

NOISE MANAGEMENT PLAN

**CABANA BEACH KIOSK-TAPAS BAR
1200 PITTWATER ROAD.
NARRABEEN**

8 June 2018



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1.0 INTRODUCTION

This Plan has been developed to document noise management procedures for the Cabana Kiosk and Tapas Bar (*the Premises*). The emphasis of the Plan has been placed on performance regarding the noise associated with operating *the Premises*, customers departing *the Premises*, procedures for reporting and addressing noise complaints.

2.0 DESCRIPTION

South Narrabeen SLSC was officially opened 15 December 1923. The Club was developed to service the community and is managed by Club Members. The two (2) story Club House building provides for the storage of surf life saving equipment, community amenities and Clubrooms. Part of the first floor of the building provides for the Cabana Kiosk and Tapas Bar (*the Premises*).

Vehicle parking available onsite is accessed from Pittwater Road.

The adjoining property to the north of the South Narrabeen SLSC is developed with a residential apartment building, the property adjoining to the south is developed with a free standing residential building fronting Pittwater Road and a part constructed two (2) storey extension fronting the beach.

The Premises are accessed by stairs and developed with an internal area providing for food preparation, a service area, internal seating and a terrace fronting the beach. Council approval limits the maximum number of customers on *the premises* at any one time to forty-four (44).

To assist with the management of noise from *the Premises* in addition to limiting customer numbers, retractable terrace blinds and an electronic noise limiter to control amplified music will be installed.



3.0 HOURS OF OPERATION

The operating hours of operation of *the Premises* are:

- Monday, Tuesday, Wednesday: 7.00am to 4.00pm
- Thursday: 7.00am to 9.00pm
- Friday and Saturday: 7.00am to 10.00pm
- Sunday: 7.00am to 9.00pm

Outside operating hours Staff may enter, or remain on *the Premises* at any time for cleaning and preparation. Staff and trades persons engaged by the management may enter and remain on *the Premises* at any time, provided that their activities do not give rise to disturbance of the neighbourhood.

4.0 AMENITY OF NEIGHBOURHOOD

At all times the Manager of *the Premises* will consider the noise amenity of the neighbours and take all reasonable measures to ensure that noise does not adversely impact their amenity.

The Manager of *the Premises* will take all reasonable measures to ensure that noise from the behavior of staff and customers when leaving *the Premises* does not detrimentally affect the neighbourhood amenity.



5.0 BEHAVIOUR and CUSTOMERS NOISE MANAGEMENT

Any amplified music from speakers installed within *the Premises* will have a number of constraints. The permitted noise level from such speakers will be subject to compliance testing and controlled by an electronic noise limiter. Access to the speaker control/monitoring/limiting equipment and settings will be restricted to the Manager, only.

The Manager and staff will take all reasonable steps to control the behavior of the customers on and leaving *the Premises*, to effect this, Management shall arrange to:

- Erect signs at the exist of *the Premises* requesting customers to leave quietly;
- From about 15 minutes prior to closing on any night request customers to leave *the Premises* and the car park quickly and quietly so as not to avoid disturbance of the neighbourhood;
- Assign a staff member to outdoor areas to ensure that customers, in leaving *the Premises* do so promptly and as quick as is reasonable possible;
- Instruct staff with respect to responsibilities and compliance the responsible service of liquor as promoted the New South Wales Liquor Industries Code of Practice for Responsible Promotion of Alcohol Products;
- Management and staff will at all times promote the New South Wales Liquor Industries Code of Practice for Responsible Promotion of Alcohol Products;
- The official 'Intoxication' sign and 'Proof of Age' post will be prominently displayed on *the Premises*;
- Low alcohol beer and non-alcoholic beverages will be available at all times when full strength liquor is available.
- All Council Approval conditions for *the Premises* will be met;
- Management will promote a 'Don't Drink + Drive' scheme.



6.0 MANAGEMENT

Not less than one Senior staff member will be present when alcohol is available for consumption on *the Premises*.

