

MANAGEMENT PLAN

**447-022 | NANNUP ALPINE RESORT
LOT 500 CNR BROCKMAN HWY & DUNNET ROAD
NANNUP | WESTERN AUSTRALIA**

for: IDG RESORTS PTY LTD

prepared by: PAUL MESCHIATI AND ASSOCIATES PTY LTD
30 / 18 STIRLING HIGHWAY
NEDLANDS | WESTERN AUSTRALIA
t: 08 6389 0706 e: info@paulmeschiati.com.au
15.10.2025 (rev0)

CONTENTS

1	OVERVIEW	3
1.1	Introduction	3
1.2	Resort Operator	3
1.3	Objectives of the Management Plan.....	3
1.4	Implementation	4
1.5	Location Details	5
1.6	Proposed Site Layout	5
1.7	Proposed Buildings & Structures	6
2	OPERATIONS	7
2.1	Overview.....	7
2.2	Hours of Operation	7
2.3	Capacity.....	8
2.4	Patron Arrival.....	9
2.5	Check In / Check Out	9
2.6	Vehicle & Pedestrian Access.....	9
2.7	Maximum Stay	10
2.8	Resort Cleaning.....	10
2.9	Deliveries & Servicing.....	11
2.10	Building Design & Safety Procedures.....	11
2.11	Water Supply & Management.....	11
2.12	Effluent Management	12

APPENDIX I	SITE LAYOUT
APPENDIX II	TRANSPORT IMPACT STATEMENT
APPENDIX III	LOCAL WATER MANAGEMENT STRATEGY

1 OVERVIEW

1.1 Introduction

This Management Plan is to accompany the DA submission for the proposed tourist development (Nannup Alpine Resort) at Lot 500 CNR Brockman Highway & Dunnet Road, Nannup (herein referred to as the 'subject site').

It outlines resort management policies, addresses security protocols for the operation of the proposed development and explains how the resorts management will minimise impacts on neighbours and the environment.

The Nannup Alpine Resort shall provide modern 2 x bedroom / 2 x bathroom self-contained family Chalets (10 in total) situated adjacent to the existing creek and surrounded by the natural environment to create a high-quality experience for all guests.

In addition to the Chalets, other accommodation options provided by the development include motel suites (100 rooms in total) and a 40-Bed Lodge.

The amenities provided on site include a main restaurant (featuring local products and produce, some of which shall be grown on site), a small café, shops, reception centre, exercise gazebo, gymnasium, kids playground, as well as bike storage lockers and bike maintenance / wash-down facilities.

The total land area of the subject site is 8.5945 ha (85,945 m²).

1.2 Resort Operator

The Management Plan establishes a framework for the management of on-going operations by the future resort operator (yet to be confirmed).

An experienced resort operator will be appointed to manage the property on behalf of the resort owner. This appointment will ensure best practice operations across all divisions including fire, life, safety, security, application of ESD policies and good corporate conduct.

1.3 Objectives of the Management Plan

The objectives of the Management Plan are as follows:

- Provide a document that outlines how the resort will be managed and maintained in a manner that provides for a high standard of accommodation for all occupants and members of the public.
- To ensure that management policies and procedures support the successful operation of the resort as a responsible and responsive member of the local community.
- Demonstrate that all servicing of the resort is carried out in a coordinated, safe and managed manner, with minimal disruption to the surrounding area.
- Demonstrate that vehicle access and traffic generation associated with the resort has a minimal impact on the local road and parking network.
- Create an environment that is safe and non-threatening to staff, patrons and other members of the community.

- Ensure patrons and guests are served in a responsible, friendly and professional manner by trained staff.
- Ensure all employees receive induction and training on their responsibilities and have a sound understanding of management procedures adopted by the operator.
- Minimise the impacts of the operation of the premises on resort guests and the community, and to respond to community concerns promptly and professionally.

1.4 Implementation

The Management Plan is an evolving document which can be updated to respond to changing regulation, procedures and practice. It complements the large volume of resort operator policies and procedures that the appointed resort operator will implement.

All staff and management at the resort will be provided with a copy of the Management Plan and briefed on the requirements as part of the employment induction process. A copy of the Management Plan will be available on site at all times.

The resort will adhere to the following rules of operation at all times:

- Comply with all regulatory approvals and requirements including any conditions of consent.
- Comply with the resort operators policies including emergency and evacuation procedures, responsible service of alcohol (RSA), personal conduct and human resources (HR) policies, interaction with guests and the public, and security.
- Ensure compliance with this Management Plan.

