



CABRA-VALE DIGGERS

NOISE MANAGEMENT PLAN

JHA

CONSULTING ENGINEERS

DOCUMENT CONTROL SHEET

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1 INTRODUCTION

This Noise Management Plan (Referred herein in this document as "NMP") sets out the framework for controlling noise emissions from the operation of the Cabra-Vale Diggers (the Premises). This document summarise procedures, responsibilities and a framework of controlling and addressing noise emissions from the premises. This management plan was prepared in accordance with the noise requirements as set out in the Acoustic Report for Development Application prepared by JHA dated 23/11/2017.

2 PURPOSE

The purpose of this document has been prepared in order to ensure that the noise emissions limits from the facility will be complied with, as deemed applicable by Fairfield City Council. The NMP will ensure that staff understand and are able to apply practices and measures to ensure excessive noise levels are avoided. There will also be a framework which shall be implemented and its measures adhered with.

3 HOURS OF OPERATION

- The Premises may be open for trade between 9.30 am to 3.00am Sunday to Thursday and 9.00am to 6.00am Friday and Saturday.
- The Premises may be open for trading till 6:00am into a Public Holiday.
- For the purpose of ground keeping and maintenance normal scheduled activities may be undertaken between 7.00am and 6.00pm, seven (7) days a week.
- Staff and/or authorised persons may be on the Premises at any time.

4 NOISE REQUIREMENTS

This NMP has been developed primarily to limit noise emissions to the nearby noise sensitive properties. Noise from the operations of the Premises shall not give rise to sound level contributions that exceed the following:

- The LA10 noise level shall not exceed the background noise levels in any Octave Band Centre Frequency (31.5Hz to 8KHz inclusive) by more than 5dB between 7.00am and 12.00 midnight at the boundary, of any affected residence.
- The LA10 noise level shall not exceed the background noise levels in any Octave Band Centre Frequency (31.5Hz to 8KHz inclusive) between 12.00 midnight and 7.00am at the boundary of any affected residence
- Notwithstanding compliance with the above, the noise shall not be audible within any habitable room in any residential premises between 12.00 midnight and 7.00am.
- Noise from patrons using the outdoor smoking terraces or the BBQ courtyard shall not give rise to a sound level contribution exceeding 5dBA above the background LA90 level when assessed as an LAeq, 15 min at the nearest residential boundary.
- Noise emissions from mechanical plant operating on the Premises shall not give rise to a sound level contribution exceeding 5dBA above the background LA90 level when assessed as an LAeq, 15 min at the nearest residential boundary.
- Noise emissions from plant and equipment used for ground maintenance shall not give rise to offensive noise
- Noise emitted from patrons and vehicles on the property between the hours of 12.00pm and 7.00am shall not give rise to a LA1, 1 min sound level contribution outside a bedroom window on a residential property exceeding 15dBA above the background LA90 level.

5 NOISE CONTROL MEASURES

Based on the operational details as specified above, and the noise criteria, in order to ensure compliance to the surrounding residential receivers the following noise mitigation measures are required:

- Live music in the Auditorium ceases at 12.00 midnight.
- Music levels from the Auditorium comply with Council's requirements and 'limiters' automatically compress and limits noise output if these levels are exceeded.
- Music levels from the and first floor function room are set to comply with Council's requirements and sound level monitors are installed with a visual alarm.
- The Auditorium outdoor terrace is closed at 11.30pm no drinks allowed in terrace area.
- In-house music systems are designed to be background music at all times

5.1 PROJECT SPECIFIC MANAGMENT PROCEDURES

Management and staff shall take all reasonable steps to control noise emitted from the operation of the premises. These management procedures include the following:

- The main egress doors for the Premises shall be monitored by staff and security to ensure that patrons are leaving the club in a quiet and orderly manner.
- Security to be position at the Porte Cochere and walkway from 11.30pm on Friday and Saturday night to prevent and manage patron noise from patrons leaving the club.
- When night time entertainment occurs on Friday and Saturday night an extra security guard is to be positioned in the porte cochere to assist in managing noise from patron entering and exiting the premises the guard is to be positioned for a minimum of 30 minutes before and 30 minutes after the finishing of entertainment.
- Signage to be erected from 11.30pm on Friday and Saturday night at the main entrance to advise patrons to leave in a quiet and orderly manner and respect our neighbors.
- All vehicles will be restricted from entering the porte cohere area from midnight. The only exemption is emergency service vehicles such Fire brigade, Ambulance and Police.
- Patron are not permitted unreasonable to congregate or loiter in porte cochere area after 11.30pm.
- During night time hours after 12.00pm security personal will patrol the external areas including the multi level car park, on a roving basis to ensure that patrons do not congregate and enter or leave the premises in a disorderly manner and not to give rise to excessive noise.
- Public Vehicle parking along the northern boundary of the site shall be restricted.
- Random and period noise monitoring should be undertaken by a qualified acoustic consultant in order to verify that the noise from the premises is meeting the acoustic requirements.
- Security personnel are employed by Management to assist with managing noise/behavioral issues outside the management procedures

5.2 GENERAL MANAGEMENT PROCEDURES

In addition to the acoustic mitigation measures, it is important for the staff to apply general practices to their everyday duties in order to minimise the noise output, i.e. avoiding any unnecessary noise emissions. These general practices would be up to the discretion of the staff to deem whether or not they are considered reasonable and feasible to conduct general business.

