



Event Amplified Sound Management Guidelines

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Introduction

Events in the City of Adelaide (CoA) public realm have the potential to cause noise related environmental impact. *Under the Environment Protection Act 1993*, event organisers have a legal responsibility to prevent and minimise environmental impact as far as practicable.

The Adelaide Park Lands were set aside for public use more than 170 years ago. The Park Lands are highly valued by the people of South Australia as the City's primary public space and host more than 800 events per year.

Over recent years, streets and laneways have become more frequently activated beyond their traditional use to be transformed as creative and interactive spaces and places for activities and events.

This document outlines the noise mitigation requirements and procedures that an event organiser is required to adhere to when operating events in the CoA Public Realm.

CoA recognises that each event and venue is by its nature unique. In some instances there may be the need to further tailor the requirements and procedures to ensure that the noise mitigation is appropriate for each event.

Legislative framework

Event organisers have a legal obligation under the General Environmental Duty in section 25 of the *Environment Protection Act 1993* (EP Act) that states:

A person must not undertake an activity that pollutes, or might pollute, the environment unless the person takes all reasonable and practicable measures to prevent or minimise any resulting environmental harm.*

Failure to comply with the General Environmental Duty, or to cause environmental harm in the form of nuisance noise can result in civil or criminal prosecution.

In order to demonstrate compliance with section 25 of the EP Act, event organisers should consider the potential noise impacts of planned events and minimise those impacts where possible. The requirements set out in the CoA Event Amplified Sound Management Guidelines may assist with this process.

Event organisers are also responsible for all WHS requirements in regards to risks arising from hazardous noise in the work place.

There are some events which are not required to adhere to the requirements set out in the Event Amplified Sound Management Guidelines. This is because these events fall under separate Acts and associated legislation. Examples of this include but are not limited to events held on land owned by State Government, events held in indoor private licensed areas and events governed by the South Australian Motor Sport Act 1984.

***Environmental harm includes nuisance, such as noise.**

Definition of Terms

Refer Attachment 1. Definition of Terms.

Event Types

The following event types are subject to the Event Amplified Sound Management Guidelines:

| Event Type | Description |
|---|---|
| Multi-Stage Music Festivals Page 7 | Major events that have more than one stage continuously programmed with music acts that have large audio infrastructure requirements and high-level treble and/or bass outputs. |
| Concerts Page 15 | Music events that have only one stage continuously programmed with music acts that have large audio infrastructure requirements and high-level treble and/or bass outputs. |
| Temporary Multi-Day Venues Page 22 | Venues with programmed performance / music which operate for two or more event days. |
| Events and Festivals with a Music Component Page 26 | Events that have a range of entertainment offerings including but not strictly focussed on music acts and have minor to medium audio infrastructure requirements. |
| Road events Page 30 | Events held on public roads and laneways. |
| Events that use a public address system Page 33 | All events that use public address systems for event announcements or commentary. |

CoA reserves the right to apply the Events Amplified Sound Management Guidelines to events that fall outside of the above descriptions.

Event Locations

On receipt of an event application, CoA will consider whether the requested location is appropriate given the scale, event category, event date/ time and anticipated impact to the environment (including noise impact).

Community Land Management Plans (CLMP) help to provide guidance as to the suitability of Park Land venues for events.

Where a requested location is deemed by CoA to be inappropriate, CoA will endeavour to work with the event organiser to identify a suitable alternative location.

Event Locations for Multi-Stage Music Festivals

To limit the impact of Multi-Stage Music Festivals across the public realm, suitable Park Land venues have been identified as follows:

- The location known as ‘The Plateau’ in Ellis Park/ Tampawardli (Park 24).
- Bonython Park/Tulya Wardli (Park 27)

A maximum of three (3) events totalling a maximum of four (4) event days can be held in Bonython Park/Tulya per year (1 July – 30 June).

Applications to hold Multi-Stage Music Festivals in other locations will be assessed on a case by case basis.

Noise Bonds

What is a noise bond?

- A noise bond is an amount of money paid up front by an event organiser as a security to encourage events to comply with the Event Amplified Sound Management Guidelines.
- The bond amount is held in security by CoA until after the event when CoA is able to confirm the event organiser's compliance / non-compliance with the Event Amplified Sound Management Guidelines.

What events will have a noise bond applied and what is the noise bond amount?

- Events in the 'Multi-Stage Music Festival' category - noise bond amount: \$10,000.
- Ticketed events in the 'Concerts' category that have expected attendance of 5,000 people or more - noise bond amount: \$8,000.
- Events in the 'Temporary Multi-Day Venues' category with DJs/bands, operating beyond 11pm and operating in the open air (i.e. not in an enclosed venue) - noise bond amount: \$8,000.
- CoA reserves the right to request a noise bond for other events at its discretion.

When does the noise bond have to be paid?

- The event organiser will be required to pay the noise bond on receipt of an appropriate tax invoice from CoA as a condition of the Event Licence.
- The noise bond must be received by CoA prior to the event bump-in as a condition of the event licence.

When is the noise bond refunded to the event organiser?

- The noise bond will be refunded to the event organiser post-event once CoA is able to confirm the event's compliance with the Event Amplified Sound Management Guidelines.
- The event organiser must submit to CoA an appropriate tax invoice for the refund of the noise bond before this can be paid.



Consequences and penalties of non-compliance

Pre-event

Failure to provide the requested information or carry out any actions that are required under the direction of this document or the Third Schedule of the Event Licence could result in the event not gaining approval from CoA to proceed. A final signed copy of the Event Licence will not be granted until the CoA Event Facilitation team is satisfied that all pre-approval requirements have been met. No event that requires a licence can legally take place until the Event Licence has been executed. Compliance with the Event Amplified Sound Management Guidelines is an essential step in the approval process for events that are required to adhere to the Event Amplified Sound Management Guidelines.

During and after the event

Non-compliance with conditions in the Event Amplified Sound Management Guidelines can have serious consequences for an event/event organiser. Whilst not limited to, this could include CoA having recourse to a noise bond that has been paid, possible impediments to staging further events in the CoA public realm and prosecution and financial penalties imposed by the Environment Protection Authority- South Australia (EPA).

Separate to CoA and in accordance with the EP Act, authorised officers may attend an event and surrounding area to take noise measurements, particularly if a number of complaints about actual or potential noise have been received.

Authorised officers may approach event organisers to take action to reduce noise levels should they consider that noise levels at a noise-affected premises is unreasonable, and/or that all reasonable and practicable measures have not been taken to minimise the potential noise impact.

The EP Act provides authorised officers with various regulatory tools to apply in such circumstances. For further information on authorised officers and the regulatory tools available to them, please refer to EPA Publication, *Compliance and enforcement: Regulatory options and tools* (2009).

Temporary Enclosed Venues

Temporary fully enclosed venues operating within a Park Lands event site may be permitted to increase the applicable noise criteria by 3dB (A). An application should be provided to the CoA for such a request.



Multi-Stage Music Festivals

SOP Requirements

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the category or scale of the event. However, certain categories of events have a higher risk of causing noise impacts on nearby residents and businesses.

Unless otherwise advised by CoA, event organisers must provide the following information:

Key Noise Mitigation Requirements

1. Site plan showing positioning and orientation of stages must be submitted to CoA for approval **35 days prior to the bump-in date**. The main stage/s should be located and oriented to face away from Noise Sensitive Receivers and the remaining stages located and oriented to suit other operational requirements (i.e. crowd capacity and interference between stages).
2. Event hotline phone number made available to the public and proposed hours of operation for approval.
3. Noise Management Plan (NMP) to be presented to CoA **28 days prior to the bump-in date**. The NMP must include all items outlined in **Noise Management Plans**.
4. Minimum of one Acoustic Engineer will be appointed by CoA to oversee live monitoring equipment installed at all stage locations, including sound checks (refer Acoustic Engineer Onsite). The Acoustic Engineer will also regularly monitor noise sensitive receiver locations. The cost associated with this will be borne by the event organiser.
5. A copy of the completed Complaints Recording Template must be provided to the CoA within 7 days of the conclusion of the event (**Complaints Response Procedure and Attachment 2- Complaint Recording Template**).

CoA reserves the right to re-classify an event, or alter requirements based on the event details.



Noise Levels

The majority of noise complaints received during events are due to:

- Events with excessive low frequency bass music noise levels.
- Increased noise levels into the evening.
- Long running events not addressing the noise impact that they are having on surrounding businesses and residents.

Bass music noise is not able to be effectively reduced during propagation. The most effective way of mitigating it is to restrict or reduce its level at the source.

Event organisers must comply with the Amplified Music – Hours of Operation, Maximum Noise Levels at FOH and Maximum noise level targets at Noise Sensitive Receivers noted below unless otherwise advised by CoA.

| Amplified Music – Hours of Operation | Maximum Noise Levels at FOH | Maximum noise level targets at Noise Sensitive Receivers |
|---|--|--|
| Amplified music at these events will not be permitted outside of the hours 7:00am – 11:00pm ¹ with the exception of New Year’s Eve events. | <ul style="list-style-type: none"> • 110dB (C) Leq (15 min) • CoA reserves the right to impose an A-weighted noise limit at the FOH mixing desk in addition to the C-weighted limit in some circumstances. | <ul style="list-style-type: none"> • 60dB (A) Leq (5 min) or 75dB (A) Lmax (1 min) • The unweighted Leq level should not exceed 75dB in either of the 31.5Hz, 63Hz or 125Hz octave bands, or if the Acoustic Engineer deems the low frequency content to be excessive/annoying at Noise Sensitive Receivers. |

¹ The operating hours for events are governed by conditions set out in the Adelaide Park Lands Events Management Plan 2016-2020 and as approved as part of the Event Licence.

Events in this category are able to apply to increase their front of house amplified sound levels for a specific period under certain conditions. Please refer to page 35 for more information.

Noise Management Plans

A Noise Management Plan (NMP) is a planning document that describes how an event will manage their noise emissions.

The NMP must be submitted to CoA **28 days prior to bump in**. The following items must be included in the NMP, unless otherwise advised by CoA:

1. A site plan that includes the location of the planned stage and speaker orientations. As a guide, the main stage/s should be located and oriented to face away from Noise Sensitive Receivers and the remaining stages located and oriented to suit other operational requirements (i.e. crowd capacity and interference between stages). Stage locations should be guided by the recommendations set out in the Adelaide Park Lands Events Management Plan 2016-2020 for each Park Land.
2. Justification for the stage and speaker orientation, explaining how mitigation of noise impacts at Noise Sensitive Receivers has been considered in the planning.
3. A stage and sound check schedule that includes the time each music act is performing and the type of music that is being performed.
4. Documentation of the event's complaints handling and response procedure (**refer Complaints Response Procedure**).
5. A copy of the Advance Notification Letter which must be distributed by the event organiser to residents and businesses within the Notification Area specified for the event location no later than 14 days prior to the event date. The event organiser is required to use the Advance Notification Letter Template (**refer Attachment 3 – Advance Notification Letter**). Draft copy to be provided to CoA prior to distribution.
6. Details of any additional consultation measures that have/will take place with potentially noise affected premises.
7. Confirmation of any other technology that will be used by the event to ensure that FOH Technicians are able to monitor and control the noise levels in line with **Noise Levels**.
8. Any additional actions that have/ will be been implemented to address the event's legal obligation to abide by the General Environmental Duty under the *Environment Protection Act 1993*. This means that as far as practicable the event organiser must prevent and minimise the environmental impact of the event.
9. Contact details for Accountable Person (**refer Acoustic Engineer Onsite**).
10. Provide a dedicated event hotline number that will be answered at any time during the event operating hours.

