EVO FITNESS 24:7

Patron, Security & Staff Management Plan

Property: 385 South Gippsland Highway, Dandenong South VIC 3175

Purpose
This plan supports the planning permit application and outlines management procedures for patrons, staff, security, parking and facility operations.

Patron Access
Access is controlled through secure electronic membership systems. Unauthorised access is prohibited.

Occupancy
Maximum occupancy of approximately 30 patrons and 1–3 staff members at any one time.

Security
CCTV surveillance, alarm systems, controlled entry points and emergency contact procedures operate throughout the facility.

Staff Management
Staff are responsible for supervision, safety monitoring, customer service, cleanliness and incident reporting.

Noise & Amenity
All activities occur within the building. No outdoor training, outdoor speakers or amplified external music are proposed.

Parking
Existing on-site parking will be utilised and members are encouraged to use designated parking areas only.

Complaints & Compliance
Complaints relating to noise, parking or patron behaviour will be investigated by management and appropriate action taken.

Conclusion
EVO FITNESS 24:7 will operate as a professionally managed 24-hour fitness facility with appropriate measures to ensure safety, security and protection of surrounding amenity.

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EVO FITNESS 24:7

Patron, Security & Staff Management Plan

Premises	385 South Gippsland Highway, Dandenong South VIC 3175 (Lot 1 on PS918170G)
Use	Restricted recreation facility — membership-based gymnasium and fitness centre
Hours of operation	24 hours a day, seven days a week
Maximum patrons	30 patrons on the premises at any one time
Maximum staff	One (1) staff member on site at any one time
Operator	
After-hours contact	

Revision B — 27 August 2026. Prepared in response to Item 9 of the City of Greater Dandenong Request for Further Information dated 24 July 2026 (Planning Application PLN26/0283). This plan supersedes the Patron, Security & Staff Management Plan lodged with the initial application.

1. Purpose and scope

This plan sets out the measures by which EVO Fitness 24:7 will manage patrons, staff, security, parking, noise and incidents at the premises. It applies at all times the facility is open, including unstaffed periods, and applies to all members, staff, contractors and visitors.

The operator will operate the facility generally in accordance with this plan and accepts that it may be endorsed as part of any planning permit issued. The plan is reviewed at least annually and following any significant incident, and a current copy is kept at the premises.

2. Staffing

A maximum of one (1) staff member is rostered on site at any one time. Staffed periods generally fall within daytime and evening hours; outside those periods the facility operates on an unstaffed basis with electronic member access only.

The reference to "1–3 staff members" in the plan lodged with the initial application reflected a brief shift-changeover overlap and is superseded. The maximum staffing level is one staff member at any one time, consistent with the car parking demand assessment.

Staff responsibilities include supervision of the floor, member induction and support, monitoring of CCTV and access records, cleanliness and equipment checks, enforcement of the facility rules, and recording and escalation of incidents.

3. Member access and security

Access to the premises is by individual electronic credential (fob) issued to financial members only. Every entry is logged against the individual credential, producing an auditable record of attendance at all hours.

A single electronic fob access system controls access to the estate gate, the building entry and the gym premises. In accordance with the written consent of Owners Corporation 1 PS918170G, the operator

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- administers and manages the access control system for the premises;
- issues access devices only to active gym members;
- immediately removes access privileges when a membership ceases;
- is responsible for managing the system so as to maintain the security of Owners Corporation property and prevent unauthorised access; and
- bears all costs of installation, operation, maintenance and replacement of the access control system.

3.1 Unauthorised entry

Tailgating, door-propping and the sharing or lending of access credentials are prohibited under the facility rules. Members are advised at induction that they are responsible for anyone who enters on their credential. Access logs and CCTV are reviewed following any suspected breach, and management may suspend or cancel membership for repeated safety, conduct, access or parking breaches.

4. Patron arrivals and departures

Members are directed to arrive and depart quietly at all times, and particularly between 8.00pm and 6.00am. The following measures apply:

- signage at the entry and in the car park requests quiet arrival and departure, no loitering and no engine revving or car audio;
- congregating outside the premises, in the common car park or in adjoining tenancy areas is prohibited;
- entry and exit doors are self-closing and are to remain closed except for normal access;
- members are reminded of the arrival and departure protocol at induction and by periodic notice through the membership app and email; and
- overnight attendance is typically one to four members, arriving and departing individually rather than in groups.

