



# **Draft Late Night Trading Development Control Plan**

Draft for exhibition

**Draft Late Night Trading Development Control Plan**

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## 2 Introduction

This section of the DCP will provide businesses, venues and operators with a consistent set of requirements and conditions that will balance community desires for a vibrant nightlife with the amenity of surrounding uses as well as community expectations.

The night time economy is an important part of the City's economy, cultural and social fabric. The night time economy includes small bars, bars, pubs, clubs, cafes, restaurants, retail shops, performance venues, cultural and sporting events, and cultural spaces which provide for the entertainment and social preferences of residents, workers, students and visitors.

City of Parramatta has an ongoing commitment and statutory duty to ensure a safe, vibrant and inclusive night time economy is facilitated through good management of late trading venues. It is particularly important for applicants of late night trading premises to demonstrate responsible management over time. This commitment should be demonstrated both at the development application stage and throughout the history of the operation of a premises.

### 2.1 General Objectives

The City of Parramatta aims to foster the development of a vibrant, diverse and thriving nightlife, one that encourages careful planning and managing of appropriate activities to allow the City to function effectively, both day and night. This includes establishing set areas, hours and management requirements for licensed and non-licensed uses trading between 10pm and 6am, and safeguarding the amenity of the city. The objectives of this DCP are to:

- O.01. Identify appropriate locations and trading hours for late night trading premises.
- O.02. Encourage suitable intensity and growth of late night trading premises in appropriate locations.
- O.03. Ensure that impacts from late night trading premises are managed to protect a reasonable level of amenity for surrounding residential or sensitive land uses, that is commensurate with its context.
- O.04. Identify approaches, responsibilities and standards to managing noise and sound.
- O.05. Ensure that operators of late night trading premises commit to good management practices, to promote a safe night time economy.
- O.06. Provide the opportunity for premises to extend trading hours where they have demonstrated ongoing good management practices during trial periods
- O.07. Encourage late night trading premises that contribute to vibrancy throughout different times of the night (early evening, twilight, night time and late night), as appropriate to the status of the centres within which it is located.
- O.08. Encourage a broad and inclusive mix of night time uses that reflect the diverse needs of people who work, live and visit City of Parramatta, including dining, drinking, retail, performance, creative and cultural uses.

### 2.2 Application of this section of the DCP

The provisions of this part of the DCP support a night-time economy and apply to various types of development across the City of Parramatta. Development can include and is not limited to small bars, bars, pubs, clubs, cafes, restaurants, retail shops, performance venues, cultural and

sporting events, and cultural spaces which provide for the entertainment and social preferences of residents, workers, students and visitors.

For proposals within Late Night Trading Areas, base and extended operating hours apply as outlined in Section 4.1. Operating hours for proposals outside of Late Night Trading Areas will be merit assessed.

#### **New Premises**

1. All parts of this chapter of the Development Control Plan apply for:
  - a) all new development applications for a new High Impact, Low Impact or Non-Licensed premise seeking approval within the LGA.

#### **Existing Premises**

2. All parts of this chapter of the Development Control Plan apply for:
  - a) an existing premise applying for increased hours to base or extended hours.
  - b) an existing Low Impact premises undergoing refurbishment, redevelopment or expansion which will result in a recategorization to High Impact.
  - c) an existing Non-Licensed premise undergoing refurbishment, redevelopment or expansion which will result in a recategorization to High Impact premise or Low Impact premise
  - d) an existing High Impact, Low Impact or Non-Licensed premise seeking approval for Entertainment Noise

**Note:** This chapter of the DCP is not retrospective. For all existing premises, including those making a development application, existing operating hours are protected and cannot be reduced by this Development Control Plan or through a Development Application made under this Development Control Plan.

**Note:** Existing uses making no change to operating conditions or changes that do not meet definitions 2. a, b, c, or d specified above; a merit assessment will continue to apply.

**Note:** For existing premises making no change, a current approval with associated conditions continues to apply. For an existing premise making a new development application, new conditions will apply, as per the Environmental Planning & Assessment Act 1979.

#### **New receivers**

3. All parts of this chapter of the Development Control Plan apply for:
  - a) all new development applications for a new Receiver development, which are any of the following uses:
    - o residential accommodation (excluding hostels), educational facilities including early childhood and child care facilities (CCF), places of public worship, health services facilities, tourist and visitor accommodation (including hostels), and commercial premises (excluding retail premises, but including offices as part of industrial premises)

**Note:** This chapter of the DCP is not retrospective. For existing uses that fall under the category of Receivers, no action is required to mitigate the internal acoustic environments of these developments.

## 2.3 Relationship to other Environmental Planning Instruments and Development Control Plans

The Late Night Trading controls generally complement the provisions of the relevant environmental planning instruments as they apply to the City of Parramatta. Where relevant, this DCP should be read in conjunction with parts of the following DCPs;

- Parramatta DCP 2011
- Auburn DCP 2010
- The Hills DCP 2012
- Holroyd DCP 2013
- Hornsby DCP 2013
- Wentworth Point Precinct DCP 2014

Where there is any inconsistency between the relevant DCP and an applicable Local Environmental Plan (LEP), the LEP will prevail.

## 2.4 Glossary of Terms

*Base hours* are the standard range of trading hours that a late night trading premises is entitled to if an application is approved.

*Entertainment noise* refers to music or patron noise emanating from activities associated with the Night Time Economy.

*Existing use* is a venue or premises that has an activated development consent for a specific location.

*Extended hours* mean trading hours that may be approved above base hours on a trial basis and are considered maximum hours.

*Habitable room* is room that is intended for occupation and normal domestic activities, including:

- A bedroom, living room, lounge room, music room, television room, kitchen, dining room, sewing room, study, playroom, family room, home theatre and sunroom;
- Excludes any other space not specified above of a specialised nature not occupied frequently or for extended periods including a bathroom/water closet, balconies, laundry, pantry, walk-in wardrobe, corridor, lobby, and clothes-drying area.

*Late Night Trading Areas* refers to a place-based hierarchal approach to categorising areas that reflects the quantity, types and temporal characteristics of existing night-time activities, as well as any potential capacity for the growth of appropriate and compatible night-time uses, existing or planned neighbouring sensitive uses, and existing or planned transport, cultural, social and public safety infrastructure.

*Noise Category Cumulative Level* is the external cumulative entertainment noise limit from NTE Venues.

*NTE Venue* refers to a premise that is associated with the Night Time Economy and generates Entertainment Noise.

*Outdoor areas* are any areas that are not considered an enclosed place within the meaning described in the *Smoke-free Environment Regulation 2007*.

*Patron capacity* means the maximum number of patrons permitted in a development consent. Outdoor seating is included in patron capacity calculations.

*Performance, creative or cultural uses* include:

- (i) Live entertainment, being an event at which one or more persons are engaged to play or perform live or pre-recorded music, or a performance at which the performers (or at least some of them) are present in person; or
- (ii) Display, projection or production of an artwork, craft, design, media, image or immersive technology; or
- (iii) Rehearsal, teaching or discussion of art, craft, design, literature, performance, ideas or public affairs.

*Period 1 – Day/Evening* refers to the period of time between 7am to 10pm.

*Period 2 – Night* refers to the period of time between 10pm to Midnight.

*Period 3 – Late Night* refers to the period of time between Midnight to 7am.

*Receiver* refers to the following uses: residential accommodation (excluding hostels), educational facilities including early childhood and child care facilities (CCF), places of public worship, health services facilities, tourist and visitor accommodation (including hostels), and commercial premises (excluding retail premises, but including offices as part of industrial premises).