CoA reserves the right to alter NMP requirements in consultation with the event organiser based on the event details.

Acoustic Engineer Onsite

The event is responsible for ensuring compliance with the Event Amplified Sound Management Guidelines. This includes ensuring that the sound levels at the FOH mixing desks are maintained in line with the noise levels approved by CoA.

1. One (1) CoA appointed qualified Acoustic Engineer will coordinate the installation of live monitoring technology at all stages to prior to the event and will monitor sound levels at Noise Sensitive Receivers, relative to the noise criteria approved by CoA for the duration of the event. The CoA appointed Acoustic Engineer is responsible to and reports to CoA.
2. Prior to the event, the event organiser is to nominate an Accountable Person for the Acoustic Engineer/s to liaise with as follows:
 - Pre-event when the CoA appointed Acoustic Engineer installs the live monitoring technology.
 - Pre-event during sound checks.
 - Pre-event and during the event in relation to compliance with the noise criteria approved by CoA.
 - During the event in relation to the noise bond process if applicable.
3. The accountable person will be provided with a web link to view noise levels at each stage as captured by the live monitoring technology.
4. The Accountable Person nominated by the event organiser is required to comply with all directions provided by the CoA appointed Acoustic Engineer and CoA to ensure compliance with the Event Amplified Sound Management Guidelines.
5. The Accountable Person is required to provide the CoA appointed Acoustic Engineer contact details of the Accountable Person.
6. Post-event, a Sound Monitoring Report will be prepared by the CoA appointed Acoustic Engineer and submitted to CoA within 4 business days of the event. The Sound Monitoring Report will include a log of sound level testing throughout the event at all applicable sites and summary of communication between Acoustic Engineers and the Accountable Person/s. CoA will provide a copy of the Sound Monitoring Report to the event organiser.

The cost of the CoA appointed Acoustic Engineer and live monitoring technology is to be borne by the event organiser.



Complaints Response Procedure

The NMP is required to specify a procedure to be followed should a noise complaint be received directly by the event organiser on the day of the event. The procedure should include:

1. Recipient of complaint to record details of noise complaint on Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**).
2. Event organiser to assess complaint and check if problem can be simply resolved by reducing noise levels, reducing bass content of music or a similar measure. Where possible, advise Acoustic Engineer of complaint location and to undertake measurement of music noise at FOH mixing desk and complaint location as appropriate.
3. If noise level at FOH mixing desk exceeds specified level and/or level at complaint location exceeds the maximum levels permitted at Noise Sensitive Receivers (**Refer Notification Areas & Noise Sensitive Receivers**) reduce event noise levels as appropriate to ensure compliance with the set noise criteria.
4. Advise complainant of action taken, if possible.
5. Advise CoA of complaint received as soon as practicable following receipt of the complaint.
6. A copy of the completed Complaint Recording Template log must be provided to the CoA Event Facilitation team within 7 days of the conclusion of the event.



Noise Bond Process

1. An independent Acoustic Engineering Company will be engaged by CoA to monitor noise levels during sound checks and throughout the event (**refer Acoustic Engineer Onsite**). The cost of this will be borne by the Event organiser.
2. The CoA appointed Acoustic Engineer will install live monitoring noise logging equipment at all stages that are deemed by CoA to be at risk of exceeding the FOH Mixing Desk Noise Limit.
3. The live monitoring noise logging equipment will generate real time measurements of the sound pressure level and Leq (15min). and this data will be accessible by the event, CoA and CoA appointed Acoustic Engineer via web link.
4. If the L_{Ceq}, 15 min FOH Mixing Desk Noise Limit is exceeded by 10dBC on any one occasion 100% of the noise bond will be immediately forfeited.
5. If the Leq sound pressure level at any stage location FOH mixing desk exceeds the FOH Mixing Desk Noise Limit, an alert will be communicated via SMS and/or email notification to the Accountable Person. The alert will communicate that there has been an exceedance of the Leq (15 min) noise criteria. It is the responsibility of the Accountable Person to track these exceedances and to be fully aware of where this places the event in relation to potential bond loss.
6. If sound levels are reduced, no strike issued.

NOTE: Any exceedance will contribute to the Leq (15 min) reading captured in the Sound Monitoring Report. If the Sound Monitoring Report shows that FOH Mixing Desk Noise Limit at any stage was exceeded for more than 33% of the total programmed event duration, a percentage of the noise bond will be immediately forfeited. 'Refer to Average Exceedance Value and percentage of Bond Loss section below.

7. If the next Leq (15 min) reading at any stage location FOH mixing desk exceeds the FOH Mixing Desk Noise Limit, an alert will be communicated via SMS and/or email notification to the Accountable Person. It is the responsibility of the Accountable Person to understand the Noise Bond Process and where any alert places the event in relation to potential bond loss. The Accountable Person can access the detail of the Leq (15 min), then as per the Noise Bond Process Flowchart no strike is issued. If levels have not been reduced the Acoustic Engineer will issue a first strike to the Accountable Person, advising that at a second strike, 50% of the noise bond will be forfeited. Strikes will be issued via SMS and/or email to the Accountable Person.
8. At a second strike, 50% of the Noise Bond will be forfeited.
9. At a third strike, the Acoustic Engineer will advise the Accountable Person that at a fourth strike, 100% of the Noise Bond will be forfeited.
10. If the Sound Monitoring Report (generated post event) shows that the FOH Mixing Desk Noise Limit was exceeded for more than 33% of the total event duration (from start of first act to end of last act), a percentage or entirety of the noise bond will be forfeited. Please refer to Average Exceedance Value and Percentage of Bond Loss section for details.
11. Should the event continue to remain non-compliant after they forfeit their bond, the EPA will be notified by Council. Further action taken by the EPA may include prosecution and financial penalties.
12. Should the event continue to remain non-compliant after they forfeit their bond, CoA may not accept any future event applications.

Average Exceedance Value and Percentage of Bond Loss

Should any stage FOH Mixing Desk Noise Limit be exceeded for more than 33% of the programmed event duration the event will be subject to a bond loss.

dB readings with decimal points will be rounded up or down as per usual rounding rules as follows:

- If the number being rounded is followed by 0,1,2,3 or 4 round the number down.
- If the number being rounded is followed by 5,6,7, 8 or 9 round the number up.

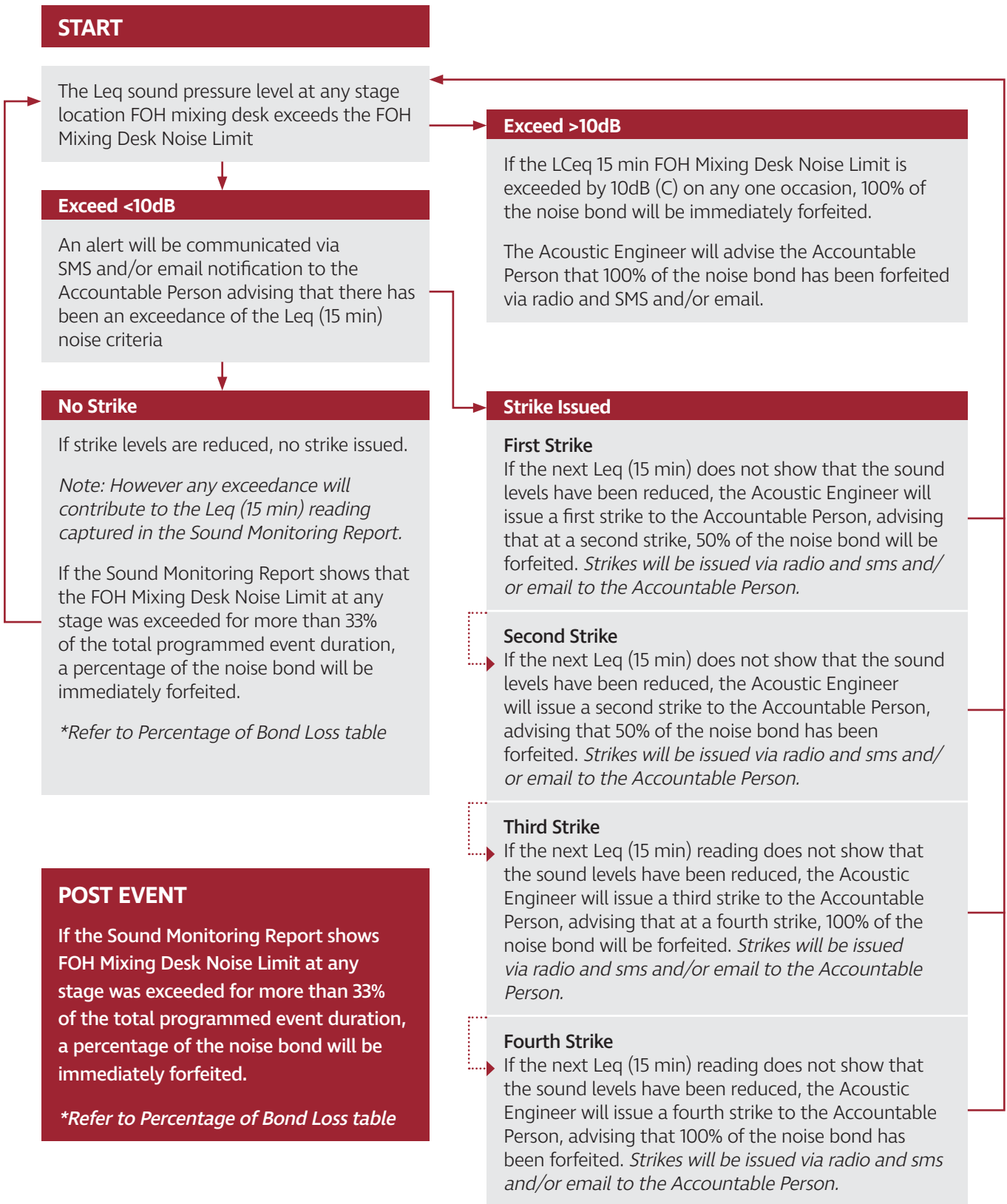
The adjacent table outlines the percentage of bond loss applied, based on the overall average exceedance value.

Percentage of Bond Loss

| dB(C) average exceedance over programmed event duration | Percentage of bond loss |
|---|-------------------------|
| 0 – 2.0 dB(C) average exceedance | = 50% loss of bond |
| 2.1-5.0 dB(C) average exceedance | = 80% loss of bond |
| 5.1 dB(C) average exceedance | = 100% loss of bond |



Noise Bond Process Flowchart (Multi-Stage Music Festivals)



Concerts

SOP Requirements

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the category or scale of the event. However, certain categories of events have a higher risk of causing noise impacts on nearby residents and businesses.

