 304 449.
Events	Events and activities to be conducted on Marina Reserve	If there are questions regarding events in

Topics	Standard	Who to contact if issues arise
	in accordance with the Outdoor Event Policy except no skating competitions are permitted. All events and activities must receive a permit from Council.	the park, contact the following <ul style="list-style-type: none"> • Events – Port Phillip Council Events Team – 9209 6355 • Weddings – Port Phillip Council Weddings bookings – 9209 6730 • After hours – 9209 677
Launch of Marina Reserve works	Launch of Marina Reserve to support a successful park that all users can enjoy	
Ongoing management, monitoring and community involvement	Community involvement leads to positive activity and local ownership and care of the reserve.	

During construction

Topics	Standard	Who to contact if issues arise?
Construction phase	The impact of works on nearby resident in relation to noise, dust, and litter from the construction site should be minimised Hours of construction are to be limited to: <ul style="list-style-type: none"> • 7.00 am to 6.00 pm Monday to Friday • 9.00 am to 3.00 pm Saturday • no works on Sunday • no works on a public holiday 	If issues arise during construction, the site manager should be contacted via ASSIST Service Centre on 9209 6777 or by the on site number (To be advised)

Attachment 1 – Port Phillip Council Outdoor Event Policy

COUNCIL POLICY



Outdoor Events Policy	TRIM folder:	76/01/160
	Approval date:	2011
	Approved by:	Council
	Review Date	2014
Responsible Officer: Manager Culture & Leisure	Expiry Date	NA
	Version No	1
Authorising Officer:	CEO	

1. PURPOSE

To provide a framework through which the City of Port Phillip assesses and approves applications for outdoor events to be held in open space managed by Council within the municipality.

2. SCOPE

The policy applies to all external applications for events in outdoor space managed by Council within the municipality.

This policy does not apply to:

- indoor events;
- Council-organised events (such as the St Kilda Festival);
- community sporting club activities at sportsgrounds or casual sporting use of sportsgrounds;
- commercial recreational activities to which the Councils "Outdoor Commercial Recreational Activities Policy 2010" applies;
- weddings or private functions of less than 200 people;
- footpath trading;
- outdoor markets;
- street stalls, collections, raffles, busking or small promotional activities;
- neighbourhood street parties of less than 200 people.

3. REFERENCES

- City of Port Phillip Local Law No. 3 Community Amenity December 2008
- City of Port Phillip Council Plan 2009 - 2013
- City of Port Phillip Disability Action Plan 2008 – 2012
- City of Port Phillip Catani Gardens and Southern Foreshore Management Plan 2010

- City of Port Phillip Open Space Strategy 2009
- City of Port Phillip Outdoor Commercial Recreational Activities Policy 2010
- City of Port Phillip Festivals Framework (in development)
- City of Port Phillip Laneway Strategy (in development)
- City of Port Phillip Market Policy (in development)
- City of Port Phillip street stalls, collections, raffles and busking internal guidelines
- Crown Land (Reserves) Act 1978.

4. DEFINITIONS

In this policy:

- 4.1. "event" means an organised sporting, recreational, cultural, commercial or social gathering of people which is held on land managed by the Council;
- 4.2. "major event" means an event which involves:
 - estimated participation or attendance of more than 1000 people; and
 - a road closure requiring additional approvals from a government authority (such as Victoria Police or VicRoads); and
- 4.3. "long stay event" means an event conducted over two or more successive days.

5. COUNCIL POLICY

5.1. POLICY PRINCIPLES

- 5.1.1. Programmed activities and events are an important use of parks and open space where they:
 - support recreation and leisure opportunities;
 - encourage enjoyment of the park and foreshore by diverse users;
 - contribute to the local economy; and
 - contribute to an active and healthy community.
- 5.1.2. The programming of events in parks and open space must be balanced against:
 - local impacts on residents and traders;
 - the use of parks for informal rest and relaxation; and
 - the impact on the park and open space, especially in the case of heritage parks.
- 5.1.3. Major events and associated foreshore road closures during the peak season of November – March will usually be limited to approximately 12 events.