The Manager and/or Senior staff member will carry out the procedures in accordance with Clause 5.0 (above).

The Manager or assigned Senior staff member will be required to:

- Make patrols of the interior of *the Premises* and outdoor areas from time to time;
- Record in the 'Incident Book' when any noise incident is reported by a member of the public, with an observation as to whether or not any persons identifiable as having been customers at *the Premises* immediately prior to the incident, were involved;
- Request any customer of *the Premises* in the area patrolled to behave in a quiet and orderly manner that is considered necessary or appropriate;
- Prevent any person, detected as intoxicated or under the influence of drugs, entering *the Premises* and bring to the attention of the Manager or Senior staff member any person on *the Premises* who might be considered intoxicated or under the influence of drugs;
- Prevent customers leaving *the Premises* with liquor whether or not in drinking containers.
- Monitor customers behaviour in the vicinity of *the Premises* until all customers have left the area patrolled, taking all practical steps to ensure the quiet and orderly departure of customers;
- At the close of *the Premises*, bring to the attention of the Manager any incidents that have occurred and actions undertaken, who shall ensure the details of the incidents reported are recorded in the 'Incident Book' kept on *the Premises*;



- Ensure that a list of emergency telephone numbers is available near the phone at all times;
- Ensure that staff are aware of fire and safety procedures to be followed in the event of a fire including evacuation to assembly points for customers. The safety of customers and staff is paramount at all times;
- Ensure all safety equipment is regularly maintained and certified by a qualified maintenance contractor;
- Smoking in outdoor designated areas is to be controlled as not to unduly impact on the amenity of the locality.

The Manager will make copies of the 'Incident Book' available to Council, Police and the President of the South Narrabeen SLSC at all reasonable times and within seven (7) days of a written request from Council, the Police or the South Narrabeen SLSC, to do so.

The Manager or Senior staff member will record in the 'Incident Book' any complaints made directly to staff of *the Premises*, by local residents about the operation of *the Premises* or the behaviour of its customers. The Manager or Senior staff member will endeavor to resolve any issue and concerns of the people in the surrounding areas and meet with the complaints to address reasonable concerns.

7.0 COMPLAINT HANDLING

The Manager or Senior staff member for *the Premises* will respond to complaints in a timely and appropriate manner. The following telephone number is publicly accessible which complaints can be made [0432506218](tel:0432506218).

Additionally complaints can be lodged by emailing: info@cabanabeachkiosk.com

The Premises will keep and maintain in the 'Incident Book' a list of complaints reported with respect to the operation of *the Premises*. Upon receipt of a complaint with respect to the operations, the Manager or Senior staff member will respond in an efficient and sympathetic manner. A record of these complaints shall be reported in the 'Incident Book' and made available to Council, the Police or the South Narrabeen SLSC President, upon request.

No Party to the complaints proceedings is to be made known to any other person not being a party, the names or addresses of any other party in the proceedings, in particular, no customer of *the Premises* is to be informed either directly or indirectly of the identity or location of any complaint.



8.0 DELIVERIES, WASTE REMOVAL AND CLEANING

The Manager of *the Premises* will use their best endeavor to ensure that deliveries are made between 8.00am and 6.00pm, seven (7) days a week.

Cleaning of *the Premises* will be undertaken on a daily basis by staff members or cleaners and involve tasks such as cleaning tables/floors, etc.

All waste material collected from *the Premises* will be stored in waste bins until removal off-site by waste collection services.

After 10.00pm all empty bottles/aluminium cans, etc will be stored in containers on *the Premises* overnight and removed not before 8.00am, the following day.

9.0 AMENDMENT TO THIS PLAN

If, in any circumstances where experience shows that it is reasonable or desirable to modify any provisions of this Plan for the better management of *the Premises*, that modification shall be made to the Plan only with the consent of Council, which consent shall not unreasonably be withheld

I declare that I have read and understand this Plan of Management

Manager

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Dated

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