Key Noise Mitigation Requirements

Unless otherwise advised by CoA, event organisers must provide the following information:

1. A site plan showing positioning and orientation of stages must be submitted to CoA for approval **35 days prior to the bump-in date**. The stage should be located and oriented to face away from Noise Sensitive Receivers.
2. Event hotline phone number made available to the public and proposed hours of operation for approval.
3. Noise Management Plan (NMP) to be presented to CoA **28 days prior to the bump-in date**. The NMP must include all items outlined in **Noise Management Plans**.
4. For events in this category which are ticketed with 5,000 or more people expected to attend, a minimum of one Acoustic Engineer will be appointed by CoA to monitor sound levels at sound checks and throughout the event. The cost associated with this will be borne by the event organiser. Noise monitoring at Noise Sensitive Receivers will occur at the discretion of the on-site Acoustic Engineer and CoA.
5. A copy of the completed Complaints Recording Template must be provided to the CoA within 7 days of the conclusion of the event (**Complaints Response Procedure and Attachment 2 – Complaint Recording Template**).

CoA reserves the right to re-classify an event, or alter requirements based on the event details.



Noise Levels

The majority of noise complaints received during events are due to:

- Events with excessive low frequency bass music noise levels.
- Increased noise levels into the evening.
- Long running events not addressing the noise impact that they are having on surrounding businesses and residents.

Bass music noise is not able to be effectively reduced during propagation. The most effective way of mitigating it is to restrict or reduce its level at the source.

Event organisers must comply with the Amplified Music – Hours of Operation, Maximum Noise Levels at FOH and Maximum noise level targets at Noise Sensitive Receivers noted below unless otherwise advised by CoA.

| Amplified Music – Hours of Operation | Maximum Noise Levels at FOH | Maximum noise level targets at Noise Sensitive Receivers |
|---|---|--|
| Amplified music at these events will not be permitted outside of the hours 7:00am – 11:00pm ¹ with the exception of New Year’s Eve events. | <ul style="list-style-type: none"> • 110dB (C) Leq (15 min) • If measurements at the Noise Sensitive Receiver(s) show that the unweighted bass noise level in any of the 31.5, 63 or 125 Hz octaves exceed the maximum noise level target by more than 15 dB in the 31.5 Hz band and 10 dB in the 63 and 125 Hz bands, consideration could be given to direct the FOH level to be reduced by 5 dB(C). • CoA reserves the right to impose an A-weighted noise limit at the FOH mixing desk in addition to the C-weighted limit in some circumstances. | <ul style="list-style-type: none"> • 60dB (A) Leq (5 min) or 75dB (A) Lmax (1 min) • The unweighted Leq level should not exceed 75dB in either of the 31.5Hz, 63Hz or 125Hz octave bands, or if the Acoustic Engineer deems the low frequency content to be excessive/annoying at Noise Sensitive Receivers. |

¹ The operating hours for events are governed by conditions set out in the Adelaide Park Lands Events Management Plan 2016-2020 and as approved as part of the Event Licence.

Events in this category are able to apply to increase their front of house amplified sound levels for a specific period under certain conditions. Please refer to page 35 for more information.

Noise Management Plans

A Noise Management Plan (NMP) is a planning document that describes how an event will manage their noise emissions.

The following items must be included in the NMP, unless otherwise advised by CoA:

1. A site plan that includes the location of the planned stage and speaker orientations. The stage should be located as far away from Noise Sensitive Receivers as practical. The stage and speakers must be oriented to face away from Noise Sensitive Receivers. Stage locations should be guided by the recommendations set out in the Adelaide Park Lands Events Management Plan 2016-2020 for each Park Land.
2. Justification for the stage and speaker orientation, explaining how mitigation of noise impacts at Noise Sensitive Receivers has been considered in the planning.
3. A stage and sound check schedule that includes the time each music act is performing and the type of music that is being performed.
4. Documentation of the event's complaints handling and response procedure (**refer Complaints Response Procedure**).
5. A copy of the Advance Notification Letter which must be distributed by the event organiser to residents and businesses within the notification area specified for the event location no later than 14 days prior to the event date. The event organiser is required to use the Advance Notification Letter Template (**refer Attachment 3 – Advance Notification Letter Template**). Draft provided to CoA prior to distribution.
6. Details of any additional consultation measures that have/will take place with potentially noise affected premises.
7. Confirmation of the technology that will be used by the event to ensure that FOH Technicians are able to monitor and control the noise levels in line with **Noise Levels**.
8. Any additional actions that have/ will be implemented to address the event's legal obligation to abide by the General Environmental Duty under the *Environment Protection Act 1993*. This means that as far as practicable the event organiser must prevent and minimise the environmental impact of the event.
9. Contact details for Accountable Person (**refer Acoustic Engineer Onsite**).
10. Provide a dedicated event hotline number that will be answered any time during the event operating hours.

CoA reserves the right to alter NMP requirements in consultation with the event organiser based on the event details.

Acoustic Engineer Onsite

1. If required, a minimum of one (1) qualified Acoustic Engineer will be appointed by CoA to monitor sound levels at Concerts including sound checks and throughout the event. The cost associated with the appointment of the Acoustic Engineer/s is to be borne by the event organiser. Noise monitoring at Noise Sensitive Receivers will occur at the discretion of the on-site Acoustic Engineer or CoA.
2. Prior to the event, the event organiser is to nominate an Accountable Person for the Acoustic Engineer/s to liaise with onsite when:
 - Setting up the noise logging equipment.
 - At the main stage FOH mixing desk throughout the event.
 - During sound checks and throughout the event.
 - The Accountable Person/s nominated by the Event Organiser are required to comply with all directions provided by the Acoustic Engineer and CoA to ensure compliance with the SOPs.
3. The event organiser is required to provide the Acoustic Engineer/s with contact details for the Accountable Person.
4. The event organiser is responsible for ensuring that the sound levels at the FOH mixing desks are maintained within the noise criteria levels outlined in this document.
5. A Sound Monitoring Report is to be prepared by the Acoustic Engineer and submitted to CoA. The Sound Monitoring Report will include a log of sound level testing throughout the event at all applicable sites and a summary of communication between Acoustic Engineers and the Accountable Person/s.

CoA will provide a copy of the Sound Monitoring Report to the event organiser.

Complaints Response Procedure

The NMP is required to specify a procedure to be followed should a noise complaint be received directly by the event organiser on the day of the event. The procedure should include:

1. Recipient of complaint to record details of noise complaint on Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**).
2. Event organiser to assess complaint and check if problem can be simply resolved by reducing noise levels between acts, reducing bass content of music or a similar measure. Where possible, advise Acoustic Engineer of complaint location and to undertake measurement of music noise at FOH mixing desk and complaint location as appropriate.
3. If noise level at FOH mixing desk exceeds specified level and/or level at complaint location exceeds the maximum levels permitted at Noise Sensitive Receivers (**Refer Notification Areas & Noise Sensitive Receivers**) reduce event noise levels as appropriate to ensure compliance with the set noise criteria.
4. Advise complainant of action taken, if possible.
5. Advise CoA of complaint received as soon as practicable following receipt of the complaint.
6. A copy of the completed Complaint Recording Template log must be provided to the CoA Event Facilitation team within 7 days of the conclusion of the event.

Noise Bond Process

1. If required, an independent Acoustic Engineering Company will be engaged by CoA to monitor noise levels during sound checks and throughout the event (**refer Acoustic Engineer Onsite**). The cost of this will be borne by the event organiser.
2. The independent Acoustic Engineer/s will install noise logging equipment at the main stage FOH mixing desk.
3. The noise logging equipment at the main stage FOH mixing desk will generate real time measurements of the sound pressure level and Leq (15min). Real time levels will be available to sound technicians working at the main stage FOH mixing desk. The Acoustic Engineer will take a manual record of the Leq (15min) at the main stage FOH which the sound technicians, event organizer and Accountable Person can view upon request.
4. If the Leq sound pressure at the FOH mixing desk exceeds the FOH Mixing Desk Noise Limit, the Acoustic Engineer will ask the Accountable Person to reduce the level to comply with the Maximum Noise Levels at FOH.
5. If sound levels are reduced, no strike issued.
NOTE: Any exceedance will contribute to the Leq (15 min) reading captured in the Sound Monitoring Report. If the Sound Monitoring Report shows that FOH Mixing Desk Noise Limit at any stage was exceeded for more than 33% of the total event duration, 100% of the noise bond will be immediately forfeited.
6. If the next Leq (15 min) does not show that the sound levels have been reduced, the Acoustic Engineer will issue a strike to the Accountable Person, advising that at a second strike, 50% of the noise bond will be forfeited. The strike will be issued via radio and SMS to the Accountable Person.
7. At a second strike, 50% of the Noise Bond will be forfeited.
8. At a third strike, the Acoustic Engineer will advise the Accountable Person that at a fourth strike, 100% of the Noise Bond will be forfeited.
9. If the Sound Monitoring Report (generated post event) shows that the Leq sound pressure level at the FOH Mixing Desk Noise Limit exceeded the FOH Mixing Desk Noise Limit by 10dB(C) or more on any one (1) occasion 100% of the bond will be immediately forfeited.
10. If the Sound Monitoring Report (generated post event) shows that FOH Mixing Desk Noise Limit at any stage was exceeded for more than 33% of the total event duration (from start of first act to end of last act), a percentage or entirety of the noise bond will be forfeited. Please refer to Average Exceedance Value and Percentage of Bond Loss section for details.
11. Should the event continue to remain non-compliant after they forfeit their bond, the EPA will be notified by Council. Further action taken by the EPA may include prosecution and financial penalties.
12. Should the event continue to remain non-compliant after they forfeit their bond, CoA may not accept any future event applications.

Average Exceedance Value and Percentage of Bond Loss

Should any stage FOH Mixing Desk Noise Limit be exceeded for more than 33% of the programmed event duration the event will be subject to a bond loss.

dB readings with decimal points will be rounded up or down as per usual rounding rules as follows:

- If the number being rounded is followed by 0,1,2,3 or 4 round the number down.
- If the number being rounded is followed by 5,6,7, 8 or 9 round the number up.