1.5 Location Details

The subject site is located at Lot 500 CNR Brockman Highway & Dunnet Road, Nannup.



1.6 Proposed Site Layout

Please refer to **APPENDIX I** for a copy of the Nannup Alpine Resort – Site Layout.

1.7 Proposed Buildings & Structures

Please see below table for buildings proposed at the Nannup Alpine Resort:

Building No.	Building Use
Building 1	Entry / Reception Restaurant Reception Centre
Building 2	Tourist Retail Shops Café Reception Centre
Building 3	Lodge / Holiday Accommodation
Building 4	Caretakers Dwelling (Managers Residence)
Building 5	Workshop / Maintenance for Tourist Resort
Building 6	Staff Accommodation Units
Building 7	Gymnasium (Recreation-Private)
Building 8	Bike Storage
Building 9	Exercise Gazebo
Building 10	Utility Building
Building 11	25 x Room Motel (x4 Buildings)
Building 12	Chalet (x 6) / Holiday Accommodation
Building 13	Chalet (x 4) / Holiday Accommodation

In addition to the above main buildings of the resort, the following ancillary structures and facilities are provided:

- Swimming Pool & Spa.
- Kids Nature Playground.
- Vehicular Roadway & Parking (for guests, staff & service vehicles).
- Bicycle Parking & Washdown / Maintenance Facilities.
- Pedestrian Footpaths.
- Landscaping.
- Rainwater Tanks.

2 OPERATIONS

2.1 Overview

The operation and management of the resort is to always have regard to the following:

- To ensure a high standard of accommodation for all guests.
- To ensure that guests enjoy their stay in a comfortable and safe environment.
- To ensure the cleanliness of the premises.
- To ensure the maximum occupancy provided by the capacity of the resort is not exceeded.
- To ensure the on-going workability of emergency systems, including those of lighting and smoke detectors, fire services and air conditioning.
- To ensure premises are regularly checked to ensure fire safety, including that of exits and egress paths are clear and free of locks and obstructions.
- To ensure no actions are carried out that will infringe fire safety requirements.
- To ensure all staff receives training on their responsibilities and serve guests in a responsible, friendly and professional manner.
- To ensure proper staff training for handling of disputes for various guest issues.
- To ensure proper staff training on all policies, including the operation of the Emergency Management and Evacuation Plan, and to be able to guide the guests to safety should situation arise.
- To ensure waste minimisation, and efficient and appropriate storage and collection procedures.
- To ensure energy minimisation and environmental sustainability.
- Neighbours are not materially adversely affected, and to deal with any complaints appropriately.
- To ensure that the resort is a responsible and responsive member of the community.

2.2 Hours of Operation

The resort will be open 24 hours a day, 7 days a week. However, the buildings within the resort are subject to their own hours of operation. Please see the table below for further details.

With regards to the resort swimming pool and spa, the operating hours shall be 6:00am until 10:00pm, 7 days a week.

Specific hours of operations for each building shall be as follows:

Building No.	Building Use	Hours of Operation
Building 1	Reception	8:00am until 6:00pm, 7 days a week (after hours contact # available).
	Restaurant	11:00am until 10:00pm, 7 days a week.
	Reception Centre	8:00am until 5:00pm, 7 days a week.
Building 2	Tourist Retail Shops	9:00am until 5:00pm, Mon – Sat.
	Café	7:00am until 5:00pm, 7 days a week.
	Reception Centre	9:00am until 5:00pm, 7 days a week.
Building 3	Lodge / Holiday Accommodation	24 Hours a day, 7 days a week. Manned from 8:00am until 6:00pm, Mon – Fri. (after hours contact # available) (after hours swipe card access for guests).
Building 4	Caretakers Dwelling (Managers Residence)	(Private Residence behind swipe card access / security gate).
Building 5	Workshop / Maintenance for Tourist Resort	6:00am until 6:00pm, 7 days a week. Use of Power Tools, Hammers, Machines and other noisy items / work to be restricted to 9:00am until 3:00pm, Mon – Sat.
Building 6	Staff Accommodation Units	(Private Residence behind swipe card access / security gate).
Building 7	Gymnasium (Recreation-Private)	6:00am until 6:00pm, 7 days a week. (after hours contact # available) (after hours swipe card access for guests).
Building 8	Bike Storage	24 Hours a day, 7 days a week.
Building 9	Exercise Gazebo	6:00am until 6:00pm, 7 days a week. (By Appointment Only).
Building 10	Utility Building	24 Hours a day, 7 days a week.
Building 11	25 x Room Motel (x4 Buildings)	24 Hours a day, 7 days a week. (after hours contact # available) (after hours swipe card access for guests).
Building 12	Chalet (x 6) / Holiday Accommodation	24 Hours a day, 7 days a week. (after hours contact # available) (after hours swipe card access for guests).
Building 13	Chalet (x 4) / Holiday Accommodation	24 Hours a day, 7 days a week. (after hours contact # available) (after hours swipe card access for guests).