*Receiver Internal Noise Criteria* is the Internal noise level to be achieved through Receiver building envelope noise attenuation of the LNTA cumulative noise level.

*Suitably qualified acoustic consultant* is a consultant who possesses the qualifications to render them eligible for membership of the Australian Acoustics Society, Institution of Engineers Australia or the Association of Australian Acoustic Consultants at the grade of member.

*Venue Noise Criteria* is the external entertainment noise limit from a single NTE Venue, equivalent to the Noise Category Cumulative Level minus 5 dB.

### 2.4.1 Proposed Premises Categories

To categorise the level of impact from certain uses, the requirements of certain uses that contribute to the night-time economy have been considered. The meaning of each category is outlined below.

- High Impact
- Low Impact
- Non-Licensed

| High Impact  | Low Impact   | Non-Licensed   |
|--|--|--|
| a) A <i>hotel</i> within the meaning of the Liquor Act 2007 that is not designated as a general bar licence;<br>b) A <i>hotel</i> within the meaning of the Liquor Act 2007 that has a capacity of more than 120 patrons and is designated as a general bar licence;<br>c) A <i>club</i> within the meaning of the Liquor Act 2007;<br>d) An on-premises licence within the meaning of the Liquor Act 2007 where the primary business or activity carried out on the premises is that of a nightclub, with a capacity of more than 120 patrons;<br>e) A dedicated entertainment facility, which may be licensed, and includes performance venue, | a) Premises that have a capacity of 120 patrons or fewer, where the primary purpose is the sale or supply of liquor for consumption on the premises with a;<br>a. <i>General bar licence</i> ; or<br>b. <i>Small bar licence</i><br>b) An <i>on-premises licence</i> within the meaning of the Liquor Act 2007;<br>c) A premise with a <i>micro-brewery and small distillery licence</i> , with a capacity of 120 patrons or fewer;<br>d) Any premises where the owner or occupier sells or supplies liquor for consumption on the premises that is not a High Impact Premise; | a) Any retail premises or business premises which does not sell, supply or allow the consumption of liquor on or off the premises or hold any license under the Liquor Act 2007.<br><br>This may include premises selling groceries, personal care products, clothing, books/stationery, music, homewares, electrical goods and the like, or businesses such as convenience and neighbourhood stores, drycleaners, banks and hairdressers and the like, and stand-alone gyms in commercial or industrial only buildings.<br><br>It does not include food and drink premises, |

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|  |   |   |
|--|---|---|
| <p>theatres, cinemas, music hall, concert halls, dance halls or other spaces that are primarily for the purpose of performance, creative or cultural uses, with the capacity of more than 250 patrons, but does not include a pub, bar, karaoke bar, small bar, nightclub, adult entertainment venue or registered club;</p> <p>f) A premises that has a capacity of more than 120 patrons, where the primary purpose is the sale or supply of liquor for consumption on the premises; or</p> <p>g) Premises that are used as a karaoke venue where the owner or occupier sells or supplies liquor for consumption on the premises</p> | <p>e) Any other commercial premises, other than Non-Licensed premises, which in the opinion of the Council may impact on the amenity and safety of a neighbourhood resulting from its operation at night, including but not limited to, food and drink premises, takeaway food and drink premises, karaoke venues, and stand-alone gyms in buildings with residential accommodation and the like; or</p> <p>f) A dedicated entertainment facility, which may be licensed and includes theatres, cinema, music hall, concert hall, dance hall or other space that is primarily for the purpose of performance, creative or cultural uses, with a capacity of 250 patrons or fewer, but does not include a pub, bar, karaoke bar, small bar, nightclub, adult entertainment venue or registered club.</p> | <p>takeaway food and drink premises, gyms in buildings with residential accommodation, or adult entertainment venue or sex services premises.</p> |
|--|---|---|



### 3 Late Night Trading Areas

This section describes the Late Night Trading Areas (LNTAs).

The LNTAs located throughout the City of Parramatta are identified on the late night trading area map (see Map 1: Late Night Trading Areas in Parramatta) and include:

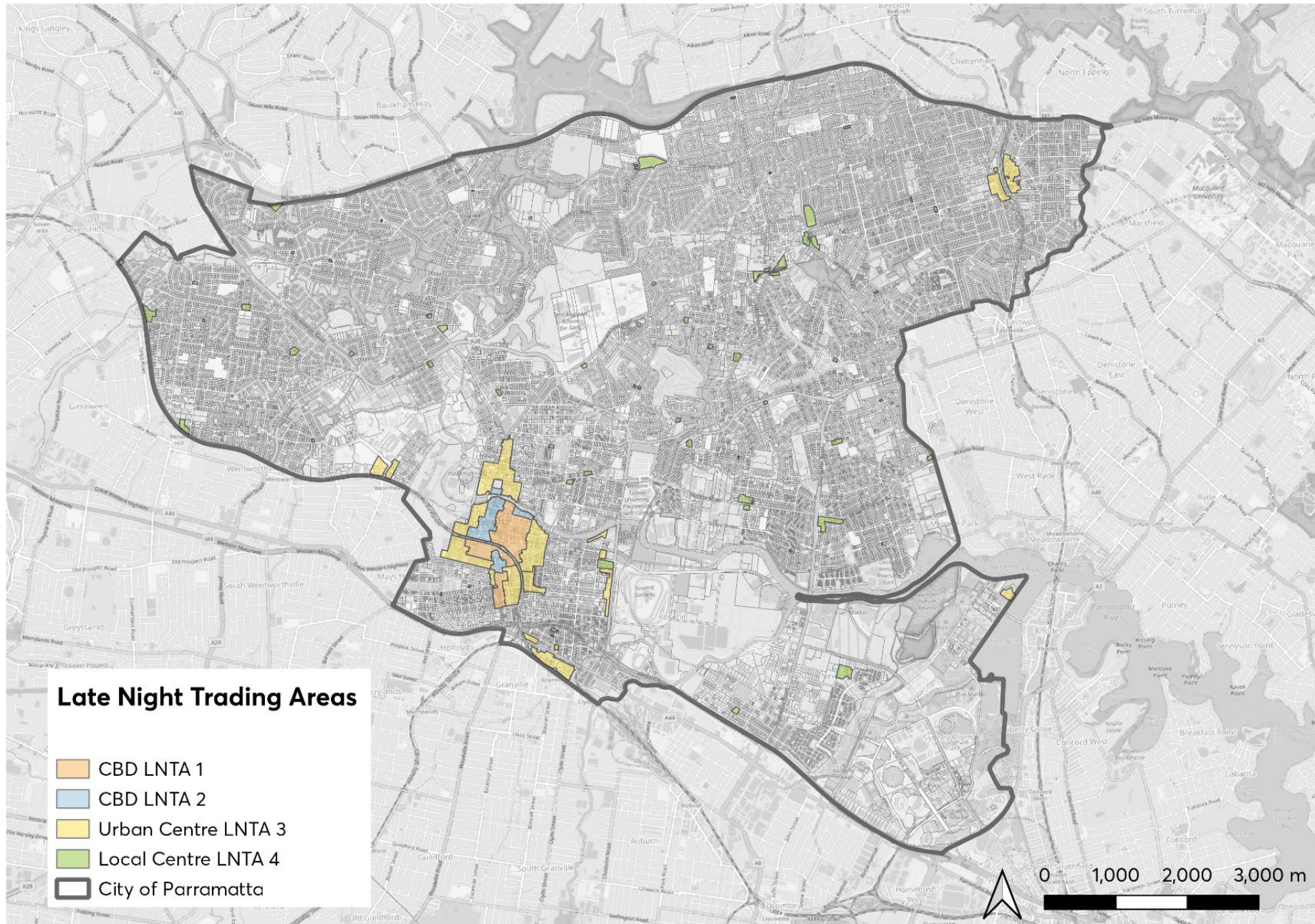
- CBD LNTA 1
- CBD LNTA 2
- Urban Centre LNTA 3
- Local Centre LNTA 4

The key considerations for defining the Late Night Trading Areas are:

- a) Zoning and Connectivity
- b) Entertainment and Cultural Character
- c) Desired Level of Vibrancy

All proposals for premises located outside of the night trading areas will be merit assessed and subject to the requirements of these provisions.