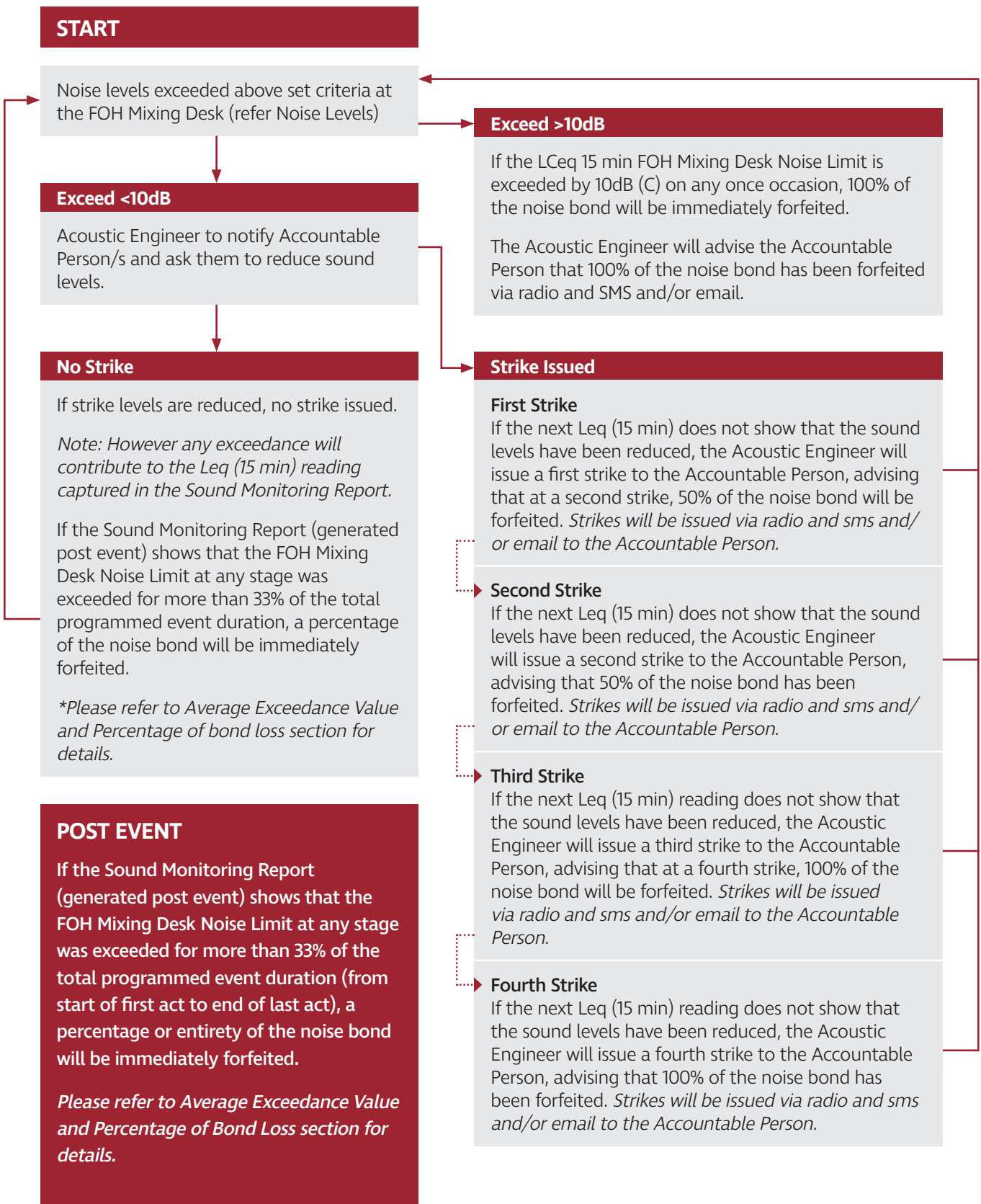
The adjacent table outlines the percentage of bond loss applied, based on the overall average exceedance value.

Percentage of Bond Loss

| dB(C) average exceedance over programmed event duration | Percentage of bond loss |
|---|-------------------------|
| 0 – 2.0 dB(C) average exceedance | = 50% loss of bond |
| 2.1-5.0 dB(C) average exceedance | = 80% loss of bond |
| 5.1 dB(C) average exceedance | = 100% loss of bond |



Noise Bond Process Flowchart (Concerts)



Temporary Multi-Day Venues

SOP Requirements

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the category or scale of the event. However, certain categories of events have a higher risk of causing noise impacts on nearby residents and businesses.

Key Noise Mitigation Requirements

Unless otherwise advised by CoA, event organisers must provide the following information:

1. A site plan showing positioning and orientation of stages and speakers must be submitted to CoA for approval **35 days prior to the bump-in date**. The stage and speakers must be oriented to face away from Noise Sensitive Receivers as far as can be practically achieved. Stage locations should be guided by the recommendations set out in the Adelaide Park Lands Events Management Plan 2016-2020 for each Park Land.
2. Event hotline phone number made available to the public and proposed hours of operation for approval.
3. Noise Management Plan (NMP) to be presented to CoA **28 days prior to the bump-in date**. The NMP must include all items outlined in Noise Management Plans.
4. Details of the Sound Level Meter to be utilised by the event throughout the event for approval by CoA. Events in this category which will operate beyond 11pm, with DJs/bands and operating in the open air, will need to install fixed noise loggers at front of house positions. All other events will still be required to use a Sound Level Meter to manually record throughout the event. All devices must be either a Class 1 or Class 2 per IEC 61672-1:2013, and calibrated in accordance with National Association of Testing Authorities (NATA) requirements.
5. A copy of the completed Complaints Recording Template must be provided to the CoA by 12pm on the day following each event day (**refer Complaints Response Procedure and Attachment 2- Complaint Recording Template**).
6. A log of FOH noise levels (measured in LAeq (15 min), L90, L10, Lmax) must be maintained from opening until closing time. The log must be presented electronically to CoA in Microsoft Excel format by 12pm on the day following all event days.

CoA reserves the right to re-classify an event, or alter requirements based on the event details.

Noise Levels

The majority of noise complaints received during events are due to:

- Events with excessive low frequency bass music noise levels.
- Increased noise levels into the evening.
- Long running events not addressing the noise impact that they are having on surrounding businesses and residents.

Bass music noise is not able to be effectively reduced during propagation. The most effective way of mitigating it is to restrict or reduce its level at the source.

Event organisers must comply with the Amplified Music – Hours of Operation, Maximum Noise Levels at FOH and Maximum noise level targets at Noise Sensitive Receivers noted below unless otherwise advised by CoA.

| Maximum Noise Levels at FOH ¹ | Maximum Noise Levels at FOH ¹ | Maximum Noise Levels at FOH ¹ | Maximum Noise Levels at FOH ¹ |
|---|---|--|--|
| Sunday to Thursday 7:00 am – 10:00 pm ² | Sunday to Thursday 10:01 pm – 3:00 am ² | Friday & Saturday 7:00 am – 12:00 am ² | Friday & Saturday 12:01 am – 3:00 am ² |
| 85dB (A) Leq (15 min) | 83dB (A) Leq (15 min) | 90dB (A) Leq (15 min) | 85dB (A) Leq (15 min) |

¹ In the absence of a suitable FOH point, noise level measurements should be taken at a distance of 15m from the front of the stage area.

² The operating hours for events are governed by conditions set out in the Adelaide Park Lands Events Management Plan 2016-2020 and as approved as part of the Event Licence.

On the occasion when a Sunday precedes a Monday public holiday, the event organiser may request to reach the noise levels set out for Fridays and Saturdays on the Sunday. This request and justification should be outlined in the Noise Management Plan.

Maximum noise level targets at Noise Sensitive Receivers

45 dB (A) Leq. 15 min Sunday to Thursday 7:00 am – 10:00 pm for all noise sensitive receivers except for those located within the CBD and East End where the noise limit is 50 dB (A).

- 50 dB (A) Leq 15 min Friday and Saturday 7:00 am – 12:00 am** for all noise sensitive receivers.
- 43 dB (A) Leq 15 min Sunday to Thursday 10:01 pm – 3:00 am** for all noise sensitive receivers.
- 45 dB (A) Leq 15 min Friday and Saturday 12:01 am – 3:00 am** for all noise sensitive receivers.

General notes for the above

- Receivers that are identified as hotels or other temporary accommodation with a commercial construction have an allowance that is 5 dB (A) higher than that proposed above.
- Day and night time periods are those defined for each relevant event category.
- Compliance with receiver noise level targets can be demonstrated through appropriate noise modelling or on-site measurements.

Temporary fully enclosed venues operating within a Park Lands site may be permitted to increase the applicable noise criteria by 3 dB(A). An application should be provided to the CoA for such a request.

Noise Management Plans

A Noise Management Plan (NMP) is a planning document that describes how an event will manage their noise emissions.

The NMP must be submitted to CoA **28 days prior to bump in**. The following items must be included in the NMP, unless otherwise advised by CoA:

1. A site plan that includes the location of the planned stage and speaker orientations. The stage should be located as far away from Noise Sensitive Receivers as practical. The stage and speakers must be oriented to face away from Noise Sensitive Receivers as far as can be practically achieved. Stage locations should be guided by the recommendations set out in the Adelaide Park Lands Events Management Plan 2016 – 2020 for each Park Land.
2. A copy of the Advance Notification Letter to be distributed by the Event Organiser to potentially impacted businesses and residents no later than two weeks prior to the event date. The Event Organiser is required to utilise the Advance Notification Letter Template (**refer Attachment 3 – Advance Notification Letter template**).
3. The distribution area will be defined by CoA dependent on the event details.
4. Confirmation of the technology that will be used by the event to ensure that FOH Technicians are able to monitor and control the noise levels in line with **Noise levels**.
5. Details of noise monitoring process. This will include:
 - The model (Class 1 or Class 2 Noise Logger) and proposed Sound Level Meter;
 - Confirmation of proposed monitoring times;
 - Confirmation of outputs from the Sound Level Meter (ie. Leq, L10, L90 etc.); and
 - A current certificate of calibration for the Sound Level Meter from the equipment manufacturer or a National Association of Testing Authorities, Australia (NATA) accredited laboratory, which certifies the equipment meets the requirements of Class 1 or 2 sound level meters as per IEC 61672-1:2013 (the company that you purchase /hire the noise logger from will be able to provide this).

The event organiser may wish to engage an acoustic engineer to provide advice/training on the operation of the proposed Sound Level Meter.
6. Documentation of the event's Complaints Response Procedure (**refer Complaints Response Procedure**).
7. Any actions that have/will be implemented to address the event's legal obligation to abide by the General Environment Duty under the *EP Act 1993*. This means that as far as practicable the Event Organiser must prevent and minimise the environmental impact of the event.
8. Provide a dedicated event hotline number that will be answered at any time during the event operating hours.

CoA reserves the right to alter NMP requirements in consultation with the event organiser based on the event details.

Complaints Response Procedure

The NMP is required to specify a procedure to be followed should a noise complaint be received directly by the Event Organiser on the day of the event. The procedure should include:

1. Recipient of complaint to record details of noise complaint on Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**).
2. Event Organiser to ensure that the noise levels at FOH are not exceeding the Maximum Noise Levels permitted at FOH (**refer Noise Levels**).
3. Event Organiser to assess complaint and check if problem can be simply resolved by reducing noise levels, reducing bass content of music or a similar measure.
4. Advise complainant of action taken, if possible.
5. Advise CoA of complaint received as soon as practicable following receipt of the complaint.
6. A copy of the completed Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**) must be provided to the CoA by 12pm on the day following all event days.

Acoustic Engineer Onsite

If required, CoA may at its discretion determine that an Acoustic Engineer is necessary for certain periods during the event's duration based on the particulars of the event, its location and/or if any noise complaints have been received in relation to the event in the past. This Acoustic Engineer will be engaged by CoA with the cost to be borne by the event organiser.

Where CoA requires the Acoustic Engineer to produce a Sound Monitoring Report, CoA will provide a copy of the report to the event organiser.

