



Australian Multicultural
Community Services

**CITY OF MARIBYRNONG
ADVERTISED PLAN**

Date: 31 March 2026
To: Maribyrnong City Council – Planning Dept
From: Heather Rogers, Manager – Millennium House & Facilities AMCS
Subject: **Millennium House - Proposed Changes to
Planning Permit TP195/2019(1)**

Further to our initial request to amend the current Millennium House Patron & Noise Management Plan, please find following a summary of the changes required to Planning Permit TP195/2019(1) :

1. Amend Operating Hours of the Millennium House Hall and other spaces available for hire:

Monday to Thursday: 8:00am to 10.00pm
Friday and Saturday: 8:00am to 11.00pm
Sunday and Public Holidays: 9:00am to 10.00pm

Deliveries to and from the centre will only occur between 8:00 am to 5:00 pm Monday to Sunday.

2. Amend Patron Safety and Management Plan, summarised as follows:

- Cover page – update of contact address for AMCS
- General content update to Introduction and other sections to bring into present tense i.e. renovation has been completed and building is in use
- Section 2.0 – Hours of operation extended
- Addition of a dedicated AMCS ‘Venue Support Officer’ where relevant throughout document – this person will be present at all events except for some low-risk events such as a yoga class where the kitchen and audio visual equipment is not being use
- Deletion to ‘Community Centre’ in the title of Millennium House

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- Section 5.6 Management of Alcohol – AMCS or patrons will not sell alcohol. The section has been updated to BYO alcohol
 - Section 5.13 First Aid – reviewed AMCS obligations and added an AED
 - Section 6.1 Evacuation Procedure - responsibilities changed
3. **Clarify and formalise that the Millennium House building** comprises a hall, attached kitchen, and other spaces for hire to the broader community, with a focus on multicultural and not-for-profit organisations. It continues its legacy as a community hub that also contains office space for Australian Multicultural Community Services staff members.



Patron and Noise Management Plan

Millennium House

296-298 Nicholson Street,
Seddon,
Melbourne
VIC 3011

Prepared by:

Australian Multicultural Community Services (AMCS)

Updated: 2 February 2025

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1. Introduction

Since 1966, Millennium House has played a critical role in providing the multicultural community, and many other communities, a central hub to gather and connect. A significant renovation of the building was completed in October 2025 and aims to provide the community with modern meeting spaces which are both safe and culturally appropriate to actively engage in activities.

Following a Patron and Noise Management Plan that was endorsed 18 August 2021, this revised Plan has been updated in order to:

- o Provide a framework for the operations of the Millennium House;
- o Enhance control and clarity of operational processes for management and staff of the Millennium House facilities;
- o Outline staffing and other measures which are designed to ensure the orderly arrival and departure of patrons and to ensure and encourage responsible offsite patron behaviour;
- o Implement measures to control noise omissions from the premises;
- o Minimise any impact of the operations on nearby sensitive receptors and to protect the beneficial uses enjoyed by adjoining residential and accommodation properties.

All relevant staff shall be made familiar with this Patron and Noise Management Plan as part of their induction and orientation.

2. Hours of operation

The proposal contains the following operating hours for the Millennium House Hall and other spaces available for hire:

Monday to Thursday: 8:00am to 10.00pm
Friday and Saturday: 8:00am to 11.00pm
Sunday and Public Holidays: 9:00am to 10.00pm

Deliveries to and from the centre will only occur between 8:00 am to 5:00 pm Monday to Sunday.

3. Staffing Numbers

The AMCS Manager: Millennium House & Facilities and staff will be responsible for ensuring that Millennium House operates and is used in accordance to this plan.

4. Patron and other noise

4.1 Noise Sources

Noise sources originating from the premises which may impact on the amenity of the surrounding area include:

- o Persons entering the premises
- o Persons leaving the premises
- o Music played inside the premises
- o Persons lingering within the public domain once they have vacated the premises

- o Disposal of rubbish, removal and collection of rubbish

4.2 Patron Noise

The primary entry for patrons of the Millennium House Hall is located to the left of the building, along the side pathway. Patrons will leave or enter the premises using this entrance

Patrons wishing to smoke or vape will be directed to do so by utilising the footpath in the front of the community centre on the right side of the building which adjoins the park on Nicholson Street. The footpath area is managed in accordance with the council's local laws. AMCS staff will monitor the behaviour of patrons utilising this area.

Noise attenuation measures include the installation of acoustic panels covering the entire ceiling of the hall, the use of soft furnishings, and the use of carpet tiles in office and entrance areas to assist with acoustics within the building.