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Map 1 - Late Night Trading Areas in Parramatta

**CBD LNTA 1**

***Zoning and Connectivity***

An area located in the Parramatta CBD centres which is zoned B3 Commercial Core and planned to contain wholly commercial activity. The area is highly accessible with frequent night and late night rail and bus services from Parramatta Station, which is within the area. Access will be further improved by the Parramatta Light Rail and Sydney Metro West.

***Entertainment and Cultural Character***

Building on the presence of numerous established food and beverage venues, transformational projects like Parramatta Square, Parramatta Powerhouse and the Civic Link will connect and anchor Parramatta's public and cultural life, providing opportunities to grow and diversify the night time economy in the centre of the CBD and attract local, regional and international visitors.

The separation from surrounding residential uses allows for greater venue density and the growth of venues with later hours of operation and of varying intensity. The area can create a balanced network of venues that creates a 24-hour CBD, with activity in the early evening, twilight, night and late night. The growth of night time activities will cater to different demographics, and include dining, retail, small bars, pubs, live music, arts, theatre and electronic music. The numerous high-quality public spaces also allow the hosting of day and evening outdoor events.

Higher venue density and diversity within a short distance can create vibrant, active private and public spaces. This increases safety through increased pedestrian activity and natural surveillance and can be supported by focused public domain and lighting initiatives. It also creates a spatial arrangement that creates the opportunities for a positive, dynamic exchange between sites and activities.

***Desired Level of Vibrancy***

Elevated activity levels will also increase the ambient background noise within and adjoining the precinct throughout the night. Noise management controls and approaches will need to account for this higher level of activity and be appropriate for a vibrant entertainment precinct and ensure noise abatement responsibilities are managed fairly between emitters and sensitive uses.

In addition to being able to enjoy the amenity of a vibrant and active night city, residents of new residential apartment buildings within the Late Night Trading Area and adjoining areas must anticipate a range of factors associated with late night activity, with apartments built to a noise standard commensurate with the current and planned levels of night time activity.

**CBD LNTA 2**

***Zoning and Connectivity***

An area located in the Parramatta CBD centres which is zoned B4 Mixed Used and planned for mixed use development with residential apartment buildings above ground and lower level commercial. The area is accessible with frequent night and late night rail and bus, and night ferry, services within a short walk. Access and street activity will be further increased by the Parramatta Light Rail and Sydney Metro West.

***Entertainment and Cultural Character***

This location contains the important cluster of established eating and drinking venues on and around Church Street ('Eat Street') with an active and vibrant street life based around outdoor dining. It also contains the Parramatta City River Foreshore which attracts people throughout the day and night due its high level of public amenity. The range of night time activity is expected to grow as the City River Foreshore is transformed through key projects such as River Square, New Powerhouse Museum, Escarpment Boardwalk, Charles Street Square, Wharf Upgrade and Riverside Theatre Upgrade. The night time economy along Church Street is set to grow as activity increases due to the Parramatta Light Rail, increase in local population and crowds attending Western Sydney Stadium.

The area allows existing and new venues to grow and diversify to reinforce the character of the area, with hours of operation facilitating a high level of indoor and outdoor activity in the early evening, twilight and night time, with some opportunities for growth late night activities, primarily for low impact venues. In addition to reinforcing the dining culture of the area, there are opportunities for uses to diversify to include retail, small bars, live music, arts and theatre. The numerous high-quality public spaces also allow the hosting of day and evening outdoor events.

The existing high venue density and prospective growth of diverse activities within a short distance can create vibrant, active private and public spaces. This increases safety through increased pedestrian activity and natural surveillance and can be supported by focused public domain and lighting initiatives. It also creates a spatial arrangement that creates the opportunities for a positive, dynamic exchange between sites and activities

***Desired Level of Vibrancy***

Elevated activity levels will also increase the ambient background noise within the precinct throughout the night. Noise management controls and approaches will need to account for this higher level of activity and be appropriate for the current and future vibrancy and ensure noise abatement responsibilities are managed fairly between emitters and sensitive uses.

In addition to being able to enjoy the amenity of a vibrant and active night city, residents of new residential apartment buildings in adjoining areas must anticipate a range of factors associated with late night activity, with apartments built to a noise standard commensurate with the current and planned levels of night time activity.

On-premises outdoor activity levels facing the Parramatta River should be to be limited to suitable times to manage noise travelling across and down the river. It should however be noted that an expectation should remain of noise emanating from people enjoying the public spaces on the river throughout the evening.

**Urban Centre LNTA 3**

***Zoning and Connectivity***

Other centres across the LGA that have a range of zoning or are identified for future growth. The areas are all accessible and serviced by existing or planned train stations or light rail. The Urban Centres include:

- **CBD:** Fringe / peripheral /remaining B4
- **Harris Park:** B1 and part of R2 (Wigwam Street)
- **Epping:** B2 Local Centre
- **Westmead:** B4 Mixed Use
- **Granville:** B4 Mixed Use
- **Wentworth Point:** B1 and part

***Entertainment and Cultural Character***

These are mixed use centres with residential dwellings above or adjacent to ground floor retail and commercial, serving both the local population and a wider catchment.

They offer a broad range of low impact uses night time uses including restaurants, cafés, small bars, retail uses, and specialised or neighbourhood grocery. Some centres also contain existing high impact venues.

These areas have the potential to increase both the quantity and diversify of primarily low impact uses. They are suitable to accommodate high amounts of activity across a range of uses in the early evening, twilight and night time, but not suitable for any significant expansion of late night activity.

***Desired Level of Vibrancy***

Noise management controls and approaches will need to ensure that the appropriate level of night time activity can be accommodated with minimal impact on the surrounding residential uses.

#### Local Centre LNTA 4

##### ***Zoning and Connectivity***

A range of local centres across the LGA that are zoned B1 Neighbourhood Centre and B2 Local Centre, except those identified in Urban Centre LNTA 3. Centres are not serviced by trains, with some having buses services connecting to larger centres and transport hubs.

##### ***Entertainment and Cultural Character***

Retail centres surrounded by residential areas, primarily serving the local population. They can offer range of low impact uses night time uses including restaurants, cafés, small bars, retail uses, and specialised or neighbourhood grocery. The small size of centres means that generally only one or two night time uses can be accommodated.

They are suitable to accommodate reasonable amounts of activity across a range of uses in the early evening and twilight and night time, some level of low impact activity at night time, but not suitable for any late night activity.

##### ***Desired Level of Vibrancy***

Noise management controls and approaches will need to ensure that the appropriate level of night time activity can be accommodated with minimal impact on the surrounding residential uses.

## 4 Trading Hours

These provisions identify base and extended hours within the four LNTAs and for premises located outside of these areas. Maximum allowable trading hours have been established that are considered to represent the desired late night trading character for each area.