2.3 Capacity

Resort management will comply with the approved patron capacity of the resort short term accommodation premises and its facilities as prescribed in the development consent and any liquor licence approval. The resort will have visible internal signage alongside the licensee's name stating the maximum number of persons, as specified in the development consent, that are permitted in the building.

2.4 Patron Arrival

The resort reception will be clearly identified and will be managed by staff 24 hours a day, 7 days a week to manage guest check-in / outs, members of the public and any building related enquiries. A short stay drop-off / pick-up zone is proposed outside the resort reception doors should reception be closed for unforeseen reasons.

2.5 Check In / Check Out

All guest check in / out services and bookings will occur at the resort reception area and will be tracked by a Property Management Software System which monitors and regulates guest activity and resort bookings.

The resort will have an electronic key system, which will control the resort lifts, guest rooms and chalets, the Lodge, and after-hours access to facilities where needed. This is programmed to allow the guest access to the floor their room is on and their room, as well as the resort amenity areas. The keys will be encoded to stop working on the day of the scheduled departure. In the event a guest key is lost, the reception staff will be able to program a new key for the room, and once used in the room the lock prevents the lost key from working in the lock.

2.6 Vehicle & Pedestrian Access

Vehicle access into the development has been split into 3 x separate entry points, as well as a separate entry point for emergency vehicles to the fire break. The 3 entry points are described below:

Brockman Highway (Main Entry)

This is the main development entry and exit point, and it is estimated that out of the 198 total cars, 166 shall be utilising this main entry.

While this figure is based on 100% capacity rate, realistically the tourist development would typically be at 60% capacity rate, which results in approximately 100 cars using this main entry point.

Dunnet Road

This is an entry point which shall be maintained for the use of the 6 x Chalets only (The main resort traffic will be directed to the new main entry from Brockman Highway via appropriate signage and road management design). There are 12 car bays allocated for these chalets (tandem car parks for 2 cars in the adjoining carports for each chalet), so a total of 12 cars shall be utilising this entry point.

Traffic management and signage will be utilised to control access here.

While this figure is based on 100% capacity rate, realistically the tourist development would typically be at 60% capacity rate, which results in 8 cars typically using this main entry point.

The access to Dunnet Road will always remain as an emergency exit in case of fire and emergency evacuation.

Asplin Road

This is an entry point which shall be controlled for the use of the manager, staff and workshop vehicles only. There are 20 car bays allocated for staff, so a total of 20 cars shall be utilising this entry point.

General Vehicle Access Notes:

A general upgrade of these crossovers (and roads to some extent) shall be completed in accordance with local policies, and as agreed between IDG Resorts PTY LTD and the Shire of Nannup.

All crossovers shall be constructed in accordance with the local authority requirements.

The Main Entry off Brockman Highway shall be opposite to the existing Hitchcock Drive intersection and new work shall include a new slip lane when turning right into the resort. The existing roadway width allows for this slip lane, which will mirror the existing slip lane when turning right onto Hitchcock Drive. Line-Marking (paint) of the new slip lane is the only scope of work required here.

For more details on vehicle access and parking, please refer to **APPENDIX II** for the Transport Impact Statement.

Access to the ground floor resort reception is provided via the drive-thru porte cochere attached to the reception building. Short term parking coach bus bays, as well as pedestrian pathway access is provided for ease of access to the resort reception.

All ground floor buildings will be fully accessible in accordance with NCC to assist persons with a disability.

2 x lifts have been provided (in Building 1 & Building 2) to assist persons with a disability to travel between the ground floor main reception / shops / restaurant / cafe and upper floor facilities (ie- conference rooms). One of the motel blocks can also be accessed via these lifts.

