

AREC Operational Plan of Management

AREC is a self-funded, not-for-profit, registered charity, governed under a Board of Management structure. The purpose-built facilities at AREC host a variety of events each year. All income from events and venue hire goes into the improvement of the facilities.

The main event held at AREC is the Mudgee Small Farm Field Days, a regionally significant event for the Mid-Western Region. The Field Days is a two-day, annual event attracting approximately 20,000 attendees each year, and is organised by the AREC management, staff and Board.

The facilities at AREC are also available for hire for additional private events, which are organised by a third party (the hirer). This plan refers to these events.

Document Amendments: This plan is designed to be revised as required to comply with current and future Development Consent conditions and relevant legislative guidelines.

Days per year that events will be held

The number and length of events to be held at the AREC each year is not limited.

Events with ancillary camping will operate for a period of no more than 6 weeks in any year, to ensure the facility is not considered to be operating a caravan park in accordance with the *Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021*.

Maximum length of an event (number of days)

Event length will vary from single day to multi-day events and will also include days for set up and pack down.

Maximum hours of events

Single day events are limited from 6.00am to 10.00pm. Multi-day events, including ancillary camping, occur 24hrs/day with any organised activities not occurring outside the hours of 6.00am to 10.00pm.

Events will be carried out in line with the Development Consent issued to AREC to host events.

Sources of noise and noise mitigation measures

Sources of noise may include live music, traffic, machinery and crowd noise. Noise generation will not exceed the maximum hours of events.

Live or amplified music will cease at 8pm for outdoor areas.

Further noise mitigation measures that may be considered will include:

- Place outdoor stages or potentially noise inducing events further away from surrounding residents and orient stages/speakers facing in the opposite direction.
- Physical sounds barriers
- Traffic management considerations
- Designation of green spaces.

Will events be carried out outdoors or inside a building? Please provide details of capacity of each function centre building

The AREC facilities include a range of both indoor and outdoor spaces capable of hosting events. The two main function centre buildings are the Small Pavillion and the Founders Pavillion.

The Small Pavilion main area has an internal dimension of 15 x 30m or 450m². Events held in this space are limited to a maximum of 450 people, which provides approximately 1m² per person and allows space for movement and access to exits.

The Founders Pavilion has an internal dimension of 36 x 60m or 2,160m². Events held in the Founders Pavillion will be managed on a case by case basis and will generally not exceed 2,160 people (allowing for approximately 1m² per person).

Details of staffing

AREC is managed under the following operational structure:

- Board of management – Elected board members to guide direction and decision making
- General Manager – Oversees the general management and operation of the AREC
- Permanent staff – Includes administrative and grounds maintenance staff
- Casual staff – Employed for events as required
- Volunteers – Utilised for events as required
- Sub-contractors – Contracted for specific purposes and/or events.

Private event hirers are required to provide their own staff to service their specific events. AREC staff provide a full rundown of the facilities and particulars prior to events being held.

AREC provides an emergency contact that is available 24hrs/day over the period of the hire in case of any issues or queries.

Details of complaint handling and contact details

AREC has many forms of contact available, which people can access for complaints. Complaints may be lodged via the AREC website, via phone or in person at the site office, which is staffed during office hours Monday to Friday. Messages can also be received via the AREC Facebook page.

The following information will be recorded for any complaints received (where available):

- Details of complaint
- Date and time of event that complaint relates to
- Details of any specific person or event relevant to the complaint
- Contact details to provide a response/update to the complaints handling process.

Complaints will be reviewed and dealt with by the AREC General Manager. Actions in response to complaints may include:

- Rectification of issues where practical to do so, at the discretion of the General Manager
- Elevation to the AREC Board of Management for review
- Communication to provide event hosts to rectify issues

All complaints and actions taken will be recorded and maintained.