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Report

1. Brief

The Club acknowledges its plans for outdoor areas may affect the noise levels as heard by the immediate neighbours.

This plan outlines the steps necessary to effectively handle changes in environmental noise and will lay the foundation for noise management of outdoor areas.

2. Summary

With the introduction of a total smoke free environment under the NSW Smoke-free Legislation Act (since 2007), the Club has sought to ensure that compliance does not unduly affect patrons and nearby neighbours. To this end, the Club has prepared several outdoor areas as a means to accommodate patrons who wish to smoke as they frequent the premises. The Club acknowledges the noise factor that could result from these areas and is committed to maintaining the quiet and good order of the neighbourhood. As such, the Club will introduce measures to mitigate any unacceptable noise emanating from outdoor areas.

The Club is aware that providing outdoor areas has needed to be carefully planned so that there is no cause and effect. It would not be prudent to provide such areas for the smoking demographic where it may, in turn, result in problems for surrounding neighbours. In this sense, management of patrons utilising the outdoor areas will need to be strictly maintained so noise levels are not unacceptable.

This business plan seeks to establish what the club's current arrangements are, what work will be affecting those arrangements and what processes will be taken to manage them effectively.

3. Current provisions

The Club maintains a neighbourhood contact line, which is routed directly to our security control room and answered by the control room operator. This person is best placed to direct resources to deal with any issues that may arise. Neighbours are encouraged to call regarding

problems that they experience resulting in actions of Club patrons and the club's policy is to act on these calls immediately.

Noise levels of patrons leaving the Club are a main source of neighbour calls. The control room operator immediately dispatches security to the area involved in the neighbour's call. As such, any problems are handled efficiently and effectively.

The control room supervisor is present in the room from 5pm until approximately 30 minutes after close of trade each day. In the event that the line may be busy or unanswered for any reason, the call is diverted to the Security Manager, then the Duty Manager and then onto the club switchboard. Delays, however, are very rare.

The contact line has been a great success and has provided a quick method of dealing with neighbourhood issues.

4. Control Measures

To prepare for noise management of outdoor areas, the Club has taken several factors into consideration: -

- 4.1 Floor Management and Security Supervision
- 4.2 Club / Community Contact
- 4.3 Signage
- 4.4 Staffing

4.1 FLOOR MANAGEMENT & SECURITY SUPERVISION

Video surveillance has always been a useful tool to observe the vast area of the Club in our pursuit for safety and security of all our patrons. It is also used to pick out potential hot spots, which aids us in diffusing any negative situations.

In addition to this, for the Club's outdoor areas, security and floor management personnel will be instructed to make regular patrols. The benefit of this is that it is a preventative measure against patrons creating an atmosphere of unacceptable noise levels.

Furthermore, staff presence and observation will occur where ashtrays are cleaned and empty glasses collected and this is a regular service on all of the club's outdoor terrace areas.

4.2 CLUB / COMMUNITY CONTACT

Although the club takes great care in the surveillance and management of noise on outdoor areas, there may be instances where a neighbour feels affected by noise on the terraces and they are invited to use the Neighbourhood Contact Line. The receiver of the call will immediately respond to any complaint and take decisive steps to eliminate any noise that is the subject of the complaint.

In addition, a complaints register is kept on the Club's premises where all noise complaints are entered for record. The course of remedial action taken to remedy the complaint is also noted in the register and follow up calls are made to the reporting neighbour if they happen to leave their name. This register is accessible at all times to Council if required.

4.3 SIGNAGE

Mounties will install prominent notices at the entrances to and within the newly proposed outdoor areas. The notices will point out to members who use these areas to do so with consideration to their neighbours as far as noise is concerned and to remind members that a minimum amount of noise is to be generated at all times. The signage will inform members that anyone causing a disturbance or nuisance will be promptly expelled from the premises and be subject to disciplinary action.

4.4 STAFFING

Noise management in outdoor areas will form part of the staff induction process. As such, all staff will be properly aware of the noise restrictions of these outdoor areas and the consideration that is due our neighbours.

Management and staff meetings will feature this issue as an agenda item. These incidents will be discussed during the meetings and, where agreed, staff and management will implement recommendations and appropriate action.

In particular the following will be implemented:

Management shall monitor member behaviour particularly at night and at closing times to ensure that their behaviour is appropriate and that noise generation is minimised.

5. Conclusion

The Club believes that the above measures, coupled with the acoustical engineering solutions in the design of the outdoor areas, will continue to maintain the quiet and good order of the neighbourhood.