A number of accessible carbays have been provided throughout the general carpark for persons with a disability, located close to the main buildings for ease of access.

12 x Electric Vehicle recharge bays have also been provided throughout the general carpark for guest use.

Motel Room & Chalet Guests who require car parking will be directed to the car parking spaces specifically allocated to their room or chalet. Guests staying at the Lodge will be directed to the general car parking area allocated to the Lodge.

All guests will be provided with a map of the resort, and staff will highlight the location of their room and carparking space.

Further general car parking spaces are available for guests to the other amenities and facilities the resort offers, such as the restaurant, shops, conference rooms, gymnasium and café.

The resort manager and staff shall have allocated car parking bays for their use.

Guests and staff who require bike parking will be provided with direction to the bike storage facilities located within the resort. General bike parking structures shall also be provided throughout the resort.

Pedestrian access around the resort shall be provided via designated pathways. .

2.7 Maximum Stay

In accordance with the Shire of Nannup LPS4 and LPP 9 (Tourism Land Uses and Short-Term Accommodation), guests shall not be accommodated either continuously or from time to time for periods totalling more than 3 months in any 12 month period.

2.8 Resort Cleaning

The resort's housekeeping and stewarding staff are responsible for the maintenance of the premises to ensure it is always in a clean and tidy state. The resort's management will also ensure that areas surrounding the premises are monitored on a continual basis and that all fire escapes and stairways are always kept clear of obstructions.

Various cleaners rooms & storage are provided throughout the resort.

2.9 Deliveries & Servicing

All deliveries to the resort will occur via the main service yard of the reception / restaurant (Building 1) or the resort workshop / storage facility (Building 5). The loading / unloading as well as location and arrangement of goods and supplies will be managed by the resort management.

Deliveries and servicing to the resort will occur in accordance with the following key principles:

- All collection of waste and other materials is to be undertaken via the main service yard of the reception / restaurant (Building 1) or the Utility Building (Building 10). Bulk waste collection shall be arranged from these points with the local service providers (Cleanaway or other provider determined by resort management).
- All deliveries of goods and services shall be undertaken by light van for deliveries (usual) or the main service yard for heavy vehicles (occasional).
- To the extent possible, deliveries are to occur during off-peak periods to limit interaction with cars and pedestrians in the laneway and at time that will limit disturbance to resort guests and nearby residents.
- Access for deliveries and waste collection will minimise any interruption to the flow of external traffic.

2.10 Building Design & Safety Procedures

The buildings have been designed to ensure the enjoyment and safety of guests.

Fire stairs and other safety measures have been incorporated into the design as a means of access as well as a means of egress during an emergency. Common areas, resort rooms, chalets & facilities will be incorporated into an Emergency Management Evacuation Plan as part of the operation of the resort and all staff will be appropriately trained in relation to administering and implementing the Plan.

All building emergency systems will be periodically tested including lighting, smoke detectors, air conditioning and any other items required and notes as part of the Emergency Management Evacuation Plan as part of normal operational procedures.

A range of measures have been implemented into the buildings to minimise the impact of noise from adjoining neighbours within the building. The resort floors will be acoustically treated for both airborne noise and foot fall noise to comply with the requirements of the NCC. Walls between resort rooms will be designed to comply with NCC requirements.

Location and set-backs of the buildings within the resort site have been designed to provide adequate space and buffers between buildings within the site, as well as neighbouring properties.

From an operational perspective, all guests' behaviour will be supervised by resort management.

2.11 Water Supply & Management

Water Corporation data has confirmed that reticulated water supply runs along Brockman Highway, which services the resort. The development will be connected to the reticulated water supply.

Additionally, rainwater tanks shall be provided to harvest roof rainwater runoff and used for selected water fixtures and garden reticulation. A total capacity of rainwater storage provided by all rainwater tanks is 1,800,000L.

A Local Water Management Strategy (LWMS) has been prepared by DWA Consulting Engineers and provides information regarding the water supply, stormwater management and site drainage. Please refer to **APPENDIX III** for details.

2.12 Effluent Management

Water Corporation data has confirmed that reticulated sewer runs along Brockman Highway, which services the resort. The Development shall connect to this existing sewerline, with the existing connection point located on Brockman Highway, at the Western side of the resort.

A Local Water Management Strategy (LWMS) has been prepared by DWA Consulting Engineers and provides information regarding the management of wastewater from the proposed development. Please refer to **APPENDIX III** for details.