Noise Bond Process

For events to which a noise bond is applied (refer 6. Noise Bonds) the following process will ensue:

1. A log of FOH noise levels (measured in LAeq (15 min)) must be maintained by the event from opening until closing time. The log must be presented electronically to CoA in Microsoft Excel format by 12:00 pm on the day following all event days.
2. If one (1) night of logging shows an exceedance for more than 33% of the time, then that night is deemed to have exceeded the noise goal and a strike is issued by CoA dB readings with decimal points will be rounded up or down as per usual round rules as follows:
 - If the number being rounded is followed by 0,1,2,3 or 4 round the number down.
 - If the number being rounded is followed by 5,6,7, 8 or 9 round the number up.
3. For any exceedance of 10 dB(A) or more, a strike will be issued by CoA.
4. If the venue fails to submit the previous night results to the CoA by 12:00 pm the following day, then that night is deemed to have exceeded the noise goal and a strike is issued by CoA.
5. On the third strike, a portion of the bond is used to pay for an Acoustic Engineer (engaged by CoA) to attend the site within 3 days to monitor and advise on a way forward.
6. Should the venue accumulate 4 or more strikes, the entire noise bond is lost.
7. If a noise logging device should fail due to flat batteries or corrupt data following download or other (i.e. vandalism or theft), the event organiser is required to advise CoA that this has occurred by 12:00 pm the following day. The event organiser is then required to provide to CoA a statutory declaration within 7 days.

Events and Festivals with a Music Component

SOP Requirements

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the category or scale of the event. However, certain categories of events have a higher risk of causing noise impacts on nearby residents and businesses.

Key Noise Mitigation Requirements

Unless otherwise advised by CoA, event organisers must provide the following information:

1. A site plan showing positioning and orientation of stages must be submitted to CoA for approval **28 days prior to the bump-in date**. The stage should be located as far away from Noise Sensitive Receivers as practical. The stage and speakers should be oriented to face away from Noise Sensitive Receivers.
2. Event hotline number made available to the public and proposed hours of operation for approval.
3. Noise Management Plan (NMP) to be presented to CoA **28 days prior to the bump-in date** for approval. The NMP must include all items outlined in **Noise Management Plans**.
4. A copy of the completed Complaints Recording Template must be provided to the CoA within 7 days of the conclusion of the event (10. Complaints Response Procedure and Attachment 2).
5. In some circumstances, an independent Acoustic Engineer may be appointed by CoA to monitor sound levels throughout the event, including sound checks (**refer Acoustic Engineer Onsite**). The cost associated with this will be borne by the event organiser. CoA will discuss this with you if this is required.
6. In some circumstances, CoA may require an event to undertake noise level monitoring and produce an output log, the cost of which will be borne by the event organiser. **CoA will discuss this with you if this is required.**

CoA reserves the right to re-classify an event, or alter requirements based on the event details.



Noise Levels

The majority of noise complaints received during events are due to:

- Events with excessive low frequency bass music noise levels.
- Increased noise levels into the evening.
- Long running events not addressing the noise impact that they are having on surrounding businesses and residents.

Bass music noise is not able to be effectively reduced during propagation. The most effective way of mitigating it is to restrict or reduce its level at the source.

Event organisers must comply with the Amplified Music – Hours of Operation, Maximum Noise Levels at FOH and Maximum noise level targets at Noise Sensitive Receivers noted below unless otherwise advised by CoA.

| Maximum Noise Levels at FOH ¹ | Maximum Noise Levels at FOH ¹ | Maximum Noise Levels at FOH ¹ | Maximum Noise Levels at FOH ¹ |
|---|---|--|--|
| Sunday to Thursday 7:00 am – 10:00 pm ² | Sunday to Thursday 10:01 pm – 3:00 am ² | Friday & Saturday 7:00 am – 12:00 am ² | Friday & Saturday 12:01 am – 3:00 am ² |
| 85dB (A) Leq (15 min) | 83dB (A) Leq (15 min) | 90dB (A) Leq (15 min) | 85dB (A) Leq (15 min) |

¹ In the absence of a suitable FOH point, noise level measurements should be taken at a distance of 15m from the front of the stage area.

² The operating hours for events are governed by conditions set out in the Adelaide Park Lands Events Management Plan 2016-2020 and as approved as part of the Event Licence.

On the occasion when a Sunday precedes a Monday public holiday, the event organiser may request to reach the noise levels set out for Fridays and Saturdays on the Sunday. This request and justification should be outlined in the Noise Management Plan.

Maximum noise level targets at Noise Sensitive Receivers

45 dB (A) Leq. 15 min Sunday to Thursday 7:00 am – 10:00 pm for all noise sensitive receivers except for those located within the CBD and East End where the noise limit is 50 dB (A).

- 50 dB (A) Leq 15 min Friday and Saturday 7:00am – 3:00am² for all noise sensitive receivers.
- 43 dB (A) Leq 15 min Sunday to Thursday 10:01pm – 3:00am² for all noise sensitive receivers.
- 45 dB (A) Leq 15 min Friday and Saturday 12:01am – 3:00am² for all noise sensitive receivers.

General notes for the above

- Receivers that are identified as hotels or other temporary accommodation with a commercial construction have an allowance that is 5 dB (A) higher than that proposed above.
- Day and night time periods are those defined for each relevant event category.
- Compliance with receiver noise level targets can be demonstrated through appropriate noise modelling or on-site measurements.

Noise Management Plans

A Noise Management Plan (NMP) is a planning document that describes how an event will manage their noise emissions.

The NMP must be submitted to CoA **14 days prior to bump in**. The following items must be included in the NMP, unless otherwise advised by CoA:

1. A site plan that includes the location of the planned stage and speaker orientations. The stage should be located as far away from Noise Sensitive Receivers as practical. The stage and speakers should be oriented to face away from Noise Sensitive Receivers. Stage locations should be guided by the recommendations set out in the Adelaide Park Lands Events Management Plan 2016 – 2020 for each Park Land.

2. A copy of the Advance Notification Letter to be distributed by the Event Organiser to potentially impacted businesses and residents no later than two weeks prior to the event date. The Event Organiser is required to utilise the Advance Notification Letter Template (**refer Attachment 3 – Advance Notification Letter template**). Draft to be provided to CoA prior to distribution.

The distribution area will be defined by CoA dependent on the event details.

3. Details of noise monitoring process (if requested by CoA). This will include the type and location of proposed Sound Level Meter, confirmation of proposed monitoring times and confirmation of outputs from the Sound Level Meter (ie. Leq, L10, L90 etc.) **The Event Organiser may wish to engage an acoustic engineer to provide advice/ training on the operation of the proposed Sound Level Meter.**

4. Documentation of the event's Complaints Response Procedure (**refer Complaints Response Procedure**).

5. Any additional actions that have/will be been implemented to address the event's legal obligation to abide by the General Environmental Duty under the *EP Act 1993*. This means that as far as practicable the Event Organiser must prevent and minimise the environmental impact of the event.

CoA reserves the right to alter NMP requirements in consultation with the event organiser based on the event details.

Complaints Response Procedure

The NMP is required to specify a procedure to be followed should a noise complaint be received directly by the Event Organiser on the day of the event. The procedure should include:

1. Recipient of complaint to record details of noise complaint on Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**).
2. Event organiser to ensure that the noise levels at FOH are not exceeding the Maximum Noise Levels at FOH (**refer Noise Levels**).
3. Event organiser to assess complaint and check if problem can be simply resolved by reducing noise levels, reducing bass content of music or a similar measure.
4. Advise complainant of action taken, if possible.
5. Advise CoA of complaint received as soon as practicable following receipt of the complaint.
6. A copy of the completed Complaint Recording Template (**refer Attachment 2- Complaint Recording Template**) must be provided to the CoA Events team within 7 days of the conclusion of the event.

Acoustic Engineer Onsite

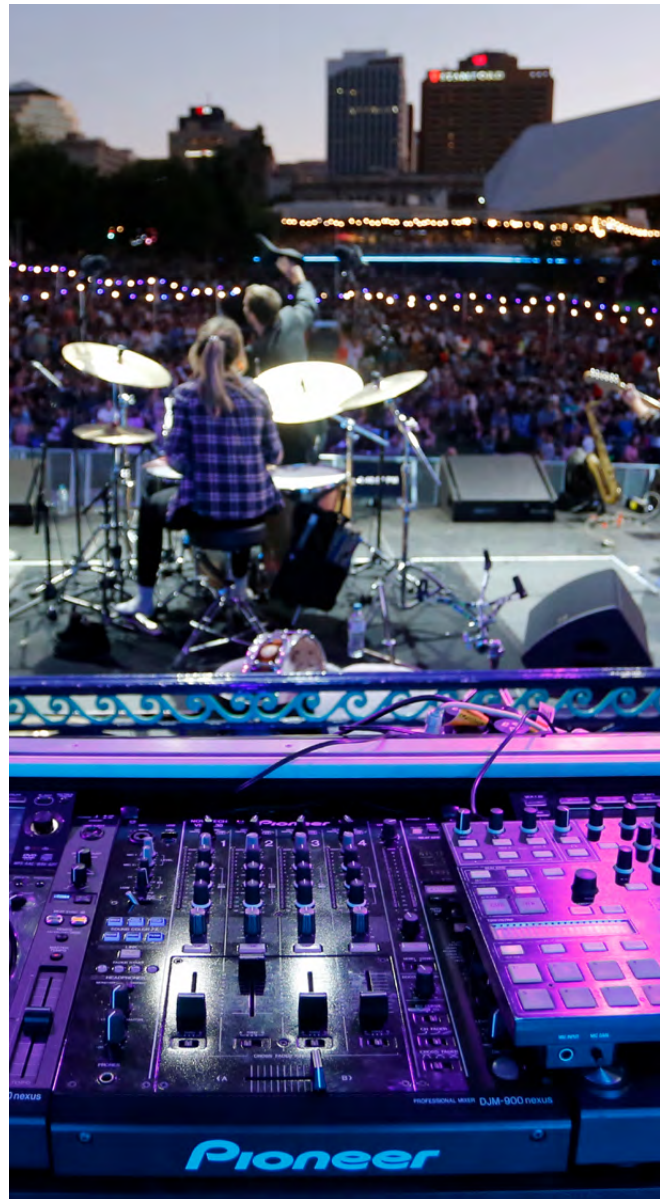
CoA may at its discretion determine that an Acoustic Engineer is necessary for certain periods during the event's duration based on the particulars of the event, its location and/or if any noise complaints have been received in relation to the event in the past. This Acoustic Engineer will be engaged by CoA with the cost to be borne by the Event Organiser. **CoA will discuss this with you if required.**

Should CoA deem it necessary to appoint an Acoustic Engineer for the event, a Sound Monitoring Report is to be prepared by the Acoustic Engineer and submitted to CoA. The Sound Monitoring Report will include a log of sound testing throughout the event at all applicable sites and summary of communication between Acoustic Engineers and the Accountable Person/s.

CoA will provide a copy of the Sound Monitoring Report to the event organiser.

Noise Bond Process

Should a noise bond be applied for Events with a Music Component, the noise bond process will be specified by CoA based on the event details.



Road Events

SOP Requirements

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the category or scale of the event. However, certain categories of events have a higher risk of causing noise impacts on nearby residents and businesses.