A development application for late night trading will only be granted the maximum trading hours where an application can demonstrate the use of the premises during these hours will satisfy all provisions within this Chapter and result in acceptable impacts upon the surrounding locality.

Base hours are standard operating hours that late night trading premises is entitled if a development application is approved.

Extended hours are operating hours beyond base hours, but only where Council has determined that the premises have been (or will be) well managed, including compliance with the Plan of Management and Social Impact Assessment requirements. Extended hours will be considered by Council as maximum operating hours. In cases where impacts cannot be effectively managed, late night trading will be limited to base hours only.

As per the Liquor Act 2007, Liquor licenses that are granted on or after 30 October 2008, or any licence in force before that date, but only if an extended trading authorisation granted on or after that date is in force in relation to the licensed premises concerned, a daily 6-hour closure period when the sale or service of liquor is prohibited also applies.

### 4.1 Hours of Operation

#### Objectives

- O.01. To ensure the trading hours are consistent with the desired character of each area.
- O.02. To minimise adverse amenity impacts on nearby residents.
- O.03. To encourage a vibrant night time economy across the City of Parramatta.
- O.04. To ensure that residential zones located within the interface to Late Night Trading Areas are reasonably protected.

#### Controls

- C1. Base and extended hours that apply to particular Late Night Trading Areas are outlined in the Table 1.

Table 1 - Base and extended trading hours

| Late Night Trading Area | Venue category & location |         | Base hours  | Extended hours |
|-------------------------|---------------------------|---------|-------------|----------------|
| CBD LNTA 1              | High Impact & Low Impact  | Indoor  | 6am to 2am  | 24 hours       |
|                         |                           | Outdoor | 6am to 11pm | 6am to 3am     |
|                         | Non-Licensed              | Indoor  | 24 hours    |                |
|                         |                           | Outdoor |             |                |

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| <b>CBD LNTA 2</b>                          | High Impact & Low Impact | Indoor  | 6am to 2am      | 6am to 3am       |  |
|  |                          | Outdoor | 10am to 10pm    | 6am to midnight* |  |
|  | Non-Licensed             | Indoor  | 24 hours        |                  |  |
|  |                          | Outdoor |                 |                  |  |
| <b>Urban Centre LNTA 3</b>                 | High Impact & Low Impact | Indoor  | 6am to midnight | 6am to 2am       |  |
|  |                          | Outdoor | 10am to 10pm    | 6am to midnight* |  |
|  | Non-Licensed             | Indoor  | 24 hours        |                  |  |
|  |                          | Outdoor |                 |                  |  |
| <b>Local Centre LNTA 4</b>                 | High Impact & Low Impact | Indoor  | 10am to 10pm    | 10am to midnight |  |
|  |                          | Outdoor | 7am to 8pm      | 7am to 10pm      |  |
|  | Non-Licensed             | Indoor  | 7am to midnight |                  |  |
|  |                          | Outdoor |                 |                  |  |
| <b>Outside of Late Night Trading Areas</b> |                          | Indoor  | Merit assessed  |                  |  |
|  |                          | Outdoor |                 |                  |  |

\* Outdoor areas with a direct frontage to the River foreshore will have maximum trading hours until 10pm.

### 4.2 Extended Trading Hours Trial Periods

#### Objectives

- O.01. To enable Council to monitor and assess the management performance of a premises and its impact on surrounding amenity.
- O.02. To give venue operators the opportunity to demonstrate that proposed hours will have no unreasonable impacts on surrounding land uses
- O.03. To enable the community to provide feedback on the proposed trading hours for venues

#### Controls

- C1. Any extended hours beyond base hours will be approved as a reviewable condition and subject to a trial period from the date of occupation certificate of 12 months for Low Impact and High Impact premises.
- C2. At the completion of a trial period a modification application must be lodged to formalise extended trading hours. Matters of consideration in formalising hours include:
  - a. assessment of inspections by Councils officers during trial periods;
  - b. consideration of Police Incident Register;
  - c. consideration of formal customer complaints to Council investigated and upheld; and
  - d. assessment of venue compliance with the approved Plan of Management.
- C3. Trial periods may be extended or cancelled in the event of poor venue management during the trial period.

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- a. The maximum each trial period can be extended for is 12 months for Low Impact and for High Impact premises.
- C4. Extended trading may be permitted at the initial application stage, but only where the Council has determined that the premises have been or will be well managed, including compliance with an approved Plan of Management and sound and noise controls.

### 4.3 Out of Area Proposals

#### Objectives

- O.01. To ensure that proposals outside of the Late Night Trading Areas are merit assessed and considered acceptable.
- O.02. To ensure that relevant matters are considered when determining what operating hours are considered to be acceptable.
- O.03. To ensure that a framework for assessing applications outside of Late Night Trading Areas is established.

#### Controls

- C1. Proposals that include any High or Low Impact premises proposing operating hours between 10pm and 6am that are outside of the LNTAs will be merit assessed. Matters for consideration in this merit assessment include:
- Location and context.
  - Appropriate management to ensure minimal impacts to neighbouring properties from sound, vibration & light spill.
  - Size and patron capacity.
  - Plan of Management requirements in Appendix 1.
  - Safety, security and crime prevention measures.
  - Accessibility and frequency of public transport, courtesy buses and the like.
  - Social impact of the proposal assessed in accordance with Council's Social Impact Assessment Guidelines 2013.
- C2. For existing premises, operating terms and consent conditions of a current approval prevail and continue to apply.



## 5 Acoustic Controls

These provisions define noise criteria for internal and external environments within the CBD and the immediate surrounds. The criteria for internal and external environments are considered to balance the management and mitigation of noise between emitters and receivers.

These provisions identify noise sensitive receivers and corresponding internal noise criteria. The acceptable internal noise levels may vary due to a number of factors, including but not limited to different types of receivers, LNTAs, time of day, day of the week. Establishing appropriate internal noise criteria requires consideration of not only the numerical values of acoustic standards, but also the parameters by which these values are measured.

These provisions also define external acoustic environments, or Noise Categories (NC). The external noise environment can impact the viability of noise generating development, the level of vibrancy on the street and the feasibility of a receiver development. Similar to the internal acoustic environment, the external acoustic environment can also vary by area, time of day, and day of the week. Establishing appropriate external criteria requires considerations of both numerical values and also the acoustic parameters by which the values are measured.

The external acoustic environments have also been informed by the desired character and levels of vibrancy within the CBD and immediate surrounds. The Proposed Premises Categories in Section 2.4.1 do not necessarily correlate with the potential acoustic impact of a premise. The NCs consider that entertainment sound is a desirable aspect of the city soundscape within areas with activity, compared with industrial or mechanical sound.

### 5.1 Type of noise sources to be regulated

#### Objectives

- O.01. To identify the types of noise sources that will be regulated by the Controls outlined in this Chapter

#### Controls

- C1. The Noise Categories (NCs) will apply to all uses emitting Entertainment Noise, defined in Glossary of Terms as music or patron noise emanating from activities associated with the Night Time Economy.
- C2. For areas not covered by this Chapter, Liquor & Gaming NSW criteria will be maintained.
- C3. Noise arising from mechanical services will be regulated by the *NSW Noise Policy For Industry*.
- C4. Road and rail traffic noise impacts on residential, educational, child care and places of worship near rail lines and roads with an Annual Average Daily Traffic (ADDT) greater than 20,000 will be regulated by the SEPP (Infrastructure) 2007.
- C5. The Controls in this Chapter apply to all new applications, both for new uses and significant modifications to existing premises.

