



Corona Projects

DEVELOPMENT APPLICATION

PLAN OF MANAGEMENT

Change of use to medical centre including demolition, internal alterations, and signage

99-101 Newcastle Street, East Maitland

March 2024



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1. Introduction

The site is located at 99-101 Newcastle Street East Maitland and is legally described Lot 2 in Deposited Plan 785381. The site is located on the southern side of Newcastle Street, between Emerald Street and Mill Street. The site features rear vehicular access from Courtland Street.

The site is located within the local commercial centre of East Maitland. The locality comprises a mix of commercial, retail and residential development of buildings heights typically of two to three storeys. The site adjoins a one storey brick building containing a performing arts studio to the east at 103 Newcastle Street. The site adjoins a two-storey mixed materials building containing a commercial tyre company to the west at 91 Newcastle Street. Both of these adjoining sites are heritage items and are located within the East Maitland Conservation Area.

2. Purpose

This Plan of Management (POM) accompanies the proposed Development Application at Lot 2 in Deposited Plan 785381 for the change of use to medical centre including demolition, internal alterations, and signage. The POM seeks to provide detail on the use and management of all proposed uses of the development. This plan covers the following-

- Operational Details;
- Hours of operation;
- Staffing Arrangements;
- Noise;
- Emergency Procedures; and
- Management Measures



3. Operator

The Business will be operated by Hunter River Medical Centre. The use will be for the purpose of a medical centre.



4. Signage

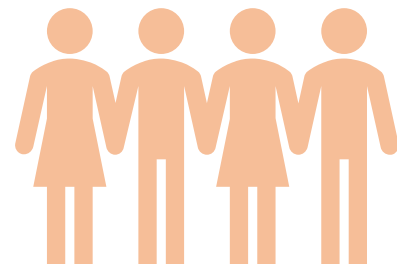
The business signage includes an above awning sign, a fascia sign and a flush wall sign on the side of the building.

5. Hours of Operation and Capacity

The following hours of operation are proposed:

DAY	HOURS
Monday to Saturday	8.00am to 7.00pm
Sunday	Closed

The maximum capacity of medical practitioners on site at one time will be 8. The expected number of customers or clients are 80 to 100 throughout the day.

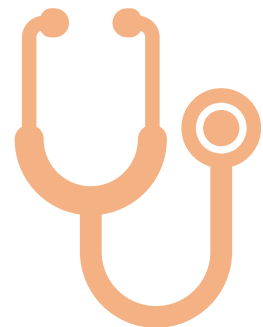




6. Staff

The proposed management structure will include general practitioners, nurses and admin staff. The number of staff are outlined below. All staff are to be qualified in relation to their position in the premises.

- **Total Staff:** Twelve (12), eight (8) on-site any given time;
- **Doctors:** Three (3);
- **Nurses:** Three (3); and
- **Administrative Staff:** Six (6).



7. Parking

Majority of the clientele will be East Maitland residents; therefore, people will either walk or use public transport. There are public transportation options within metres of the building. The development provides a total of 16 standard parking spaces. Closest to the medical centre building is a loading bay followed by 2 accessible parking spaces.

8. Emergency Procedures

All staff will be trained in emergency procedures and will be provided with contact details of the relevant emergency services, including medical centres and hospitals in case of emergency. The site will have required alarms, and evacuation procedure in the case of emergency which will include safe egress out the facility and an applicable meeting point. Staff will be responsible for briefing patrons on safety protocols for the use of the facilities and be responsible for management of safety protocols on site where relevant.



9. Evacuation Procedures

Management will ensure staff are appropriately trained to use fire safety equipment and fully understand the evacuation procedures in the case of a fire emergency. In addition, practice fire drills in accordance with the building requirements, will occur regularly to ensure that all staff are knowledgeable in the procedures.

10. Complaint Recording and Handling Process

All staff members will be trained on the complaint handling process below and understand their roles and responsibilities.

Complaint Handling Procedure:

1. Receipt of complaint: via phone, in person, email or written.
2. Registration and documentation: All complaints will be recorded in writing and kept on file. Complaint records will include Name, contact details, date of complaint and description.
3. Acknowledgement: Owner of the premises sends an acknowledgement of complaint within 48 working hours.
4. Assessment and Investigation: Owner of Hunter River Medical Centre will be responsible to determine the severity and plan of action to investigate and resolve.
5. Resolve and Implement changes: Resolving the complaint in accordance with applicable policies and regulations. Put in place changes to avoid recurrent complaints and inform the staff of changes.
6. Response: Owner of the premises will send a response to the complainant with a summary of investigations, findings and actions / next steps to resolve the complaint.





11. Waste Management

An Operational Waste Management Plan accompanies this application and is to be adhered to. General waste is to be collected by Council during the scheduled collection period. All medical waste will be disposed by a private contractor.

12. Accessibility

A passenger lift is proposed to provide access to all three (3) levels. The existing access from Newcastle Street will be retained. The development includes vehicle access to the site to the parking area from Courtland Street and includes a pedestrian accessibility ramp and stairs to access from the rear of the premises.



13. Review of PoM

This Plan of Management is intended to be reviewed least once every 3 years, if not more often if required. If it is found that a modification to this PoM is necessary for the better management of the premises, that modification shall be made to the plan only with the consent of Council, which consent shall not be unreasonably withheld.