Key Noise Mitigation Requirements

Unless otherwise advised by CoA, event organisers must provide the following information:

1. A site plan showing positioning and orientation of stages must be submitted to CoA for approval **28 days prior to the bump-in date**. The stage should be located as far away from Noise Sensitive Receivers as practical. The stage and speakers should be oriented to face away from Noise Sensitive Receivers.
2. Event hotline number made available to the public and proposed hours of operation for approval.
3. Noise Management Plan (NMP) to be presented to CoA **28 days prior to the bump-in date**. The NMP must include all items outlined in **Noise Management Plans**.
4. A copy of the completed Complaints Recording Template must be provided to the CoA within 7 days of the conclusion of the event (10. Complaints Response Procedure and Attachment 2)
5. In some circumstances, an independent Acoustic Engineer may be appointed by CoA to monitor sound levels throughout the event, including sound checks (**refer Acoustic Engineer Onsite**). The cost associated with this will be borne by the event organiser. **CoA will discuss this with you if this is required.**
6. In some circumstances, CoA may require an event to undertake noise level monitoring and produce an output log, the cost of which will be borne by the event organiser. **CoA will discuss this with you if this is required.**

CoA reserves the right to re-classify an event, or alter requirements based on the event details. Event organisers can request to operate outside of the stated Noise Levels subject to the submission of a Noise Management Plan demonstrating appropriate planning to achieve maximum noise level targets at noise sensitive receivers. The Noise Management Plan will be reviewed by CoA in conjunction with Council's Independent Acoustic Engineers. CoA reserves the right to accept, amend or reject any and all requests.

Noise Levels

The majority of noise complaints received during events are due to:

- Events with excessive low frequency bass music noise levels;
- Increased noise levels into the evening.
- Long running events not addressing the noise impact that they are having on surrounding businesses and residents.

Bass music noise is not able to be effectively reduced during propagation. The most effective way of mitigating it is to restrict or reduce its level at the source.

Event organisers must comply with the Amplified Music – Hours of Operation, Maximum Noise Levels at FOH and Maximum noise level targets at Noise Sensitive Receivers noted below unless otherwise advised by CoA.

| Maximum Noise Level Targets at Noise Sensitive Receivers Sunday to Thursday 7:00 am – 11:00 pm ¹ | Maximum Noise Level Targets at Noise Sensitive Receivers Friday & Saturday 7:00 am – 11:00 pm ¹ |
|---|--|
| 60dB (A) Leq (15 min) | 65dB (A) Leq (15 min) |

¹ The operating hours for events are governed by conditions set out in the Adelaide Park Lands Events Management Plan 2016-2020 and as approved as part of the Event Licence.

Noise Management Plans

A Noise Management Plan (NMP) is a planning document that describes how an event will manage their noise emissions.

The NMP must be submitted to CoA for approval **28 days prior to bump in**. The following items must be included in the NMP, unless otherwise advised by CoA:

1. A site plan that includes the location of the planned stage and speaker orientations. The stage should be located as far away from Noise Sensitive Receivers as practical. The stage and speakers should be oriented to face away from Noise Sensitive Receivers.
2. A copy of the Advance Notification Letter to be distributed by the Event Organiser to potentially impacted businesses and residents no later than two weeks prior to the event date. The Event Organiser is required to utilise the Advance Notification Letter Template (**refer Attachment 3 – Advance Notification Letter template**).

The distribution area will be defined by CoA dependent on the event details.

3. Details of noise monitoring process (if requested by CoA). This will include the type and location of proposed Sound Level Meter, confirmation of proposed monitoring times and confirmation of outputs from the Sound Level Meter (ie. Leq, L10, L90 etc.)

The Event Organiser may wish to engage an acoustic engineer to provide advice/training on the operation of the proposed Sound Level Meter.

4. Documentation of the event's Complaints Response Procedure (**refer Complaints Response Procedure**).
5. Any additional actions that have/ will be been implemented to address the event's legal obligation to abide by the General Environmental Duty under the *EP Act 1993*. This means that as far as practicable the Event Organiser must prevent and minimise the environmental impact of the event.

CoA reserves the right to alter NMP requirements in consultation with the event organiser based on the event details.

Complaints Response Procedure

The NMP is required to specify a procedure to be followed should a noise complaint be received directly by the Event Organiser on the day of the event. The procedure should include:

1. Recipient of complaint to record details of noise complaint on Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**).
2. Event organiser to ensure that the noise levels at Noise Sensitive Receivers are not exceeding the Maximum Noise Levels permitted at Noise Sensitive Receivers (**refer Noise Levels**).
3. Event Organiser to assess complaint and check if problem can be simply resolved by reducing noise levels between acts, reducing bass content of music or a similar measure.
4. Advise complainant of action taken, if possible.
5. Advise CoA of complaint received as soon as practicable following receipt of the complaint.
6. A copy of the completed Complaint Recording Template (**refer Attachment 2 – Complaint Recording Template**) must be provided to the CoA Events team within 7 days of the conclusion of the event.

Acoustic Engineer Onsite

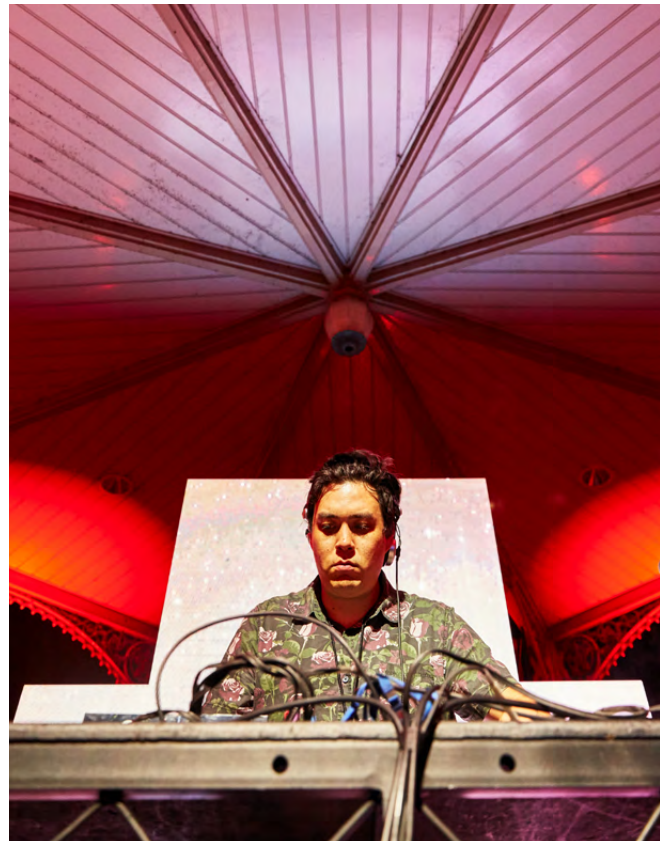
CoA may at its discretion determine that an Acoustic Engineer is necessary for certain periods during the event's duration based on the particulars of the event, its location and/or if any noise complaints have been received in relation to the event in the past. This Acoustic Engineer will be engaged by CoA with the cost to be borne by the Event Organiser. **CoA will discuss this with you if required.**

Should CoA deem it necessary to appoint an Acoustic Engineer for the event, a Sound Monitoring Report is to be prepared by the Acoustic Engineer and submitted to CoA. The Sound Monitoring Report will include a log of sound testing throughout the event at all applicable sites and summary of communication between Acoustic Engineers and the Accountable Person/s.

CoA will provide a copy of the Sound Monitoring Report to the event organiser.

Noise Bond Process

Should a noise bond be applied for Road Events, the noise bond process will be specified by CoA based on the event details.



Events that Use a Public Address System

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the category or scale of the event.

Key Noise Mitigation Requirements

All event organisers have a responsibility to ensure noise impacts resulting from their event are minimised, regardless of the type or scale of the event. Unless otherwise advised by CoA, event organisers must ensure the following:

Volume is kept to a level that reaches event patrons only but does not extend to excessively impact on surrounding residences and businesses. Speakers are directed to face away from noise sensitive locations wherever possible.

CoA reserves the right to re-classify an event, or alter requirements based on the event details.



Park Land specific requirements

There are four Park Lands where there are decibel requirements given heightened noise sensitivities and surrounding stakeholders around these Park Lands. These are listed below and apply to all event categories:

Victoria Square / Tarntanyangga

7:00 am to 5:00 pm (Monday to Friday) –
Maximum decibel level at FOH- 85dbC Leq (15 min).

7:00 am to 5:00 pm (Saturday to Sunday) –
Maximum decibel level at FOH- 95dbC Leq (15 min).

5:00 pm to 11:59pm (Friday, Saturday and Sundays that precede a Monday public holiday) –
Maximum decibel level at FOH- 95dbC Leq (15 min).

5:00 pm to 11:00 pm (Sunday to Thursday) –
Maximum decibel level at FOH- 95dbC Leq (15 min).

Pinky Flat (part of Tarntanya Wama (Park 26))

7:00 am to 11:59 pm (Fridays, Saturdays and Sundays that precede a Monday public holiday).

7:00 am to 11:00 pm (Sunday to Thursday).

Maximum decibel levels at FOH for the above times is 105dbC Leq (15 min).

Hindmarsh Square / Mukata

7:00 am to 5:00 pm (Monday to Friday) –
Maximum decibel level at FOH – 85dbC Leq (15 min).

7:00 am to 5:00 pm (Saturday to Sunday) –
Maximum decibel level at FOH – 95dbC Leq (15 min).

5:00 pm to 1:00 am (Friday, Saturday and Sundays that precede a Monday public holiday) –
Maximum decibel level at FOH- 95dbC Leq (15 min).

5:00 pm to 11:59 pm (Sunday to Thursday) –
Maximum decibel level at FOH – 95dbC Leq (15 min).

Light Square / Wauwi

7:00 am to 3:00 am on all days.

Maximum decibel levels at FOH for the above times – 100dbC Leq (15 min).

If any event organiser wishes to exceed the above decibel levels, this should be detailed in the event's Noise Management Plan and is subject to the approval of the Chief Executive Officer or delegate.

Major headline acts

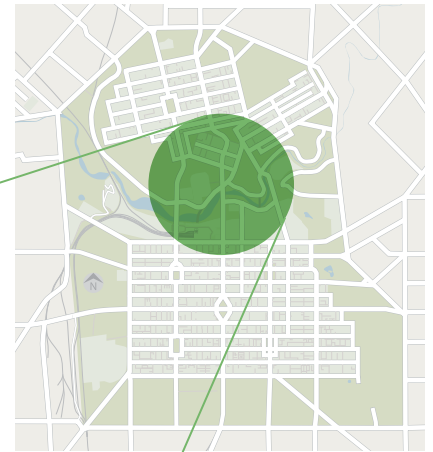
An event classified in the 'Concerts' and 'Multi-stage Music Festival' category can increase their front of house amplified sound levels by up to 10dbC for a period of 90 mins, if the event addresses the following:

- The event needs to feature more than one artist.
- The event needs to be 6 hours or more in duration.
- The increase in front of house noise levels would only be allowed for 90 minutes.
- The increase in front of house noise levels must end no later than 11pm on Fridays, Saturdays and Sundays that precede a Monday public holiday. It must end no later than 10pm on an ordinary Sunday night.