### 5.2 Noise Categories

This section describes the External Noise Category (NC) Levels. The Noise Categories have been established based on:

- Existing and historical measurement data across Sydney, including Parramatta; and

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- An analysis of noise ingress through typical window façade construction for different receiver types.

### Objectives

- O.01. To provide criteria that considers cumulative impacts of activity in the public realm.
- O.02. To provide certainty for emitters.
- O.03. To protect the amenity of existing and potential sensitive receivers.

### Controls

- C1. Noise Category Levels apply on all days.
- C2. Noise Category Levels are assigned to the frontage or boundary of lots.
- C3. Noise Category Levels apply to all floors to the maximum LEP building heights.
- C4. A 5 db reduction from external cumulative noise levels will be applied to determine the permitted noise contribution for an individual noise generating development.

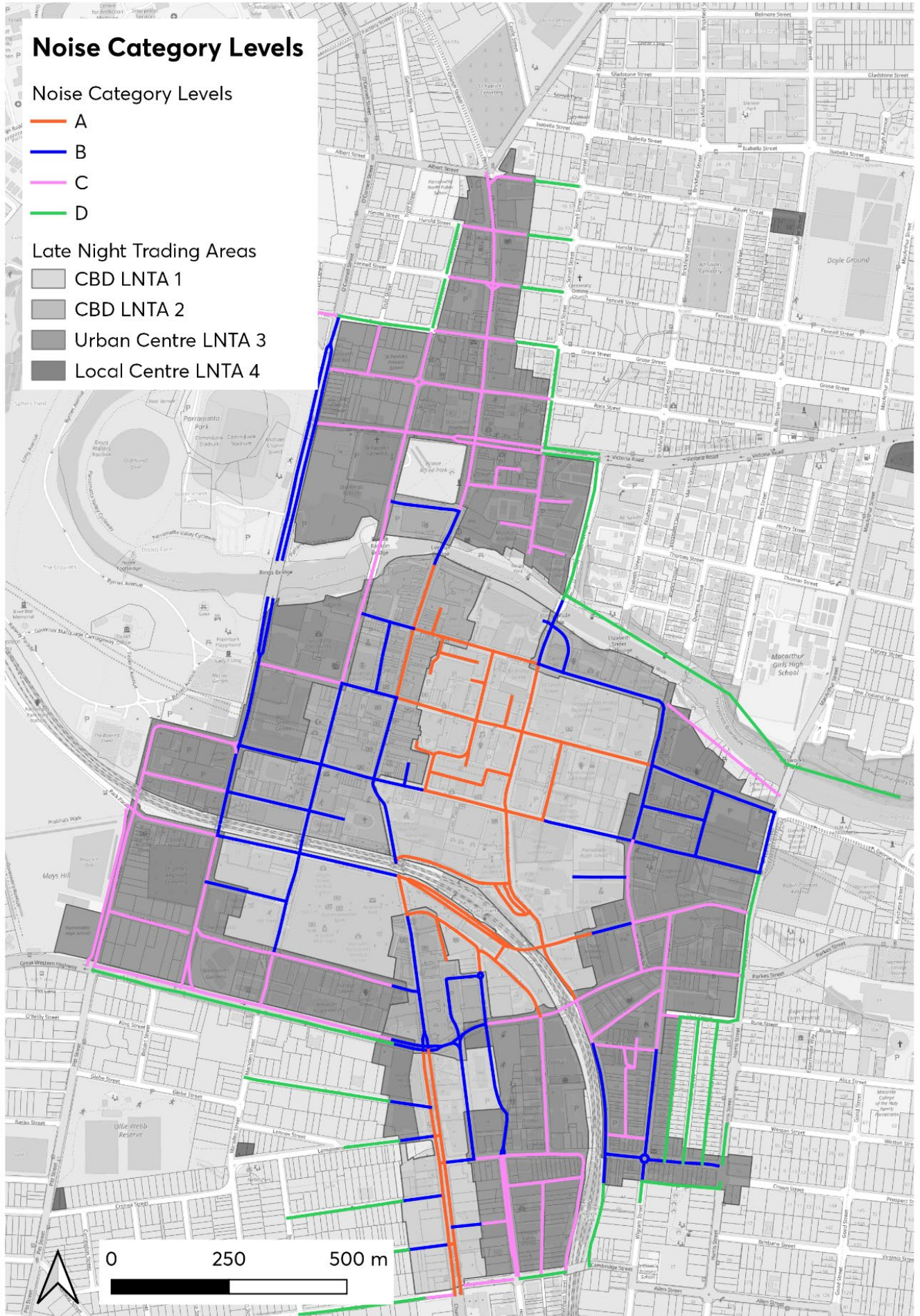
Table 2 - Noise Category (NC) Cumulative Levels, Leq,15minute

| Noise Category | Period <sup>1</sup> |                 | Overall, dBA | Octave band, dB |       |        |
|----------------|---------------------|-----------------|--------------|-----------------|-------|--------|
|                |                     |                 |              | 31.5 Hz         | 63 Hz | 125 Hz |
| NC-A           | 1 - Day/Evening     | 7am – 10pm      | 71           | 73              | 73    | 68     |
|                | 2 - Night           | 10pm – Midnight | 71           | 73              | 73    | 68     |
|                | 3 - Late night      | Midnight – 7am  | 66           | 68              | 68    | 63     |
| NC-B           | 1 - Day/Evening     | 7am – 10pm      | 64           | 65              | 65    | 61     |
|                | 2 - Night           | 10pm – Midnight | 59           | 60              | 60    | 56     |
|                | 3 - Late night      | Midnight – 7am  | 59           | 60              | 60    | 56     |
| NC-C           | 1 - Day/Evening     | 7am – 10pm      | 58           | 60              | 59    | 58     |
|                | 2 - Night           | 10pm – Midnight | 53           | 54              | 53    | 52     |
|                | 3 - Late Night      | Midnight – 7am  | 53           | 54              | 53    | 52     |
| NC-D           | 1 - Day/Evening     | 7am – 10pm      | 55           | 57              | 57    | 55     |
|                | 2 - Night           | 10pm – Midnight | 50           | 52              | 52    | 50     |
|                | 3 - Late Night      | Midnight – 7am  | 45           | 47              | 47    | 45     |

### Notes:

1. Time periods defined in Section 2.4. Time periods apply on all days.
2. Noise levels are 'free field', i.e. not façade corrected.

# DRAFT LATE NIGHT TRADING DEVELOPMENT CONTROL PLAN



Map 2 - Noise Category Levels in the City Centre

### 5.3 Acoustic requirements for new receiver developments

#### Objectives

- O.01. To establish appropriate internal noise criteria that balances the desired levels of vibrancy and a reasonable and commensurate level of amenity for sensitive uses.