All noise other than music emanating from the premises will comply with standards set out in the State Environment Protection Policy (SEPP N1) - Control of noise from commerce industry and trade.

A trained AMCS staff member known as the 'Venue Support Officer', will be on-site for all events and will ensure that patrons leave the premises at the scheduled closing time, and that they disperse in an orderly manner. No patrons associated with the venue will be allowed to linger in the surrounding area, to the satisfaction of the responsible authority.

4.3 Music

Music on the premises will be limited to low level music within the building.

Music on the premises is required to comply with the standards set out in the State Environment Protection Policy (SEPPN-2) - Control of music noise from public premises and the approved Cogent Acoustics, acoustic engineering report.

No music or speakers will be permitted outside the premises and as such, no external noise amplification will be used externally. The level of music noise from indoor areas will not exceed the prescribed noise levels.

4.4 Deliveries

Deliveries to the premises are typically infrequent and will occur at the left side of the premises, in the carpark and are generally undertaken by small delivery vans for catering and occasional additional equipment.

4.5 Rubbish

All rubbish and refuse generated by the use are stored within bins located externally at the side of the premises in the car park. Waste collection is by a private contractor and is collected in accordance with the contractor's waste management plan.

No emptying of bottles into waste bins shall occur after 7 pm on any night or before 7 am on any day. All waste is stored in the designated garbage area, prior to being removed for disposal by appropriate contractors.

5. Overall Management

An AMCS Venue Support Officer will be responsible for the good conduct of the premises during the operation of events. There may be limited occasions, for small and low-risk events, that an AMCS venue support officer is not on site. In these instances, the expectations of AMCS will be made clear in venue hire documentation.

The Venue Support Officer's responsibilities include:

- Ensure the premises open and close at the allotted times.
- Monitor noise emissions while the use is operating to ensure that noise is not excessive.
- Ensure alcohol is being served responsibly and that no alcohol is served to any intoxicated persons.
- Assisting and supervising the departure of patrons to ensure noise and disturbance is minimised.

- Not facilitate in any manner and discourage patrons from waiting, queueing, lingering or congregating outside the premises, in the adjoining car park or on Nicolson Street.

AMCS will establish a Millennium House central shared document, allowing for the sharing of information, and for identifying issues, suggestions for improvements and remedies for any presenting problems and issues.

AMCS will provide relevant staff with regular onsite training and create a digital version of employment training documents, policies and procedures for staff to reference when they want guidance or when there are problems or questions about the community centre.

5.1 Amenity of the neighbourhood

Millennium House management considers the amenity of neighbours and shall take all reasonable measures to ensure the conduct of the premises do not impact adversely on the surrounding area.

AMCS will take all reasonable measures to ensure the behaviour of staff and patrons when entering or leaving the premises do not detrimentally affect the amenity of the neighbourhood.

Signs will be displayed at all exits to the premises to read: Appendix A.

“Please respect our neighbours and guests and leave the premises quietly”

The Premises shall be conducted in such a manner as not to interfere with, or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit oil or otherwise.

5.2 Lighting

The Millennium House premises provides adequate lighting to ensure adequate patron safety and site security. All external lighting is located and directed to limit spill beyond the premises

5.3 Security

The building and surrounds have a Closed Circuit Television Monitoring System (CCTV) and a fire and intruder alarm system connected to a remote monitoring station via the Internet.

Footage from CCTV cameras allows for the investigation of any causes of alarm, fire and breaches of security. Security alarms are of the silent type and connected to a security service.

5.4 Number of Patrons

For the safety of the patrons and the neighbourhood, the maximum number of patrons the premises is limited to the safe and amenable operating capacity of the premises as set out in the Planning Permit reference number: TP195/2001(1) section 7.

No more than 170 patrons are permitted on the premises at any one time except with the prior written consent of the responsible authority.

5.5 Management of event bookings

The Millennium House hireable facilities will only be accessible by booking through the Manager – Millennium House & Facilities Manager or other authorised AMCS staff members. Bookings are taken for an agreed number of patrons within an agreed date and timeframe.

The requirement to bring food and beverages will be pre-booked. A Hire Pack will be provided to a prospective hirer, outlining the Hire Agreement, Terms & Conditions and Guidelines. A booking will not be made until the Hire Agreement and Guidelines have been signed. The Pack will include the venue's noise, liquor licensing and entertainment restrictions.

A security bond and pre-payment for cleaning will be taken, and a trained AMCS staff member will be rostered for the entirety of the booking, other than for small or low-risk events, which may, on occasion, operate unstaffed.

5.6 Management of Alcohol

AMCS does **not** sell, supply, or provide alcohol to the hirer and their patrons at Millennium House.