Requests by an event organiser to enact this flexibility must be provided to Council at least 28 days prior to the event, with approval for this to occur made under delegation of the Chief Executive Officer or delegate.



Elder Park & Pinky Flat (part of Tarntanya Wama (Park 26))



Key

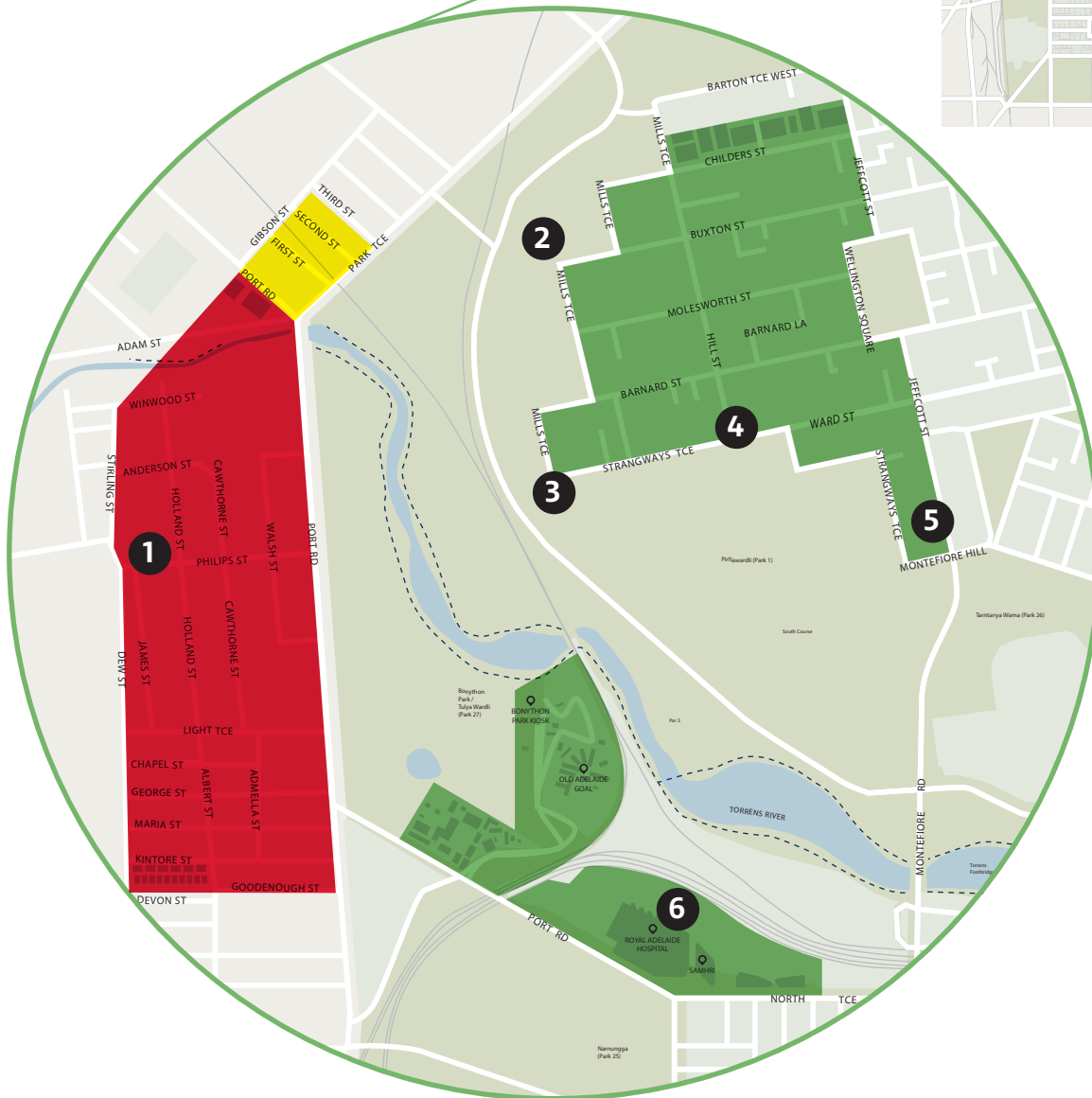
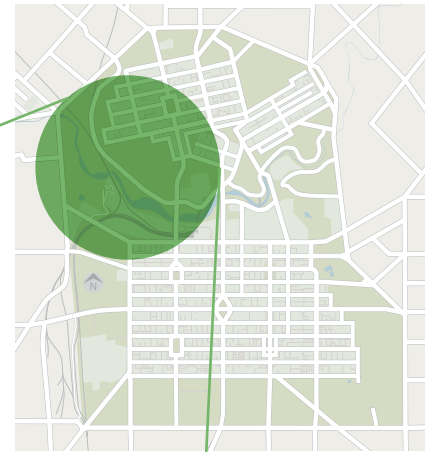
- City of Adelaide
- Advance Notification Letter distribution area

NOTE: Event organisers of events held in Pinky Flat do not need to notify Government House & the Torrens Parade Ground.

Noise Sensitive Receivers

1. Corner Pennington Terrace & Jeffcott Street
2. Corner Pennington Terrace & King William Road
3. Corner Brougham Place & Mackinnon Parade

Bonython Park / Tulya Wardli (Park 27)



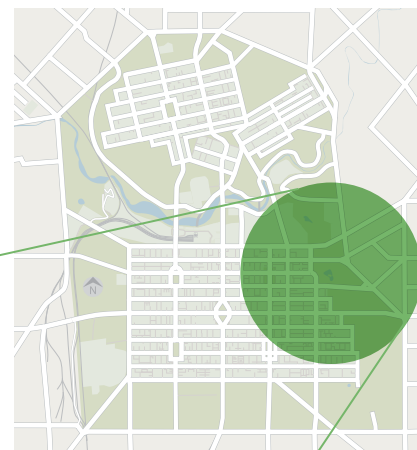
Key

- City of Adelaide**
Advance Notification Letter distribution area
- City of West Torrens**
Advance Notification Letter distribution area
- City of Charles Sturt**
Advance Notification Letter distribution area

Noise Sensitive Receivers

1. Corner Cawthorne Street & Smith Street
2. Corner Mills Terrace & Buxton Street
3. Corner Mills Terrace & Strangways Terrace
4. Calvary Hospital, Strangways Terrace,
5. Corner Strangways Terrace & Jeffcott Street
6. Royal Adelaide Hospital

Rundle Park / Kadlitpina (Park 13) & Rymill Park / Murlawirrapurka (Park 14)



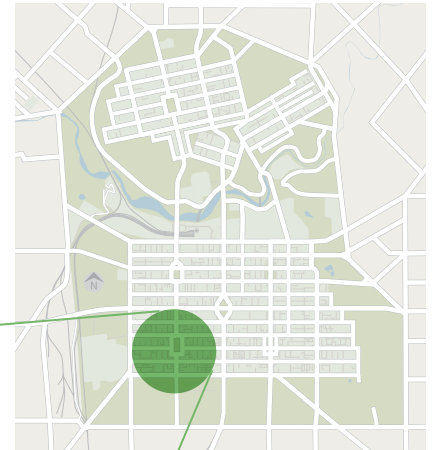
Key

- City of Adelaide
Advance Notification Letter distribution area
- City of Norwood, Payneham & St Peters
Advance Notification Letter distribution area

Noise Sensitive Receivers

1. Corner College Road & Little King William Street
2. Corner Rundle Street & Dequetteville Terrace
3. Bus Stop: Flinders Street
4. Corner East Terrace & Bartels Road
5. Corner Rundle Street & East Terrace
6. Royal Adelaide Hospital, North Terrace

Veale Gardens (part of Walyu Yarta (Park 21))



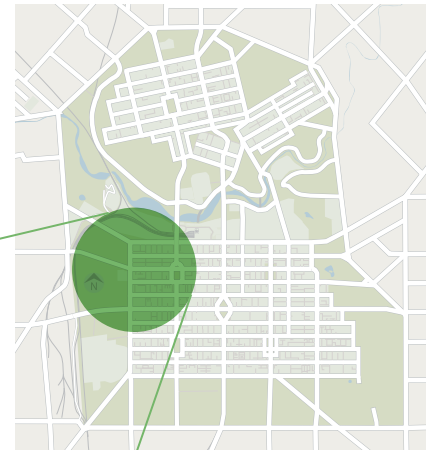
Key

City of Adelaide
Advance Notification Letter distribution area

Noise Sensitive Receivers

1. Corner Sturt Street & Russell Street
2. Corner South Terrace & Wilcox Street
3. Corner South Terrace & Owen Street
4. Corner South Terrace & Symonds Place

'The Plateau' – Ellis Park / Tampawardli (Park 24)



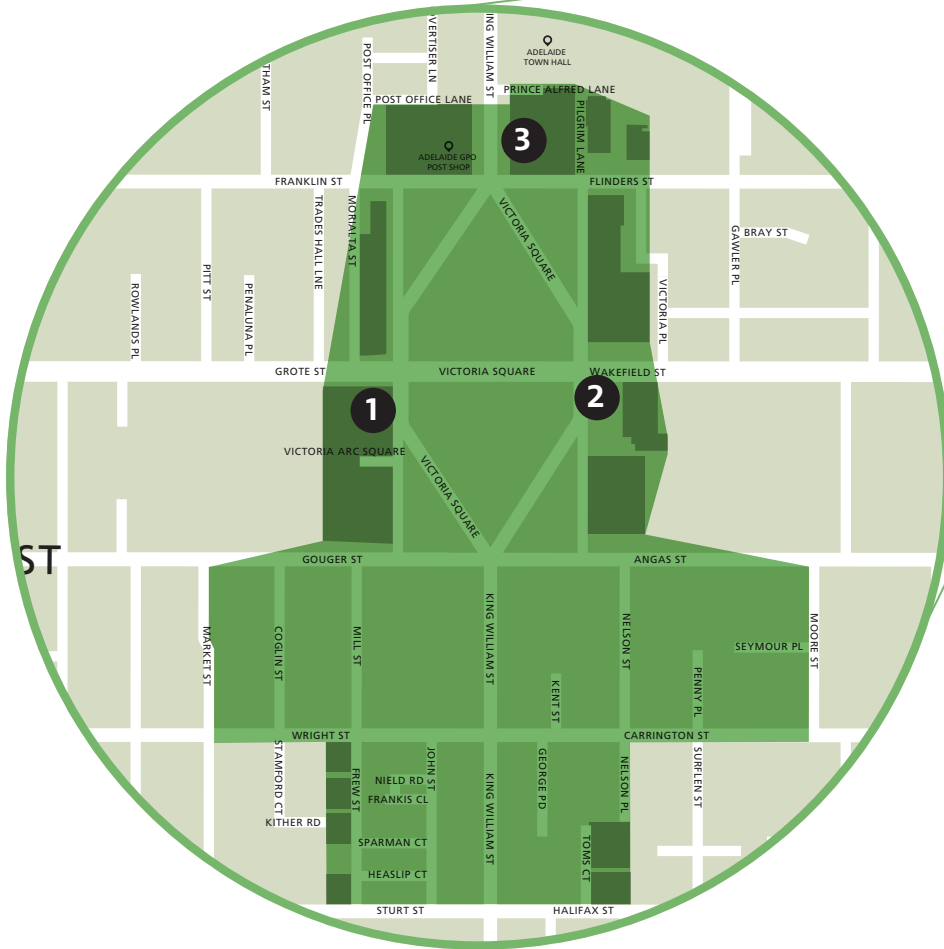
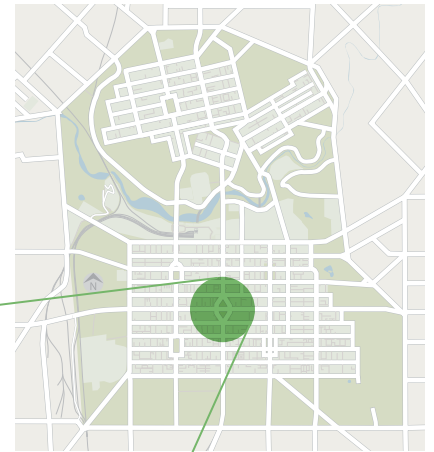
Key