5. Car parking management

The premises has 26 car parking spaces available to it: six spaces registered on the title to Lot 1 and 20 shared spaces within Common Property No. 1. Parking is managed as follows:

- members are directed to use the parking spaces associated with the premises and, outside business hours, the shared parking within the estate;
- parking in front of other tenancies' roller doors, loading areas or bin enclosures is prohibited, as is parking on landscaped areas or across accessways;
- the accessible space is reserved for permit holders at all times;
- parking directions are given at induction, displayed at the entry and included in the facility rules;
- management investigates any parking complaint received from a neighbouring occupier or the Owners Corporation, identifies the member from access records and CCTV where possible, and issues a warning; and
- repeated breaches may result in suspension or cancellation of membership.

6. Noise and amenity

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All fitness activity is conducted inside the building. No outdoor training, outdoor classes, outdoor speakers or amplified external music is proposed at any time.

- rubber and protective flooring is installed in the free-weight and functional training areas;
- the deliberate dropping of weights and other avoidable noise is prohibited under the facility rules and is enforced by staff and by CCTV review;
- internal music is limited to a background level and is reduced during the overnight period;
- entry doors remain closed except for normal access;
- no goods, materials, equipment or rubbish are stored or placed outside the building, consistent with the covenant affecting the land; and
- waste is stored within the premises or in the designated bin area and is presented for collection during business hours only.

7. CCTV and surveillance

CCTV operates continuously and covers the entry and exit, reception, the equipment floor and other key internal areas, together with the immediate external entry approach. Amenities areas are not covered.

Recordings are retained for a minimum of 30 days and are accessible to the operator's management. CCTV is operated in accordance with applicable privacy requirements, and signage advising that CCTV is in operation is displayed at the entry. Footage is made available to Victoria Police or Council on lawful request, and is reviewed by management following any incident, complaint or suspected breach.

8. Incident recording and response

An incident register is maintained at the premises and is available to Council on request. Each entry records:

- the date and time of the incident;
- the incident type (for example medical, security, anti-social behaviour, property damage, parking, noise);
- the persons involved, where appropriate;
- the action taken at the time;
- the outcome of any review of CCTV footage and access records;
- follow-up action, including any membership sanction; and
- the outcome and date of closure.

8.1 Escalation

Serious incidents — including threats to personal safety, assault, property damage and medical emergencies — are escalated immediately to emergency services on 000, and are reported to the operator's management without delay. Where an incident affects the common property or a neighbouring occupier, the Owners Corporation manager and the affected occupier are notified as soon as practicable.

9. Emergency response

Emergency exits, egress paths, fire services equipment and emergency vehicle access are kept clear at all times. No equipment, storage or patron activity may obstruct a designated emergency route.

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Emergency and evacuation instructions, the location of first aid and defibrillator equipment, and the operator's after-hours contact are displayed at the premises. Members are instructed at induction to call 000 in an emergency and to notify management. A duress or emergency call point is provided at reception, and the facility is fitted with a monitored alarm system.

10. Complaints and after-hours contact

The operator maintains a 24-hour management contact for the premises. The contact number is displayed at the entry so that it is legible from outside the premises, is provided to the Owners Corporation manager and to Council, and is monitored at all times.

Complaints relating to noise, parking, patron behaviour or any other operational impact are recorded in the complaints register with the date, time, nature of the complaint, complainant details (where given), the investigation undertaken and the action taken. Complaints are acknowledged within one business day and investigated promptly.

Corrective action may include contacting the member concerned, issuing a warning, suspending or cancelling membership, adjusting operating practices, or amending this plan. The complaints register is available to Council on request.

11. Facility rules

The following rules form part of the membership agreement, are displayed at the premises and are enforced by management:

- access is for financial members only; credentials must not be shared and tailgating is prohibited;
- arrive and depart quietly; do not congregate outside the premises or in the car park;
- no training outside the building at any time;
- do not drop weights deliberately; return equipment after use;
- park only in the designated areas and never in front of another tenancy's roller door, loading area or bin enclosure;
- do not leave equipment, personal property or rubbish in common areas;
- keep entry doors closed and do not prop them open;
- report faults, incidents and safety concerns to management; and
- comply with all reasonable directions of staff.

12. Compliance and review

Management reviews access records, CCTV, the incident register and the complaints register regularly, and reviews this plan at least annually and after any significant incident. Any amendment to the plan required by a planning permit condition will be submitted to Council for approval before it takes effect.

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