



# Sound Management

## Guidance for licensed venue operators



It is prudent that venue operators assess the operation of their venue and implement suitable steps to manage sound emissions. This fact sheet provides general advice and best practice guidance to assist venue operators in reducing sound emanating from licensed venues, including sound from live entertainment, amplified music and patron noise.

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### Introduction

Licensees and venue operators have certain responsibilities and obligations under the *Liquor Act 2007* not to conduct business in a way that unduly disturbs, or unreasonably and seriously disturbs, the quiet and good order of the neighbourhood. They must ensure that the operation of their licensed venue contributes to, and does not detract from, the comfort or amenity of the community.

This fact sheet provides practical measures and reasonable steps that can be considered by venue operators to assist in the operational management of a licensed venue to mitigate any potential noise impact on the community.

Acoustic considerations are also set out to provide guidance on mitigation strategies relating to the provision of entertainment and amplified music. These are optional steps that may be appropriate for certain licensed venues, to assist in long-term sound management practices.

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### Practical tips

- Remind patrons leaving your venue to do so quickly and quietly to mitigate instances of anti-social behaviour.
- Install signage at all egress points requesting patrons leaving your venue do so quickly and quietly (e.g., no loitering).
- Encourage the gradual dispersal of patrons leaving your venue to assist in crowd control (e.g., by closing certain areas of your venue or reducing the level/volume of entertainment or music during the later part of the trading period).
- Where required utilise security to assist in patron egress and management to ensure patrons leaving your venue do not loiter in the

immediate vicinity and cause disturbance to the neighbourhood.

- Actively promote and display information about nearby public transport services that are available, or ride share pick up/drop off zones.
- Establish an internal complaint handling process, including maintaining a register of disturbance complaints received and any steps or actions taken to address them.
- Provide a contact number and link on your venue's website for enquiries and complaints, and ensure the number is actively monitored.
- Set clear expectations and communicate operating procedures with staff members, including procedures relating to the provision of entertainment and noise mitigation controls. These internal policies and procedures can be set out in a Plan of Management. The [Liquor Plan of Management Fact Sheet](#) provides useful information to assist in preparing a Plan of Management.
- Train staff in handling incoming calls or complaints regarding noise, including during times where a licensee may not be on duty.
- Notify local residents of upcoming entertainment and live music events through your venue's website and/or via letter drop.
- Initiate community meetings to discuss any disturbance issues and build good relationships with your local community.
- Attend local liquor accord meetings.
- Monitor responsible service of alcohol practices at your venue. These strategies may also be included in a Plan of Management.
- Consider the placement of amplifiers, speakers, band instruments, or stage set up within your venue and be mindful of locating such equipment near windows and doors or on surfaces through which sound or vibration may travel into adjoining residences or businesses.
- Consider re-directing the angle of speakers to minimise noise leakage from your venue and reverberation impacts.
- Conduct regular perimeter checks and monitor sound levels at the boundary of your venue and any neighbouring residences.
- Consider lowering the volume of any amplified speakers or PA system in use at your venue, particularly during later trading periods.
- Consider closing doors and windows when amplified music and entertainment is hosted at your venue, particularly those facing residential areas and during late trading periods.
- Limit the use of speakers or hosting amplified entertainment in outdoor areas after certain times or during late trading periods.
- Engage an accredited acoustic engineer to undertake acoustic testing at your venue and consider implementing any acoustic recommendations, if appropriate.
- Consider installing soundproofing and sound attenuation materials at your venue, such as sound absorbing insulation within walls, floors and ceiling, double-glazing windows, installing sound dampening curtains or acoustic seals on windows and doors.
- Install and utilise a noise limiter.
- Prepare and adopt a noise management plan.

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## Acoustic guidance and mitigation strategies

- Consider the type of entertainment provided, and the frequency and timing of any entertainment programming hosted at your venue.