#### Controls

- C1. A Noise Impact Assessment prepared by suitably qualified acoustic consultant may be required when submitting a development application for new development where Noise Category A to C (NC) is defined in Map 2: Noise Category Levels in the City Centre.
- C2. The purpose of the Noise Impact Assessment is to outline the required noise attenuation measures to achieve the Receiver Internal Noise Criteria, specified in Table 3, considering the Noise Category Cumulative Noise Level.  
The Noise Impact Assessment is to be based on the NC level occurring at all levels of the development.
- C3. For building facades not facing a defined NC road, such as rear or side facades of a building, a 5dB reduction in Noise Category Cumulative Noise Level shall be applied to account for shielding and reduced exposure to Entertainment Noise.
- C4. The Noise Impact Assessment must include consideration of Entertainment Noise from existing venues prior to commencement of this DCP.
- C5. Where the New Receiver development is to adjoin an existing venue, the Noise Impact Assessment must quantify emissions from the venue for the purpose of assessment and include consideration of vibration and structure-borne noise.
- C6. Where noise attenuation measures impact the provision of passive natural ventilation, alternative ventilation complying with the National Construction Code must be provided.
- C7. Noise impact from other sources, such as road and rail must be assessed separately in accordance with relevant Standards and policies.
- C8. Noise emission from building services or other sources typically assessed in accordance with the NSW Noise Policy for Industry (NPfI) must comply with the amenity requirements only. No correction to amenity levels is to be applied for high traffic noise environments.
- C9. For mixed-used development, where some levels may include future venues, the Noise Impact Assessment must identify noise mitigation provisions to enable compliance with the Acoustic requirements for NTE Venues set out in Table 3 .

## DRAFT LATE NIGHT TRADING DEVELOPMENT CONTROL PLAN

Table 3 – Mandatory Receiver Internal Entertainment Noise Criteria Leq,15minute

| Receiver <sup>1</sup>  | Period <sup>2</sup>   | Broadband, dBA | Octave band centre frequency criteria, dB |      |       |
|--|---|----------------|---|------|-------|
|  |   |                | 31.5Hz                                    | 63Hz | 125Hz |
| Residential accommodation (excluding hostels)                                    | 1 - Day / Evening<br>(habitable rooms <sup>1</sup> excluding bedrooms)          | 40             | 69  | 52   | 46    |
|  | 2 - Night & 3 - Late Night<br>(habitable rooms <sup>1</sup> excluding bedrooms) | 35             | 69  | 52   | 46    |
|  | 1 - Day / Evening (bedrooms)  | 35             | 69  | 52   | 46    |
|  | 2 - Night & 3 - Late Night (bedrooms)   | 30             | 64  | 47   | 41    |
| Educational facilities including early childhood and child care facilities (CCF) | When in use <sup>2</sup>  | 35             | 69  | 52   | 46    |
| Place of Public Worship  | When in use <sup>2</sup>  | 35             | 69  | 52   | 46    |
| Health Services Facility   | 1 - Day / Evening   | 35             | 69  | 52   | 46    |
|  | 2 - Night & 3 - Late Night (wards only)   | 30             | 64  | 47   | 41    |

### Notes:

- Internal criteria apply to entertainment sound only.
1. Habitable room is defined as a room used for normal domestic activities, and—
    - a. includes a bedroom, living room, lounge room, music room, television room, kitchen, dining room, sewing room, study, playroom, family room, home theatre and sunroom; but
    - b. excludes a bathroom, laundry, water closet, pantry, walk-in wardrobe, corridor, hallway, lobby, photographic darkroom, clothes-drying room, and other spaces of a specialised nature occupied neither frequently nor for extended periods.
  2. Time of use for receiver development to be based on development application of new development. Time periods defined in Glossary of Terms.

## 5.4 Acoustic requirements for new NTE Venues

- C1. A Noise Impact Assessment prepared by suitably qualified acoustic consultant is required when submitting a development application for new or modified NTE Venue.
- C2. The Plan of Management will be used both in the development assessment process and as a means to identify the way in which the premises will operate in compliance to conditions of consent. The Plan of Management will be incorporated as a condition of development consent.
- C3. The Plan of Management should detail all noise management measures to ensure that the development can achieve the Venue Noise Criteria.
- C4. Entertainment Noise from all NTE Venues must not exceed the Venue Noise Criteria, equivalent to the Noise Category Cumulative Levels specified in Table 1, minus 5 dB by reference to Map 2 - Noise Category Levels in the City Centre, at any surrounding premise lot boundary, 1.5 metres above the floor level of all floors up to the maximum allowable building height, as defined in the LEP.
- C5. Entertainment Noise from NTE Venues with an adjoining Receiver, that may be affected by noise transfer via the common partition must not exceed the Receiver Internal Noise Criteria specified in Table 3 as well as Table 4 at the most-potentially affected location (no less than 1 metre) from the common partition.

Table 4 - Internal Entertainment Noise Criteria for existing premises adjoining new NTE Venue

| Receiver  | Period <sup>1</sup>                      | Broadband, dBA | Octave band centre frequency, dB |      |       |
|---|--|----------------|----------------------------------|------|-------|
|   |  |                | 31.5Hz                           | 63Hz | 125Hz |
| Tourist and visitor accommodation (including hostels)   | 1 - Day / Evening & 2 - Night (bedrooms) | 40             | 69                               | 52   | 46    |
|   | 3 - Late Night (bedrooms)                | 35             | 69                               | 52   | 46    |
| Commercial premises (excluding retail premises, but including offices as part of industrial premises) | 8am – 6pm, Monday to Friday              | 40             | 69                               | 52   | 46    |

Notes:

1. Time of use for receiver development to be based on development application of new development. Time periods defined in Section 2.4.
2. Internal criteria apply to entertainment sound only.
3. For commercial premises and hotels, the internal entertainment noise criteria is a guideline. The commercial nature of these premises should grant the operators control over the internal acoustic environment of these premises.

## 6 Premises Impact Management

The Plan of Management will be used both in the development assessment process and as a means to identify the way in which the premises will operate in compliance to conditions of consent. The Plan of Management will be incorporated as a condition of development consent.

### Objectives

- O.01. To ensure that the potential impacts from the operation of the premises are considered and addressed during the assessment of application;
- O.02. To enable Council to review Plans of Management to ensure that management practices are being appropriately applied to late night trading premises.

### Controls

- C1. A Plan of Management must be completed in accordance with the guidelines in Appendix 1 and is required to accompany an application for the following applications:
  - a. new High Impact or Low Impact premises;
  - b. existing High Impact or Low Impact premises that seek a formalisation of existing approved trading hours;
  - c. existing High Impact Premises that seek extensions, additions or refurbishment which will lead to an intensification of that use;
  - d. existing Low Impact Premises that seek extensions, additions or refurbishment which will result in the premises becoming a High Impact premises;
  - e. applications for outdoor trading or amplified sound on the same lot as a High Impact or Low Impact premises;
- C2. An assessment of the social impacts of the proposal should be included:
  - a. where a Community Impact Statement is required as under the Liquor Act 2007, this should be submitted with the Development Application.
- C3. The Plan of Management will be used both in the development assessment process and as a means to identify the way in which the premises will operate in compliance to conditions of consent. The Plan of Management will be incorporated as a condition of development consent.
- C4. The Plan of Management should detail all noise management measures to ensure that the development can achieve the Venue Noise Criteria.

## 6.1 Appendix 1 - Plan of Management requirements

A Plan of Management should be in the form of a separate attachment with an application and should be accompanied by a signed declaration from the licensee/manager that they have read and understood the Plan of Management.

### 6.1.1 High Impact Premises

At a minimum, a Plan of Management for a High Impact premises should include

**a) Details of the use of the site**

- i. Primary use of the premises
- ii. Any secondary/ancillary uses (eg. retail liquors sales, public entertainment, outside trading areas, gaming areas etc).
- iii. Details of the maximum capacity of the premises.
- iv. For licensed premises, maximum number of patrons that will be standing and/or sitting at any one time.