Where alcohol is present at an event, it is permitted on a **bring-your-own (BYO) basis only**, and may be brought and served solely by patrons or the hirer of the venue. No alcohol may be sold under any circumstances.

The following controls apply:

- AMCS does not hold a liquor licence and will not sell, supply, or distribute alcohol.
- The hirer is responsible for ensuring compliance with the **Liquor Control Reform Act 1998 (Vic)** and any conditions imposed by Maribyrnong City Council or other regulatory authorities.
- Alcohol must not be supplied to minors.
- Alcohol consumption is limited to the approved event area and times specified in the venue hire agreement.
- The hirer must ensure alcohol service and consumption is managed responsibly and does not result in antisocial behaviour, excessive noise, or impacts on nearby residents.
- Any behaviour that adversely affects public safety, amenity, or compliance with Council requirements will result in immediate intervention.
- AMCS reserves the right to require alcohol consumption to cease or to terminate the event if alcohol-related behaviour compromises safety, noise controls, or neighbourhood amenity.

Where required, the hirer is responsible for obtaining any permits, approvals, or exemptions relating to alcohol being present at the event.

5.7 Intoxicated persons

All intoxicated persons will be asked to leave the premises and transport will be arranged where possible. Any person who is intoxicated will be denied entry to the premises.

5.8 Removal of liquor

The AMCS Venue Support Officer shall prevent patrons leaving the premises with liquor in open containers, cans, bottles and glasses in order to reduce the impact of liquid consumption on the amenity of the surrounding area.

5.9 Smoking and vaping

Smoking and vaping are strictly prohibited within the premises of Millennium House. A designated smoking area, located in front of the neighbouring park adjacent to Millennium House, is available for smoking.

The AMCS Venue Support Officer will monitor the behaviour of patrons utilising all areas to ensure this policy is complied with.

5.10 Complaints

All complaints relating to noise or other nuisances are to be recorded in the complaints logbook maintained on the premises. Manager – Millennium House & Facilities will seek to resolve issues within five business days.

Complaints may be received via telephone, email or in person and will be recorded in the complaints logbook. The complaints logbook must be available for inspection by an authorised officer of the responsible authority, Maribyrnong City Council or Victoria Police upon request.

For a copy of the Complaint Policy and Procedure Flow Chart, see Appendix B

For a copy of a Complaints Logbook, see Appendix C

5.11 Incident monitoring and reporting

AMCS staff will monitor the site and outdoor areas by security cameras.

An incident report will be raised when a potential risk occurs to either harm or obstruct a person on the premises, including any incidents of personal injury or property damage.

5.13 First aid

Millennium House is classified as a low-risk workplace and venue space.

The hirer is provide with:

- Emergency procedures
- Location of first aid kit and AED
- Clear responsibility clauses in the hire agreement

AMCS does not provide first aid personnel for events. The hirer is responsible for assessing first aid requirements for their event and arranging trained first aid personnel where required.

AMCS will regularly check first aid kits in the venue to ensure that they are fully stocked, and the AED is charging.

6. Evacuation

6.1 Evacuation procedure

The hirer is responsible for ensuring all patrons are made aware of emergency exits and evacuation procedures at the commencement of the event.

In the event of an emergency requiring evacuation, the decision to evacuate the premises will be made by the **event hirer, their nominated event representative**, the AMCS Event Officer, or by emergency services where they are in attendance.

All persons on site must follow any instructions provided by emergency services and evacuate the premises promptly when directed.

The premises have five emergency exits available to patrons:

- The main entrance at the front of the building adjoining the Nicholson Street footpath; and
- The pedestrian exit on the eastern side of the premises, providing access directly into the on-site car park.
- Two fire exits on the western side of the hall, providing access to the neighbouring park
- Fire exit at rear of hall, providing access into the on-site car park.

Evacuation will be conducted in an **orderly and controlled manner**, using the nearest safe exit, with priority given to the safety of patrons, staff, and visitors.

6.2 Evacuation assembly point

In the event of an evacuation, patrons and AMCS staff will be ushered to the footpath and outdoor area in the front of the building on Nicholson Street at the designated 'Assembly Point' sign. Patrons and AMCS staff will be asked to disperse in an orderly manner from this location, when safe to do so.