- 5.1.4. Major events will be scheduled so that major road closures take place in the same location no more than two weekends in a row.
- 5.1.5. Long stay events will usually be limited to no more than two per annum per site.

5.2. REQUIREMENT FOR PERMIT AND AGREEMENT

- 5.2.1. An event may only be conducted on Council managed land if
 - a permit has been issued under Community Amenity Local Law No. 3; and
 - the applicant has entered into an agreement with the Council in a form required by the Council.
- 5.2.2. In the case of a major event, the Council may require the agreement to be a licence under the Crown Land (Reserves) Act 1978.
- 5.2.3. Generally, permits will not be issued for a duration of more than 1 year. However, in some circumstances a multi-year permit may be considered by the Council, in relation to events held annually which have a history of high quality event management.

5.3. APPLICATION PROCESS

- 5.3.1. In general, major events on or near the foreshore which do not have a current multi-year permit must be applied for during the annual competitive expression of interest process.
- 5.3.2. Other events may be applied for all year round.
- 5.3.3. Applications must be in writing and provide all requirements requested on the application form.
- 5.3.4. For events of a commercial nature the following provisions apply
 - If required under any applicable guidelines or policies issued from time to time by the Department of Sustainability and Environment, Council will conduct a competitive expression of interest process prior to granting an event permit.
 - In all other cases, Council may choose whether or not to conduct a competitive expression of interest process prior to granting an event permit.

5.4. APPLICATION REQUIREMENTS

An applicant for a permit or licence to conduct an event should demonstrate the following in their application:

- Community Benefit demonstrated through some or all of a range of:
 - Improving health and wellbeing
 - Delivery of social and/or cultural outcomes
 - Encouraging participation by City of Port Phillip residents including children, young people, older adults, women and people with disabilities
 - Sustainable tourism
 - Positive economic impact for the local community

- Partnerships with existing local clubs, businesses and community interests
 - Activating underutilised public space
 - Providing a diversity of events
- Control of Community Impact demonstrated through all of:
 - Managing competing demands for use of the public domain, so a balance of opportunities are provided for the whole community
 - Limited disruptions for local community accessing space
 - Protection of the amenity of residents in event locations
 - Impacts ameliorated for residents as far as practicable
- Ability to produce event demonstrated through all of:
 - History of event organisers
 - Risk management and safety practices
 - Other endorsements or certification where relevant
- Control of Environmental Impact demonstrated through all of:
 - Minimal and temporary impact on environment
 - Sustainable use of public space
 - Protection of fauna and flora.
 - Avoiding overuse of any open space
- Site suitability demonstrated through:
 - Availability of suitable amenities as relevant
 - Where possible, choice of a site which is relatively less activated or which has relatively fewer events scheduled.

5.5. EVENT APPROVAL

- 5.5.1. Major recreational events on or near the foreshore will be the subject of an annual advertised expression of interest process.
- 5.5.2. If the Council officer considers that there are special and urgent circumstances, a major foreshore event or a long stay event demonstrating significant community benefit may be approved by officers under delegation.
- 5.5.3. Major event and long stay event applications made through the advertised annual competitive expression of interest process will be considered at a Council meeting.
- 5.5.4. Generally, except in exceptional circumstances, the Council will not:
 - approve more than 12 major events with road closures on the foreshore over the period from November – March in any year;
 - approve more than two long stay events per annum per site;
 - schedule major events so that major road closures take place in the same location on more than two weekends in a row.
- 5.5.5. Other event applications will be considered under officer delegation throughout the year.