**b) A set of plans of the premises, showing:**

- i. proposed layout of all areas of the premises, such as internal queuing areas, seating, dining, gaming, dance floors, entertainment, lounge, etc;
- ii. the proximity of external doors, windows and other openings to residential and other sensitive land uses
- iii. Identification of any 'active areas' adjacent to the boundaries of the site used in association with the use of premises (eg. Outdoor seating, footway dining, queuing areas, parking etc);
- iv. The location of waste storage areas;
- v. Location of air conditioning, exhaust fan systems and security alarms
- vi. Identification of the most commonly used pedestrian routes to and from the premises, including any safety corridors;
- vii. If applicable, details of the capacity of the space to host performance, creative or cultural uses including the location and dimensions the space, stage audience (standing or seating area)

**c) Operational details of the premises, including**

- i. An overview of the organisation, providing details about the company/licensee/proprietor that includes information regarding:
  - the number and type of staff (including security);
  - other similar premises within the company's portfolio (if relevant);
  - any Liquor Licenses for the premises;
  - a description of any actions that the proprietor/licensee has taken to co-operate with NSW Police, the local community and incorporated resident groups regarding the management of the premises;
  - existing or planned membership of a Licensing Accord within the City of Parramatta

**d) Hours of Operation**

- i. A schedule of the proposed operating hours for each day of the week including:
  - All areas of the premises (eg. courtyards, rooftop, balcony, footway, gaming room etc.). If the nature of an area changes (for example, a dining area becomes a dance floor after the kitchen closes), then this should be noted and operational hours for the different uses detailed.



- For existing premises seeking renewal or extension of trading hours, a schedule of current daily hours for all areas of the premises.
- If applicable, a schedule of proposed entertainment hours for each day of the week.

***e) Noise mitigation and management, including***

- i. The identification of all likely noise and vibration sources associated with the operation of the premises.
  - Live entertainment and amplified sound;
  - external (outside) areas such as courtyards, rooftops, balconies etc;
  - patrons leaving and entering the premises;
  - the operation of mechanical plant and equipment;
  - waste disposal, sorting and collection of bottles etc
  - in stand-alone gyms in buildings with residential accommodation, background music, air conditioning and the use of exercise machines and free weights.
- i. Details of all on-site and off-site noise and vibration attenuation measures related to the use and operation of the premises.
- ii. A statement outlining the premises' compliance with all relevant noise and vibration standards, guidelines and legislation (eg. Australian Standards, Protection of the Environment (Operations Act) 1997, EPA Industrial Noise Guidelines, etc.);
- iii. Details of how management will address complaints relating to noise, and any noise control strategies that will be implemented to minimise the potential for complaints (eg. Liaison with neighbours and local police, maintaining a complaint register etc);
- iv. Details of any measures that will be taken to minimise noise from outdoor areas such as rooftops, courtyards, balconies or designated smoking areas etc; and
- v. Details of any noise limiting devices to be installed.

***f) Premises management measures***

- i. Details of all measures that will be taken to ensure that amenity impacts that may result from the operation of the premises are minimised.
- ii. A waste management plan that outlines the procedures for minimising and managing waste that is generated by the premises. This should address such matters as disposal of bottles, how and when waste will be removed, details of waste management facilities, waste collection and storage areas etc.
- iii. Details of methods that will increase patron awareness of public transport availability (eg. signage, availability of timetables) as well as a description of any other measures that will assist patrons in using public transport (eg. provision of a shuttle service, taxi assistance etc.).
- iv. Details of methods and provisions that will increase patron awareness of responsible disposal of cigarette butts.

***g) Security and safety***

- i. A description of any arrangements that will be made for the provision of security staff. This is to include (but is not limited to) the following:
  - any recommendations from Local Licensing Police regarding appropriate security provision and a statement outlining the extent of compliance with police recommendations;
  - the number of security personnel that will be patrolling inside and outside the premises including the frequency of security patrols

## DRAFT LATE NIGHT TRADING DEVELOPMENT CONTROL PLAN

- Identification of the physical extent of any patrolled areas outside the premises;
  - Hours that security personnel will be on duty (including the period after closing time);
  - Staff security training, weapons detection, and other security response methods.
  - Details of CCTV surveillance camera installation that identifies both indoor and outdoor areas monitored by cameras, and camera technical specifications (eg. recording capacity, frames per second etc.)
- ii. Details of signage that is to be erected providing advice to patrons to maintain quiet and order when leaving and entering the premises;
  - iii. Detail any liaisons or outcomes of any meeting with local NSW police;
  - iv. Details of any complaints associated with the operation of the premises must be recorded in a Complaints Register which includes:
    - Complaint date and time;
    - Name, contact and address details of person(s) making the complaint;
    - Nature of complaint;
    - Name of staff on duty;
    - Action taken by premises to resolve the complaint;
    - Follow-up; and
    - Outcome.
  - v. Measures that will be taken by security personnel to ensure that the behaviour of staff and patrons when entering or leaving the premises will minimise disturbance to the neighbourhood, such as details of signage that is to be erected providing advice to patrons to maintain quiet and order when leaving and entering the premises
  - vi. Any provisions that will be made to increase security in times where higher than average patronage is expected (e.g. during live entertainment, peak periods on weekends, New Year's Eve, following large sporting events in the locality, during special events and functions, etc.);
  - vii. Liaison that will be undertaken with other licensees or operators of late trading premises and/or the Local Liquor Accord in the locality/area to improve security at night;
  - viii. measures to prevent glass being carried from the premises by patrons;
  - ix. measures to ensure safe capacities (e.g. electronic counting of patrons, occupancy limits, signage); and
  - x. actions to be taken during 'wind down' periods prior to closing time.
  - xi. If queuing outside the premises is to occur:
    - a description of any measures that will be taken to ensure that queuing is controlled in a manner that will ensure that queuing is controlled in a manner that will neighbourhood and that the footpath will not be unreasonably impeded.
    - description of how and how often security guards will monitor queues (e.g. security guards will monitor queues every 10 minutes to identify inappropriate behaviour before patrons enter); the use of temporary ropes and bollards; maximum queue numbers; actions taken to minimise loitering; and actions ensuring the fast and efficient movement of a queue;

### ***OPTIONAL:*** For applications in conjunction with an application for a new liquor licence

- I. Methods employed to implement harm minimisation and the responsible service of alcohol (RSA) requirements such as:
  - employee training and awareness regarding RSA and harm minimisation;

## DRAFT LATE NIGHT TRADING DEVELOPMENT CONTROL PLAN

- approaches that will be used to manage intoxicated and/or disorderly persons;
  - promotion of non-alcoholic beverages and provision of free water;
  - display of the premises' house policy;
  - assisting patrons in accessing safe transportation from the premises (e.g. arranging taxis, public transport timetable information);
  - encouraging responsible drinking;
  - number of RSA marshals employed for each shift and details on how they will monitor RSA; and
  - actions taken to discourage drug use and to manage drug related incidents.
- II. Details of emergency and evacuation procedures in accordance with the relevant Australian Standard and provide details of staff training in those procedures.

### ***OPTIONAL: Performance, creative or cultural programming***

- I. A description of the music, visual, performance, creative and cultural events that may be staged at the premises;
- II. Description of the equipment required to present the performance, creative or cultural use;
- III. Arrangements for booking and promoting performance, creative and cultural uses;
- IV. Procedures for notifying neighbours about the nights when operating hours are extended to provide for performance, creative and cultural uses (such as major events).

## 6.1.2 Low Impact Premises

At a minimum, a Plan of Management for a Low Impact premises should include

### ***h) Details of the use of the site***

- i. Primary use of the premises
- ii. Any secondary/ancillary uses (eg. retail liquors sales, public entertainment, outside trading areas, gaming areas etc).
- iii. Details of the maximum capacity of the premises.
- iv. For licensed premises, maximum number of patrons that will be standing and/or sitting at any one time.

