



17 April 2019

Urbis Pty Ltd  
Level 23, Darling Park Tower 2, 201 Sussex Street  
Sydney NSW 2000

Dear Sir/Madam

## **Sydney Swans HQ & Community Centre Noise management plan**

### **1 Introduction**

GHD has been requested to prepare a noise sub management plan (NMP) by Urbis to be used to manage operational noise emission from the proposed additions and alterations at the Royal Hall of Industries forming the Sydney Swans HQ & Community Centre.

### **2 Project background**

GHD has previously undertaken an assessment of the acoustic impact as a result of the proposed additions and alterations to the Royal Hall of Industries. This was conducted as part of a Noise and Vibration Impact assessment (GHD, 2019) (NVIA). The assessment found that, based on the location of the mechanical plant and the activities associated with the venue it is unlikely that there will be an increased acoustic impact on the nearest sensitive receivers due to the development.

### **3 Noise management plan**

#### **3.1 Hours of operation**

All activities associated with the use and operation of the Sydney Swans HQ & Community Centre will be confined from 7:00 am to 9:00 pm, seven days a week.

#### **3.2 Management measures**

Management measures for noise to be applied on the site are to include:

- A noise complaints management system is to be implemented whilst the completed facility is in operation. The following process should be established to ensure all complaints are dealt with in an appropriate manner:
  - A staff member will be nominated to deal with complaints from the community. Contact detail of this member of staff will be displayed at entry point of the site
  - All complaints will be logged within a complaint register. An archive of complaints will be maintained, documenting the nature of the complaint and the actions implemented for resolving the complaint

- The relevant party will endeavour to attend to these complaints within 48 hours of receiving
- The complaint log should be reviewed at regular intervals to identify common complaints and recurring issues. The review can be used to adjust operations to reduce the number of complaints moving forward.
- The complaints log will be made available to relevant regulatory authorities on request.
- A template of the complaints log is presented below in Table 1.
- Mechanical plant should be maintained adequately so as to minimise increasing noise levels.
- Clear signage should be erected at site entrances advising people that they must not generate excessive noise and leave the site in a quiet and sensitive manor to minimise any potential impacts of the surrounding amenity

**Table 1 Complaints log template**

Item	Comments
Date and time of call	
Name and location of caller	
Contact details of caller	
Nature of complaint	
Action taken	
Staff member handling complaint	

Sincerely  
GHD



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