



LOCALSPORTS

OPERATIONAL MANAGEMENT PLAN (OMP) FOR FUTSAL

ALMA RD, ST KILDA EAST

This is an Operational Management Plan (OMP) for the conduct of futsal games and casual hire for futsal use at the Local Sports courts at Alma Rd, St. Kilda East

a) Hours of use

In accordance with company policy any futsal games or competition scheduled to be played on the subject land will be finished and activity ceased with lights turned off by 9.30 pm, Monday to Friday and Sunday by 7.30 pm. There is no play on Saturdays. This time limitation will apply and will be strictly adhered to whether or not there has been a delay or interruption to a game or competition which would cause there to be a time run-over.

b) On-site Manager;

- i) In accordance with company policy a representative from Local Sports Pty Ltd is in attendance at all times that Local Sports has hired the courts for futsal competitions or casual use.
- ii) The Manager, Local Sports, Alma Rd, is on duty at the site from 5.30 pm until close of business on week-nights and from 4.00 pm on Sunday for regular futsal competition. At other times when the courts are hired it may be either the manager or another responsible representative from Local Sports who is on duty.

c) Contact Details;

The contact number for Local Sports Outdoor 5s East St Kilda is 0407 116 678 and email is info@localsportsgroup.com.au.

d) Second contact person;

Contact can be made through the Manager, Albert Park Indoor Sports Centre on 9696-6900 between 10.am and 5.30 pm weekdays.

e) Procedures for complaints;

- i) Complainants should in the first instance direct their inquiry to the Manager, Local Sports, Alma Rd via 0407 116 678 or via email.
- ii) Upon receipt of a complaint the Manager will make a record of the complaint and as soon as is practicable place the record in the Register of Complaints and the register shall be updated within two days from the date of receipt of the complaint.

P: 03 9221 6221 **F:** 03 9696 6901 **ABN:** 406 040 878 63

A: PO BOX 249, South Melbourne, VIC 3205 **W:** www.localsportsgroup.com.au



LOCALSPORTS

- iii) The record of complaint shall contain:
 - i. Time and date;
 - ii. Person who made the complaint;
 - iii. Details of complaint; and
 - iv. Action taken.
- iv) The Manager will do all that is practicable to resolve the complaint within 24 hours.
- v) A complaint pro-forma is attached as Attachment 1. The completed form will be placed in the Register of Complaints maintained on site at Alma Road.

f) Inspection of the Register of Complaints

The City of Port Phillip can inspect the Register of Complaints after three days from a written request by email to info@localsportsgroup.com.au.

g) External lighting

- i) External lighting is fitted with timers so that all lights are automatically turned off at 9.30pm Monday to Friday and 7.30 pm on Sundays;
- ii) All external lighting is turned off no later than 10 minutes after the final game on any evening if such games end prior to the permitted hours of use;

h) Restrictions of access to courts during games/competitions;

During games and competitions no members of the public are permitted to be within 2 metres of the playing area boundaries which area is reserved for officials and players waiting to come onto a court.

i) Behaviour of patrons/participants, including swearing;

- i) Signs are prominently displayed at the venue advising players and members of the public to keep noise levels down;
- ii) At the start of each season players are provided with a letter advising them of the need to be considerate of the neighbours before, during and after their game (Attachment 2);
- iii) Players who use loud or abusive language, who swear or who are the cause of noisy or unruly behaviour will be issued with one warning (signified by a coloured card) to eliminate their offensive language;
- iv) Players issued with a warning card who continue to offend will receive a red card which requires the player to leave the court immediately and incurs an automatic one week suspension from play;
- v) Players or spectators who continue their offensive behaviour will be asked to leave the courts.

P: 03 9221 6221 **F:** 03 9696 6901 **ABN:** 406 040 878 63

A: PO BOX 249, South Melbourne, VIC 3205 **W:** www.localsportsgroup.com.au



LOCALSPORTS

j) Access to Raglan Street;

The driveway from the court area to Raglan St is closed by a locked gate so that all access is via Alma Rd.

k) Referee awareness of OMP;

The Manager, Local Sports, Alma Rd will provide a copy of the management plan to referees and include the requirements of the OMP in briefing the referees prior to games.

l) Website and the OMP

The Operational Management Plan will be placed on the Rules pages of the Local Sports Group website.

P: 03 9221 6221 **F:** 03 9696 6901 **ABN:** 406 040 878 63

A: PO BOX 249, South Melbourne, VIC 3205 **W:** www.localsportsgroup.com.au



Reg No 2017/

Complaints Log

Date:

Time of complaint:

Complainant:

Address of complainant:

Received by:

Complainant contact number:

Complainant email:

Issue:

P: 03 9221 6221 **F:** 03 9696 6901 **ABN:** 406 040 878 63

A: PO BOX 249, South Melbourne, VIC 3205 **W:** www.localsportsgroup.com.au
