



Regulatory Working Group Annotated Revised Minutes

Wednesday 24th September 2014 - 2.00pm to 4.00pm
Parklands Office – 54 Jones Road, Wooyung (02 6680 4049)

Present:

Peter Ryan (Chair, Regulatory Working Group)
Mat Morris (General Manager, North Byron Parklands)
Elise Huntley (Splendour in the Grass General Manager)
Neil Johnson (Community Manager, North Byron Parklands)
Brandon Saul (Promoter, Falls Festival)
Julie Howie (Promoter, Falls Festival)
Tamerlaine Oxford (Event Coordinator, Falls Festival)
Denis Sheahan (Site Manager, Falls Festival)
Rob Doolan (Balanced Systems)
Chris Cherry (Community Representative)
Paul Arrowsmith (Community Representative)
Simon Millichamp (Community Representative)
Cr Diane Woods (BSC)
Cr Basil Cameron (BSC)
Inspector Greg Jago (NSW Police)
Matt Inwood (Rural Fire Service)
Ray Darney (BSC)
Damien Hofmeyer (National Parks and Wildlife Service)

Apologies:

Krister Waern (Office of Environment and Heritage), Wayne Pettit (State Emergency Services), Michael Baldwin (Roads and Maritime Services), Jessica Ducrou (Promoter, Splendour in the Grass), Matthew Evans (CEO, Village Sounds).

Agenda Items

1. Introductions

The meeting opened at 2pm. Introduction of members around the table took place. The Chairperson then apologised to Christine Cherry advising that whilst travelling and being remote from regular emails he did receive and respond to her request for RWG members to undertake a Splendour tour, but had not remembered in subsequent correspondence. Apology accepted.

The Chairperson discussed the procedure for the way in which recommendations raised by individuals within the group are dealt with. He advised that procedure developed post RWG meeting of the 25th of March 2014 had been consulted with members and subsequently endorsed by the DOPE. More recently DOPE has written to Parklands reiterating the importance of responding to and recording individual recommendations within meeting minutes.

Minutes of 7th May 2014 RWG meeting as revised and annotated following RWG feedback and previously distributed were motioned for confirmation – no objections.

2. Community Representative Letter - Feedback

The Community representatives letter (prepared by Christine Cherry (CC) and Paul Arrowsmith(PA)) containing their requests and recommendations for RWG consideration had been previously issued to all RWG members with a request for any further comments. No further comments were received by the Chairman prior to this RWG meeting. The responses prepared by Parklands and issued to members prior to this meeting was opened up for discussion as minuted below (refer Attachment 1 for CC\PA letter and Parklands' responses).

Illegal camping and parking in the area.

CC thought campers were located dangerously on road reserve in front of 440 Wooyung Road presenting a safety hazard to pedestrians and drivers. CC stated that it was inadequate to simply say that the NBP Community Liaison Officer had spoken with them and was aware of it as they had done in the written response to community issues raised prior to the meeting and that Tweed Shire and Byron Shire Councils need to be notified by the event immediately. It was confirmed

that the event did notify relevant authorities in a timely manner. It was agreed that in future some additional patrols would be advisable and the Community Manager would document any illegal camping / parking (i.e. x date, x time, x number of illegal camping / vehicles) and any actions to address the issue (i.e reporting to Council, etc). This information will be included in any future Summary Reports. Ray Darney advised that that matter is a Council responsibility and that neighbours usually pass on information to them quickly.

Di Woods advised that she saw people camped on the side of the road on Wooyung Road. CC noted traffic exiting onto Wooyung Road, not part of the approved traffic plans. Mat Morris (MM) advised that while there were one or two illegal camping incidents reported, the parking of cars on local roads, presumably by locals provided with free tickets was a growing issue requiring management. MM advised that events are currently considering a greater security response on these "known" areas.

Traffic

CC asked about "unapproved" traffic leaving the venue on Monday onto Wooyung Road. Elise Huntley (EH) explained that a number of patrons were ringing both the event and the police regarding delays getting offsite. A decision was made to release some vehicles on a managed basis in consultation with Police to assist in relieving stress and anxiety being experienced by some patrons departing the site. There was no adverse impact on Pottsville and local traffic in the area. EH advised that managed egress via Wooyung Road for future events was supported by key stakeholders (NSW Police, RMS & council) at the Splendour in the Grass traffic debrief. CC advised that if the exit road was to be used in future then it should be included in future traffic management plans (note the Falls Traffic Management Plan was with the local traffic committee for approval at the time of this RWG meeting and hence will not include any provision for emergency release of vehicles to Wooyung Road). MM advised Parklands' agreement with this recommendation, thus adopted by Parklands.

Noise

CC thanked MM for copies of the approved NMP and the approved SITG AMP, sent to members prior to this meeting. CC asked why members have not seen a Noise Impact Report (NIR) covering SITG, this aspect being a key item for the community's concerns via the RWG's functions. MM advised that under C52 of the consent a NIR was not required unless requested by the DOPE Secretary. The Secretary has not requested a NIR to date.

MM further advised that DOPE sent three compliance officers to SITG14 and are finalising a compliance report covering SITG14, which covers noise and uses data collected by the

compliance officers. MM advised that Parklands has also provided DOPE with draft noise data for their information. In parallel, Parklands was nearing finalisation of its own SITG 2014 noise data analysis and interpretation.