5.6. LIMITATIONS/RESTRICTIONS

- 5.6.1. The following activities are not permitted as it is considered they pose unacceptable safety, amenity or environmental concerns:
- Aircraft and helicopter landings (except in emergencies)
 - Bonfires (exemption for cultural significance)
 - Fireworks.
- 5.6.2. The following events and activities are not permitted under this policy:
- Events promoting tobacco or gambling
 - Events for which the main purpose is alcohol promotion
 - Activities which are directly opposed to objectives in the Council Plan.
- 5.6.3. All events must comply with relevant government standards and regulations.
- 5.6.4. All signage and other uses must comply with the Port Phillip planning scheme and the applicant must obtain a planning permit if required.
- 5.6.5. All parking and vehicle usage is subject to Council parking restrictions, local laws and state road rules. If required by the Council, the applicant must develop and implement site management and traffic management plans in accordance with Council's requirements.
- 5.6.6. Mass helium balloon release will only be permitted on if the balloons are made from biodegradable products.
- 5.6.7. Events involving endangered animals, or cruelty to animals, are not permitted.
- 5.6.8. The distribution of promotional samples must occur a minimum of 100m away from kiosks and restaurants selling similar products.
- 5.6.9. Applicants must not use heritage gardens in a way that would detract from their heritage values will be provided with a higher level of protection against potential damage or overuse. They will be used in accordance with any applicable management plans.
- 5.6.10. Events which are purely of a commercial nature with no additional community benefit will not be permitted.

5.7. REQUIREMENTS

- 5.7.1. Events must meet all legal requirements, including obtaining approvals related to building occupancy, health, and liquor licensing.
- 5.7.2. Council officers may consult other agencies as they consider appropriate, including Victoria Police and VicRoads, in considering applications and imposing conditions.
- 5.7.3. Road closures and on-road events will require a traffic management plan and are subject to approval from a Council traffic engineer. The following will be considered when approving road closures:
- Number per year
 - Reccurring closures for the same section of road
- 5.7.4. All major events require public liability insurance indemnifying Council and other events will require insurance as requested by officers.

- 5.7.5. Council officers may require applicants to develop and implement other relevant documents including risk management, emergency management, site and waste management plans.

5.8. FEES

- 5.8.1. Fees will be set through the annual Council budget process, or as varied by Council resolution.
- 5.8.2. Fees for community or charity events may be reduced or waived as negotiated.
- 5.8.3. Event organisers will be required to reimburse council for the cost of any restoration or repairs which are required as a result of the event and/or its associated activities. A bond in advance may be required.
- 5.8.4. In determining the licence fee or other amount to be paid by the applicant for an event of a commercial nature, the Council may have regard to any applicable guidelines or policies issued from time to time by the Department of Sustainability and Environment.

6. ATTACHMENTS

- NIL

Attachment 2 – Resolving service requests and complaints made to Council

Managing and resolving service requests and complaints from the community is an important part of Council's commitment to the provision of quality services. Your comments and requests provide us with valuable feedback that helps Council continuously improve and review its services.

How do I request that a service such as maintenance be undertaken or make a complaint about a matter?

You can lodge a request or make a complaint by telephoning us, writing to us or online

Mail: City of Port Phillip, Department Name, Private Bag 3, ST KILDA 3182

Phone: (03) 9209 6777

Make a request via our online feedback form at www.portphillip.vic.gov.au or email assist@portphillip.vic.gov.au

TTY users call National Relay Service on 133 677

Speech impairment users call National Relay Service on 1300 555 727

How will my complaint or request be investigated?

When our ASSIST Service Centre team receives your complaint or request it will be recorded in our customer request system. You will receive acknowledgement from us that your complaint or request has been received and be provided with a customer reference number.

When we receive your complaint or request, we will direct your concern to the most appropriate person who will be responsible for keeping you up to date on the progress of your complaint or request.

When making a complaint or request please ensure that you provide all relevant facts and, where possible, include dates, times and contact names. If you have an email address and a mobile phone number, it's helpful to include these too.

Note that we handle personal information in accordance with privacy laws and will use that information only for the purposes of handling the complaint or request in accordance with the *Privacy Act 2000*.

Attachment 3 – Shared paths

Shared paths are multi-user paths used by all types of people. They are designated by a shared path sign and are covered under the road rules.

Bike riders should expect to share the space with people of all ages and paces, including those walking, rollerblading, using prams and jogging.

The main points of etiquette to observe on shared paths include:

- . being considerate of other path users;
- . keeping left unless overtaking (overtake on the right);
- . riding at an appropriate speed - keep it at running pace or below (about 20-25km/h maximum);
- . wheeled traffic giving way to foot traffic;
- . ringing your bell gently, calling 'passing' and slowing when passing others; and
- . moving off the path if stopped.

Obeying these rules will make shared paths enjoyable for everyone.