### ***i) A set of plans of the premises, showing:***

- i. proposed layout of all areas of the premises, such as internal queuing areas, seating, dining, gaming, dance floors, entertainment, lounge, etc;
- ii. the proximity of external doors, windows and other openings to residential and other sensitive land uses
- iii. Identification of any 'active areas' adjacent to the boundaries of the site used in association with the use of premises (eg. Outdoor seating, footway dining, queuing areas, parking etc);
- iv. The location of waste storage areas;
- v. Location of air conditioning, exhaust fan systems and security alarms
- vi. If applicable, details of the capacity of the space to host performance, creative or cultural uses including the location and dimensions the space, stage audience (standing or seating area)

### ***j) Operational details of the premises, including***

- i. An overview of the organisation, providing details about the company/licensee/proprietor that includes information regarding:
  - the number and type of staff (including security);
  - other similar premises within the company's portfolio (if relevant);
  - any Liquor Licenses for the premises;
  - existing or planned membership of a Licensing Accord within the City of Parramatta

### ***k) Hours of Operation***

- i. A schedule of the proposed operating hours for each day of the week including:
  - All areas of the premises (eg. courtyards, rooftop, balcony, footway, gaming room etc.). If the nature of an area changes (for example, a dining area becomes a dance floor after the kitchen closes), then this should be noted and operational hours for the different uses detailed.
  - For existing premises seeking renewal or extension of trading hours, a schedule of current daily hours for all areas of the premises.
  - If applicable, a schedule of proposed entertainment hours for each day of the week.

### ***l) Noise mitigation and management, including***

- i. The identification of all likely noise and vibration sources associated with the operation of the premises.
  - Live entertainment and amplified sound;
  - external (outside) areas such as courtyards,
  - rooftops, balconies etc;

- patrons leaving and entering the premises;
  - the operation of mechanical plant and equipment;
  - waste disposal, sorting and collection of bottles etc
  - in stand-alone gyms in buildings with residential accommodation, background music, air conditioning and the use of exercise machines and free weights.
- vi. Details of all on-site and off-site noise and vibration attenuation measures related to the use and operation of the premises.
  - vii. A statement outlining the premises' compliance with all relevant noise and vibration standards, guidelines and legislation (eg. Australian Standards, Protection of the Environment (Operations Act) 1997, EPA Industrial Noise Guidelines, etc.);
  - viii. Details of how management will address complaints relating to noise, and any noise control strategies that will be implemented to minimise the potential for complaints (eg. Liaison with neighbours and local police, maintaining a complaint register etc);
  - ix. Details of any measures that will be taken to minimise noise from outdoor areas such as rooftops, courtyards, balconies or designated smoking areas etc; and
  - x. Details of any noise limiting devices to be installed.

***m) Premises management measures***

- v. Details of all measures that will be taken to ensure that amenity impacts that may result from the operation of the premises are minimised.
- vi. A waste management plan that outlines the procedures for minimising and managing waste that is generated by the premises. This should address such matters as disposal of bottles, how and when waste will be removed, details of waste management facilities, waste collection and storage areas etc.

***n) Security and safety***

- i. A description of any arrangements that will be made for the provision of security staff. This is to include (but is not limited to) the following:
  - the number, hours and physical extent of security personnel that will be patrolling inside and outside the premises.
  - Details of CCTV surveillance camera installation that identifies both indoor and outdoor areas monitored by cameras, and camera technical specifications (eg. recording capacity, frames per second etc.)
- ii. Details of any complaints associated with the operation of the premises must be recorded in a Complaints Register which includes:
  - Complaint date and time;
  - Name, contact and address details of person(s) making the complaint;
  - Nature of complaint;
  - Name of staff on duty;
  - Action taken by premises to resolve the complaint;
  - Follow-up; and
  - Outcome.
- iii. Measures that will be taken by security personnel to ensure that the behaviour of staff and patrons when entering or leaving the premises will minimise disturbance to the neighbourhood, such as details of signage that is to be erected providing advice to patrons to maintain quiet and order when leaving and entering the premises
- iv. Liaison that will be undertaken with other licensees or operators of late trading premises and/or the Local Liquor Accord in the locality/area to improve security at night;
- v. actions to be taken during 'wind down' periods prior to closing time.

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- vi. If queuing outside the premises is to occur:
  - a description of any measures that will be taken to ensure that queuing is controlled in a manner that will ensure that queuing is controlled in a manner that will neighbourhood and that the footpath will not be unreasonably impeded.

### ***OPTIONAL: For applications in conjunction with an application for a new liquor licence***

- III. Methods employed to implement harm minimisation and the responsible service of alcohol (RSA) requirements such as:
  - employee training and awareness regarding RSA and harm minimisation;
  - approaches that will be used to manage intoxicated and/or disorderly persons;
  - promotion of non-alcoholic beverages and provision of free water;
  - display of the premises' house policy;
  - assisting patrons in accessing safe transportation from the premises (e.g. arranging taxis, public transport timetable information);
  - encouraging responsible drinking;
  - number of RSA marshals employed for each shift and details on how they will monitor RSA; and
  - actions taken to discourage drug use and to manage drug related incidents.
- IV. Details of emergency and evacuation procedures in accordance with the relevant Australian Standard and provide details of staff training in those procedures.

### ***OPTIONAL: Performance, creative or cultural programming***

- V. A description of the music, visual, performance, creative and cultural events that may be staged at the premises;
- VI. Description of the equipment required to present the performance, creative or cultural use;
- VII. Arrangements for booking and promoting performance, creative and cultural uses;
- VIII. Procedures for notifying neighbours about the nights when operating hours are extended to provide for performance, creative and cultural uses (such as major events).



[participate.cityofparramatta.nsw.gov.au/late-night-trading-DCP](https://participate.cityofparramatta.nsw.gov.au/late-night-trading-DCP)

For non-English speakers,  
phone interpretation services  
are available via TIS National  
on 131 450.

#### KOREAN

본 소식지와 관련해 통역 지원이  
필요하신 경우, TIS (131 450)에 전화하여  
Parramatta Customer Service (9806 5050)  
를 연결해 달라고 요청하시면 됩니다.  
업무시간은 월요일에서 금요일, 오전  
8시 30분부터 오후 5시까지입니다.

#### ARABIC

إذا كنت بحاجة للمساعدة في  
ترجمة هذه النشرة، اتصل بـ TIS على  
الرقم 131 450 واطلب منهم الاتصال  
نيابة عنك بخدمة زبائن باراماتا على الرقم  
9806 5050 من الإثنين إلى الجمعة بين  
الساعة 8:30 صباحاً و 5:00 مساءً.

#### CHINESE

如果你需要翻译协助阅读这份新闻简  
报，请联系 TIS，电话 131 450，要求  
他们代表你接通巴拉玛打市议会顾客  
服务处，电话 9806 5050。顾客服务  
处的工作时间是每星期一至星期五，  
上午8:30至下午5:00。

#### HINDI

यदि आपको यह सूचना-पत्र समझने में सहायता  
चाहिए तो कृपया TIS को 131 450 पर फ़ोन  
करें और उनसे कहें कि आपकी तरफ़ से  
पैरामाटा कस्टमर सर्विस को 9806 5050 पर  
फ़ोन करें। यह सेवा सोमवार से शुक्रवार, सुबह  
8.30 बजे से शाम 5.00 तक उपलब्ध है।