General practices may include the following:

- Ensure all staff and personnel are made aware of this NMP and the instructions contained within;

- Ensure a copy of the NMP is made available to staff and personnel, and that a hard copy be made available on the premises at all times;
- Advising staff and personnel to be considerate and minimise noise when leaving and arriving on the premises, during the early and late hours, that being the time when people are most sensitive to noise emissions;
- Following 'quiet' work practices, for example with delivery vehicles, requiring them to turn engines off rather than idle for long periods;
- Changing the activity if possible to reduce the noise impact or disturbance (e.g. re-organising the way the activity is carried out);
- Avoid raised voices or yelling by keeping background noise at a minimum where feasible
- Educating staff and patrons about noise and quiet work practices. This could include appropriate signage for patrons to consider neighbours and be quiet as they exit the area during the later hours

5.3 NOISE AWARENESS

In order to ensure that no excessive noise results from the operation of the facility, it is important that all staff members are made aware of this NMP and the potential impacts of noise emissions if the instructions are not appropriately followed. Ensure that all of the staff members are aware of the noise requirements and the locations of the most sensitive residential receivers. They shall be aware of the noise produced from typical activities, such as general patron noise, and noise produced from typical hospitality activities (cutlery, stacking plates, moving chairs etc.).

New employees shall also be made aware of the same environmental considerations. As a result, all staff shall be able to apply best practice and implement reasonable and feasible practices in order to reduce excessive noise output and reduce the potential of any adverse impacts of the noise emissions.

Patrons shall be made aware of the fact that there is the potential for noise impact on surrounding receivers based on their own activities. There should be simple signage to indicate that excessive noise levels be avoided during the evening hours such that they can be made aware of the issue in a passive manner.

5.3.1 RESPONSIBLE PARTY

The responsibility shall be on the general management to ensure staff and patrons are made aware, and that new staff members are inducted into the same understanding. The final responsibility will also be on the staff themselves, in order to implement actions based on their understanding of the above.

5.4 COMMUNITY CONSULTATION

Consulting with the community is often an effective way to avoid any complaints that may arise due to the noise emissions. Generally when people are consulted about the activities taking place and the level of noise exposure they can expect, they are often more tolerant to the impacts knowing that their concerns are known, and being dealt with in a systematic sense, in this case the application of the NMP.

5.4.1 RESPONSIBLE PARTY

The responsibility shall be on the upper management of the facility to provide a sufficient level of community consultation. Letter drops can be an effective means to convey the information to multiple receivers.

5.5 TRAINING PROCEDURES

In order to effectively implement this plan, it will depend on the competency of the staff in regards to the details within. A form of general training shall be targeted to provide the staff with the skills and knowledge required to enable them to manage and control noise in accordance with this NMP.

5.5.1 RESPONSIBLE PARTY

The responsibility of training the staff will be on upper management to effectively develop a method to convey the necessary aforementioned information, which may be conducted via supervisors if required.

6 NOISE COMPLAINTS

6.1 GENERAL COMPLAINT PROCEDURES

Local Council and other officers can provide an impartial and fair assessment of what level of noise is reasonable, taking into consideration the nature of the activity, the surrounding area and number of people likely to be affected. Important steps that can contribute to resolving a noise problem include the following:

- Establish internal procedures to receive and manage neighbourhood noise complaints in a consistent manner;
- Act on the complaint as quickly as possible to prevent the situation getting out of control. The complainant's level of tolerance may have already been lowered if a problem has been ongoing. This can make any subsequent improvement in noise unsatisfactory from the complainant's perspective;
- Determine whether the complaint is justified. A site visit to witness the noise first hand is recommended to determine whether the complaint has been made on a reasonable basis;
- Explain to the complainant what the council officers can do to address the noise problem and check that the complainant has reasonable expectations about the likely result. For example, it is not usually reasonable to close a commercial activity that is otherwise operating legitimately because of noise issues. It may also not be possible or reasonable to expect absolute silence;
- Keep the complainant informed of progress and the action being taken to resolve the problem;
- Determine whether there is a history of noise complaints for the premises. The complainant may be able to provide information about any previous action in regard to the same noise issue;

6.2 COMPLAINTS LODGEMENT

Upon receipt of a noise complaint from a resident, the complaint shall be logged by the relevant staff member in a Complaints Register, and must contain the following information:

- Name, address, and contact number of the complainant;
- Date and time of the complaint
- The nature of the complaint, including any particular event or noise characteristic;

The corrective action that is taken place as a result of the noise complaint must also be lodged in the register, which would include the actions that have been taken and the time and date of implementation.

It is important to maintain a clear and structured Complaints Register as it will assist in the following:

- Maintaining a consistent approach for similar complaints;
- Tracking complaints and measuring performance;
- Documenting complaint types and numbers;
- Providing an indication of local issues and where policies need review;

6.3 COMPLAINTS PROCEDURE