7. Review

This Patron and Noise Management Plan will be reviewed annually and on an as-needed basis to ensure consistency with any changes to relevant regulations or improvements to practice

8. Appendix

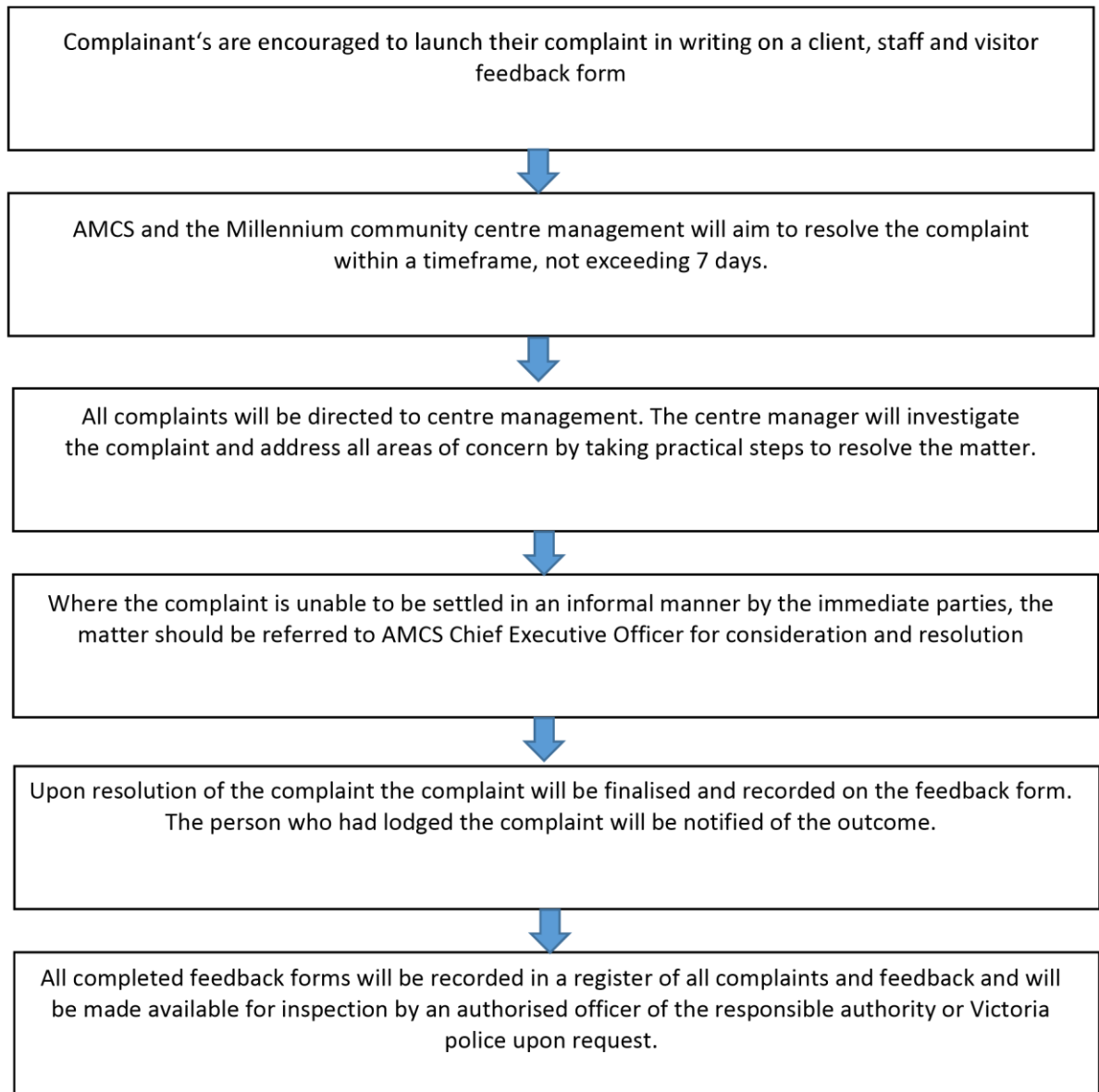
Appendix A

Respect to neighbours signage:

Please respect our
neighbours and leave
Millennium House
quietly

Appendix B

Complaints Policy and Procedure Flowchart



Appendix C

Complaints Logbook – Using AMCS Feedback Form

Client/Staff/Visitor Feedback Form

At AMCS, we believe we continually improve our service by utilising feedback provided to us by you in a number of ways. This form provides you with an opportunity to assist in this process. Please ask a staff member if you require assistance in completing this form. Completed forms may be given to staff or deposited in the client feedback box located in reception.

Completed by: Client Relative/Representative Staff Visitor

Suggestion/Compliment

(Please circle one)

Problem/Complaint

(Please circle one)

Name: _____ Signature: _____ Date: _____

Action by Management (if required)

Name: _____ Designation: _____ Signature: _____ Date: _____ _____
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Evaluation (if required)

Name: _____ Designation: _____ Signature: _____ Date: _____
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