

Noise Management Plan

235 Brisbane Street Perth WA 6000

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Introduction

The Noise Management Plan (NMP) aims to protect the acoustic privacy of nearby residents in their homes and private open spaces. The service is committed to preventing the generation of unacceptable noise levels that may impact upon the amenity of neighbours. This NMP aligns with the principles set out in the Environmental Protection (Noise) Regulations 1997 and the City of Vincent's noise management guidelines.

Operation details

Hours of operation:

- The centre will operate between the hours of 7.00am to 6.00pm Monday to Friday.
- The centre will be closed on Saturday, Sunday and on public holidays.

Number of children on site:

- The centre will accommodate a maximum of seven (7) children at any one time.

General noise management principles

The centre manager will ensure that children are adequately supervised at all times, and will respond to any child that is distressed or in need of assistance or support.

Any activity that may potentially create noise breakout from the premises will be kept to a minimum. Doors and windows will be kept closed during indoor activities that emit noise.

The behaviour and 'style of play' of children will be monitored to prevent particularly loud activity e.g., loud banging/crashing of objects, 'group' shouts/yelling.

Stereo and audio systems will be used on low volume settings to avoid the potential for noise breakout from the premises. Any music played within indoors would be 'light' music with no significant bass content and played at a relatively low volume level.

The NMP will be provided to all parents upon enrolment of their child. The NMP will be regularly reviewed at intervals not exceeding 12 months and more frequently as required. Any changes will be communicated to all relevant parties in writing.

Parents

Upon enrolment, parents will be informed of the NMP and the importance of minimising noise that could potentially affect neighbouring properties.

Parents will be advised:

- Of the importance of the NMP and acknowledge their acceptance of the plan;
- When arriving to and departing from the centre, to be considerate of the neighbouring properties by keeping noise levels to a minimum.

Parents will be informed that the aim of the NMP is to implement strategies to reduce potential noise breakout from the centre.

The NMP requires co-operation of all parents. Parents will be advised to avoid:

- Slamming car doors, centre doors or gates
- Calling out loudly when delivering or collecting children; and
- Loud discussions outside with educators or other parents

Parents will be asked to share this information to anyone (i.e., grandparents) who may be dropping off or collecting children from the centre.

Outdoor play

- Children will not be permitted to play outside before 9am.
- Outdoor play will be restricted to two one-hour sessions per day
- A separate daily program for both the warmer and cooler months will be established in order to regulate the total time spent outdoors and indoors
- Any child interacting with the boundary fence, such as throwing balls or hitting fences will be redirected to another play area to participate in an alternative activity.
- Children who are crying outdoors will be comforted by staff. If the child continues to cry, they will be taken inside. A quiet space is available indoors for calming upset children.
- Soft finishes will be used to minimise the external impact of noise (e.g., grass, sand pits, rubber mats) over timber or plastic.
- Preference will be given to the use of soft balls and rubber wheeled toys. There will be no use of percussive, hard wheeled and other potentially noisy toys in the outdoor play area.
- Potentially noisy activities such as music and singing will be conducted indoors with doors and windows closed to ensure that noise is not audible to neighbouring properties.

Monitoring and management

The contact details of the owner/centre manager will be provided to neighbours. This provides residents with a point of contact, should an issue relating noise arise. If complaints are received, the centre manager will take immediate action to rectify the complaint and will follow the complaints procedure.

All staff and parents will be made aware of the requirement to comply with this NMP. Parents of children attending the centre will be provided with information outlined in the NMP (which is reviewed and revised regularly in compliance with service audits).

Staff responsibilities

The centre will continue to be run by an owner-operator. If additional staff are employed, they will be informed of the NMP and this will become part of their induction.

Staff will be advised:

- About the requirements of the NMP during their induction
- To supervise children at all times
- To provide stimulating and engaging play-based activities that align with the principles of the NMP
- To talk to children and try to resolve conflicts rather than shouting across play areas.
- If children are yelling or screaming, to redirect the child to a quieter play area.
- That for babies who are crying, staff should try to comfort the baby. However, if the baby continues to cry, they are to be taken to a quiet area inside.

Car parking and traffic management

The aim of this section of the NMP is to ensure that access to and from the centre parking areas occurs in an appropriate manner to minimise noise emission, and to ensure that appropriate arrangements are in place to coordinate vehicle parking for parents and/or carers. Pick-up and drop-off times will be provided to both accommodate and encourage the staggering of vehicle movements during peak periods.

Drop off and pick up

Staff will advise parents and carers that drop-off and pick-up of children is to occur within the drop-off designated parking bays, when possible, to reduce any potential noise breakout.

To assist in maintaining low noise levels, signs will be erected, advising the following:

- Parents not to call out loudly during drop off and pick up.
- Staff and parents to converse at a low volume at all times when outdoors.
- Gates and car doors must not be slammed.
- Staff and parents converse at normal speech levels and not to shout across the car parking area.

Parents and carers are required to accompany their child when entering the centre from the car parking area and will be advised of the NMP as part of the enrolment process.

Parents will be discouraged from entering into prolonged conversations with other parents in the car parking area as this is deemed to be unsafe. This information will be contained in information packs provided on enrolment and maintained on-site by the centre manager.

Contact details and complaints procedure

Where possible, neighbours are encouraged to report any noise concerns to the centre manager directly. Any complaints relating to noise can be directed to Abby by calling 0430 515 506.

If the centre manager is not available, a message can be left and this will be followed up as soon as practicable (within 24 hours).

Any noise complaints received will be recorded in the complaints record keeping book, which will include the following information:

- The date and time of the complaint;
- The details of the person(s) making the complaint;
- Suspected/actual source of the noise (parking area, children playing outdoors); and
- The proposed resolution provided to the resident(s) and suitable outcome.

The complaints record keeping book supports appropriate record keeping, trend analysis and facilitates any necessary changes or modifications to current noise management procedures.

Future changes and modifications

This NMP will be reviewed at the minimum, yearly by the centre manager. More frequent review can be implemented if required based on feedback and regulatory requirements.

Below is an example of a sign to be placed in the car park and outdoor play area.

Dear Parents and Staff

**PLEASE KEEP
NOISE TO A
MINIMUM**



**PLEASE RESPECT
OUR NEIGHBOURS**

Please remember our Noise Management Plan
Please close car doors, centre doors and gates gently.
Please walk over to your children rather than calling out loudly.
Please converse with staff, other parents and your children quietly.
We appreciate your cooperation.