- City of Adelaide
Advance Notification Letter distribution area
- City of West Torrens
Advance Notification Letter distribution area

Noise Sensitive Receivers

1. Grattan Street in line with the northern property boundary of the church
2. Corner Hughes Street & Railway Terrace
3. Railway Terrace between Cumming Street & King Street
4. Corner West Terrace & Wright Street

Victoria Square / Tarntanyangga



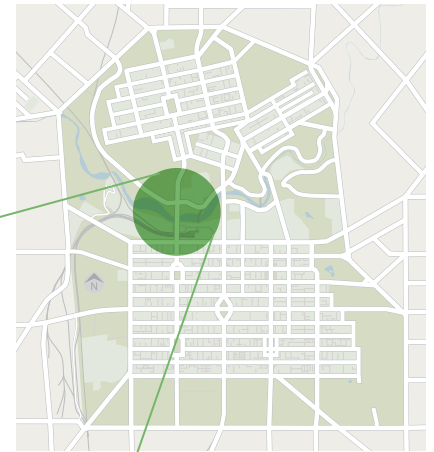
Key

- City of Adelaide
- Advance Notification Letter distribution area

Noise Sensitive Receivers

1. Hilton Hotel
2. St Francis Xavier Cathedral
3. Adina Hotel

Barr Smith Walk (part of Tarntanya Wama (Park 26))



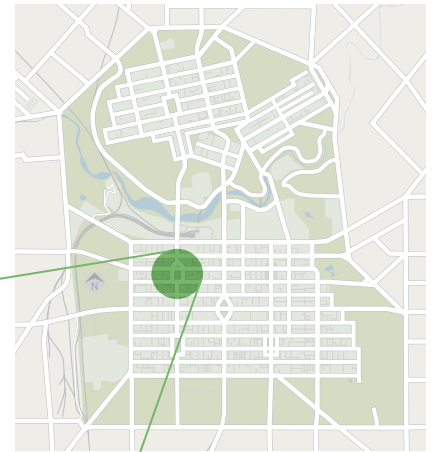
Key

- City of Adelaide
- Advance Notification Letter distribution area

Noise Sensitive Receivers

1. InterContinental Hotel
2. Sebel Playford Hotel – at ground level and 20 metres above ground level
3. Oaks Horizons – at ground level and at 20, 40 metres above ground level
4. Oaks Embassy – at ground level and at 20, 40 metres above ground level
5. Montefiore Hill
6. Pennington Terrace

Light Square / Wauwi



Key

- City of Adelaide
- Advance Notification Letter distribution area

Noise Sensitive Receivers

1. Corner Morphett Street & Hindley Street
2. Corner Morphett Street & Waymouth Street

Definition of Terms

General terminology used in this document is described below:

| | |
|--|---|
| Accountable Person/s | Means Person/s nominated by the event organiser who has the delegated authority to instruct mixers/sound technicians to adjust noise levels. The Accountable Person/s must be contactable at all times through sound checks and the event. |
| Acoustic Engineer | Means Acoustic Engineers appointed by CoA to independently monitor noise levels. The Acoustic Engineer supplier is engaged by CoA through a procurement process. |
| City of Adelaide | Means the Corporation of the City of Adelaide and its representative/s. |
| Applicant | Means the person(s) making the application and, if more than one person, means each of them jointly and severally. If the applicant is not a promoter of the event, the applicant warrants they have authority to bind the promoter, and the applicant and the promoter are bound jointly and severally. |
| Community Land Management Plan (CLMP) | Provides a comprehensive analysis of the elements and features currently found in each park. The CLMP's provide direction on how each park can be used including for events. |
| Event organiser | Person responsible for the implementation of the event. |
| Event Licence | Means the right to access and use the event site for the purposes of the event. |
| Live Music | Refer to two or more participants (made up of artist and audience) gathering to listen and react to music in real time. The 'live' aspect of music refers to the social participation in consuming which includes DJ's and other forms of electronic music. Note that this definition requires people gathering in a specified locale. This means the element of place is an inextricable part of live music. |
| Public Realm | Means any publicly owned streets, pathways, right of ways, parks, publicly accessible open spaces. |
| Strike | Means a notification issued by the Acoustic Engineer to the Accountable Person/s to signify that the event is not complying with the CoA Event Amplified Sound Management Guidelines and the noise bond may be in jeopardy. The event organiser should not rely solely on the issuing of strikes to track their compliance with the CoA Event Amplified Sound Management Guidelines. |
| Ticketed events | An event which charges an admission fee. |
| Noise Sensitive Receiver | Predetermined locations where noise levels are measured outside of the CoA public realm venue. |
| A-weighted | The A-weighting scale is designed to adjust the absolute sound pressure levels based on the frequency content to correspond to the subjective response of the human ear. Lower frequency noise is negatively weighted by the A-weighting scale. |
| Bass music noise | The low frequency content of music noise that is in the 31.5 Hz, 63 Hz and 125 Hz octave bands. Can cause annoyance, particularly when the low frequency content in the 31.5 Hz and 63 Hz octave bands is the dominant part of the overall music noise at a location. |

Definition of Terms (cont.)

General terminology used in this document is described below:

| | |
|---------------------------|--|
| dB | The decibel (dB) is a logarithmic unit of measurement used to quantify sound pressure levels. |
| dB(A) | A-weighted sound pressure levels are expressed in units of dB(A). |
| dB(C) | C-weighted sound pressure levels are expressed in units of dB(C). |
| dB(Lin) | Unweighted sound pressure levels are expressed in units of dB or dB(Lin). This is used to express the lower frequency music noise levels at the octave bands of 31.5 Hz, 63 Hz and 125 Hz as it provides a better assessment of low frequency noise when the absolute level is higher than in typical ambient noise situations. |
| Hz | The Hertz (Hz) is the unit that quantifies the number of cycles per second and refers to the frequency of a particular noise. |
| L90 | Noise level exceeded for 90% of the measurement period. |
| L10 | Noise level exceeded for 10% of the measurement period. |
| Leq, 5min | Equivalent continuous noise level measured over a period of five minutes and representing an approximate average of the noise level over the period. Five minutes has been adopted to capture shorter term increases in the noise level and to make measurements at residential locations simpler. |
| Leq, 15min | Equivalent continuous noise level measured over a period of 15 minutes and representing an approximate average of the noise level over the period. |
| Lmax Octave band | The route meets squared maximum noise level in a given measurement period. The frequency spectrum of a noise is divided into discrete octave bands, each described by the band's centre frequency (e.g. 31.5, 63, 125, 250, 500, 1000, 2000, 4000, 8000 HZ). |
| Class 1 or Class 2 | The applicable Class for a Sound Level Meter is defined by IEC 61672-1:2013. Class 1 and Class 2 devices are acceptable for field use. The Class of a Sound Level Meter is specified by the manufacturer. |
| Sound Level Meter | A Sound Level Meter is a device capable of measuring sound pressure levels. Noise loggers- A noise logger is a Sound Level Meter capable of automatically saving sound levels measured sequentially over an extended period of time for future analysis. Noise loggers are often placed in environmental enclosures to allow for installation over periods that may extend from days to several months. |

Attachment 2 – Complaint Recording Template

| | |
|---|----------|
| Time received: | |
| Received from: | |
| Address: | |
| Phone Number: | |
| Nature of complaint: | |
| If Noise Complaint, noise level at time: | |
| Action taken by event organiser: | |
| CoA Event Facilitator notified: | YES / NO |

| | |
|---|----------|
| Time received: | |
| Received from: | |
| Phone Number: | |
| Nature of complaint: | |
| If Noise Complaint, noise level at time: | |
| Action taken by event organiser: | |
| CoA Event Facilitator notified: | YES / NO |

Attachment 3 – Advance Notification Letter Template



CITY OF
ADELAIDE

<Insert Date>

25 Pirie Street, Adelaide
GPO Box 2252 Adelaide
South Australia 5001

T (08) 8203 7203
F (08) 8203 7575
W cityofadelaide.com.au

Dear Residents & Businesses

ABN 20 903 762 572

I am writing to advise you of an outdoor event called **<Insert Event Name>** that will be taking place in **<Insert Location>** on **<Insert Day & Date>**. This will be a **<Insert Event Type>** beginning at **<Insert Start Time>** and finishing promptly at **<Insert Finish Time>**. A sound-check will be conducted on **<Insert Day & Date>** at **<Insert Expected Sound-check Time>**. Expected attendance at the event is **<Insert Expected Attendance>**.

<Insert Blurb about the Event if Appropriate>

<Insert description of dry zone location being enforced if applicable>

- The event will be appropriately monitored both internally and externally by our security company to ensure minimal disturbance from our patrons (delete if incorrect).
- The event will adhere to City of Adelaide (CoA) and Liquor Licensing requirements.
- Noise levels will be monitored throughout the event to ensure that we do not exceed the maximum noise levels permitted by the CoA Event Amplified Sound Management Guidelines. CoA will also independently monitor noise levels throughout the event (delete if incorrect).

<Insert road closure information (delete if not applicable)>

If you have any queries in the lead-up to this event, or have any feedback or concerns during or after the event, please do not hesitate to contact me on the following:

Telephone: <Insert phone / mobile number>
Email: <Insert Email address>

If you have any queries or concerns during the event, please contact the event hotline number telephone number on (Insert phone/mobile number). The event hotline number will be operated from (insert date/time) to (insert day / time).

Alternatively, you can contact the CoA on 8203 7203 Monday to Friday from 7am – Midnight or from 8am – Midnight on weekends. All feedback and concerns are documented and consolidated for post-event analysis.

Attachment 3 – Advance Notification Letter Template



Further information about the event can be found at **<Insert event website address>** or under the *What's On* section of the CoA website (**the event organiser is to upload this information. Delete if incorrect at time of letter distribution**). To stay informed regarding upcoming events using Council's events dashboard visit cityofadelaide.com.au/community/spaces-rooms-venues-to-hire/upcoming-events

Yours sincerely

<Insert name>
<Insert company>

Download an editable word version of this letter [here](#).





25 Pirie Street, Adelaide
Ph 8203 7203
cityofadelaide.com.au