

Hostel Management Plan

The purpose of this Hostel Management Plan is to establish guidelines for the effective and responsible management of the hostel premises. This plan addresses various aspects, including noise control, guest screening, complaints management, security, parking control, in-house cleaning process and guest relations.

1. Noise and Disturbance Control:

Compliance with Environmental Protection (Noise) Regulations 1997:

- As part of guest induction our noise policy is explained during the hostel walk through.
- Establish and enforce quiet hours within the premises.
- Ensure that common areas have posted reminders about noise regulations.
- Regularly monitor noise levels to ensure compliance.

2. Guest Screening and Assessment Procedures:

- Our check-in process includes the screening of new arrivals, to ensure no guest is signed in under the influence of alcohol or drugs, or demonstrating aggressive behaviour.
- Request and scan necessary photo identification and contact information.
- Names are automatically checked against the West Australian ban backpackers list.
- Clearly communicate hostel rules, code of conduct and expectations during the check-in process.

3. Complaints Management Procedures:

- We provide a dedicated after-hours contact for complaints.
- All complaints are addressed immediately by staff and results relayed back to complainant where necessary.
- Distribute the telephone number of the accommodation owner and operator to adjoining neighbors prior to opening for business.

4. Guests Code of Conduct:

Guests are provided with a copy of our code of conduct digitally prior to check-in and a physical copy upon arrival.

The consequences for anti-social behavior and breaches of the code of conduct clearly state our zero-tolerance policy for disruptive behavior, which may result in the termination of stay.

5. Security and Emergency Preparedness:

- Implement and maintenance of secure access systems to the premises.
- Provide guests with emergency phone numbers and evacuation protocols.
- Conduct regular training, fire and security safety drills for staff.

6. Parking Control:

- Parking rules and regulations are clearly communicated to all guests in writing prior to check-in, and again verbally at reception.
- Information on acceptable parking requirements is provided by reception and mentioned in the code of conduct.
- Parking policies are enforced to ensure guest compliance.
- Parking-related issues are relayed to local authorities/rangers.

7. Staff Training:

- We ensure all staff members are trained thoroughly on the hostel management plan, code of conduct, and are aware of the house rules and emergency protocols prior to

commencement. New staff are required to complete a minimum of 4 shifts alongside the manager or a senior staff member to provide on the job training to ensure they are familiar with and capable of all items listed on the shift checklist. Please see a copy of the shift checklist on the next page.

8. Communication and Education:

Regularly communicate with guests about expectations and rules, particularly around noise control, parking, and the code of conduct.

Display relevant information in common areas.

We will conduct regular audits to assess the effectiveness of the hostel management plan and update the plan as needed based on feedback, incidents, or changes in regulations.

Shift checklist

Morning Shift 6am-12pm

- Lights on
- Open doors
- Bathroom clean
- Collect and wash up anything from the alfresco area
- Wipe surfaces
- Fix sofa
- Vacuum & mop
- Clean outdoor area
- Fix outdoor pillows and seating
- Put dishes away
- Empty machines for coins
- Start changing beds after 9.30am

Middle shift 11am-3pm

Upstairs

- Bed changes
- Empty garbage
- Clean mirrors/tables
- Vacuum
- Bathrooms

Downstairs

- Kitchen
- Bathrooms
- Clean food boxes
- Vacuum
- Double check beds/private rooms are all made up
- Make sure most laundry is washed

Afternoon Shift 3-7pm

- Clean bathrooms
- Mop bathrooms
- Fold laundry
- Clean kitchen
- Fix sofa
- Fix outdoor areas
- Vacuum

Night shift 6pm-12am

- Clean bathrooms
- Clean kitchen - 10pm
- Vacuum & mop
- Lock up
- Lights off

End of every shift:

- Make sure garbage is put in bins
- Make sure kitchen is clean and dishes are clean and put away