CC requested that the RWG request a copy of the DOPE compliance report.

Action: RWG Chairperson to request a copy of the DOPE compliance report for distribution to RWG members.

MM outlined details of the SITG noise complaints and daily breakdowns. Wind direction played a major role in distribution of sound (notably on the Friday night when a strong northerly wind occurred) and the predominant motivator for complaints was the lower end (or bottom end measured as dB(C)) as these frequencies are more intrusive. The hotline staff were instructed this event to ask people to describe what aspect of noise concerned them which resulted in a majority of callers concerned about the bottom end component. MM advised that the current approval only provides noise criteria for dB(A) weightings (the less intrusive part of the sound spectrum).

MM advised that SITG 14 specifically ran at normal event noise levels so DOPE officers could assess noise emissions in various onsite and offsite locations. CC advised her opinion that SITG 2014 was perceived louder than 2013, and that at a property 7km away at Mooball on the Sunday night, she perceived both A and C-weighted sound from SITG.

MM advised Parklands was seeking a level playing field as a result of this trial period. He also advised the meeting that Parklands had undertaken a literature review of a range of other outdoor events in NSW (including rural venues such as the Blues Fest, Bimbadgen Estate, etc) plus a number of other outdoor venues in Queensland and Victoria, all of which have absolute dB(A) levels at the receiver (as opposed to background plus levels) and more importantly, dB(C) noise criteria covering the low frequencies.

MM advised that the operators have understood the issues surrounding community noise amenity and are looking at ways for events to lower their dB(C) levels in a manner that would greatly improve community amenity during these events. MM announced to the members that Parklands is currently in discussions with the DOPE to amend the noise criteria covering A and C weightings.

CC asked why events are not trialling sound domes. MM responded that based on predominate north/south winds during this particular event and the orientation of stages in a more east/west

layout, domes would not have contained noise effectively. The issue is more about lowering dB(C) levels to improve amenity. CC asked why shipping containers were only stacked one high in 2014 versus 2 high in 2013 on mix up stage? Denis Sheahan (DS) explained the trucks (Tautliners) used in 2014 were the same height as 2013, however it was acknowledged that due to gaps between trucks this measure was not as effective. SM asked if the noise consultants were able to communicate to the operators and resolve noise complaints to complainant's satisfaction. MM responded in some cases yes, others not.

CC asked what dB(C) levels Parklands was seeking. MM advised that they would be in line with existing aspirational targets. CC asked if SITG14 complied with existing noise criteria. MM advised that the event did not comply with its criteria at a number of locations. As the winter background levels are some 10-12 dB(A) lower than summer levels it means that noise levels during the days should not exceed 43-47 dB(A). These levels are extremely low and given that the approval is a trial the venue is working with the DOPE to find a practical solution. MM advised that as an example on Saturday night at 8.30pm on Flinders Way the consultant reported 'surf, trees and neighbours contributed to noise reading which was above the noise criteria. The music from the event was barely audible to the human ear. On Saturday morning before any bands had started the noise levels adjacent to the site were greater than the noise criteria. General background noise such as traffic was elevating these noise levels and had nothing to do with amplified music.

There were 19 noise complaints on Sunday night and due to the strong southerly more than 90% of these were lodged north of the site. There was only one complaint south of the site on Sunday.

Hotline/Communications

Di Woods (DW) advised of reports of the hotline not working at the event. MM advised the VOIP system failed late on Friday evening and was then located to the Parklands office (using the landline) for the duration of the event. All persons who left messages on the hotline were followed up and this was recorded in the community complaint register submitted to the DOPE after the event.

It was suggested that the purchase of a satellite phone be considered to allow the Community Manager to remain in contact at all times during the event.

With respect to noise complaints directed to NSW Police Greg Jago advised that noise complainants were directed to the event hotline. They were further advised that 'if you have not heard back from NBP Hotline, then please get back in contact with us'. Police have the power to

turn noise down, however the original intent is that all complaints go to hotline so an accurate record can be kept of complaints.

Regarding telecommunications Brandon Saul (BS) advised that events are nearing resolution with Telstra for them to lay fibre cable and events to rent CoWS on a per event basis.

Damien Hofmeyer (DH) from NPWS advised the department were unlikely to approve Telstra accessing through the NPWS easement alongside Jones Road until the Ministerially approved land swap is enacted (which is predicated on Parklands being granted permanent approval to operate). MM to check Telstra's current fibre layout plan as he was under the impression Telstra access was from Wooyung Road.

Optus and Vodafone users experienced good service at this event. BC asked what would be the Hotline system from now on, and until better communications were embedded. MM advised the Hotline would be the Parkland's office using the landline.

Publication of Complaints Hotline

A discussion regarding the publication of the hotline number in local papers and letterbox drops was had. While the mail contractors engaged to deliver over 3,000 flyers to residents north and south of the site provided various receipts and assurances that flyers were delivered, it was agreed that the events would follow up on distribution methods to ensure that households receive the letterbox drops after community reps reported many residents did not receive the flyers.

Noise Monitoring Procedure

PA asked why acoustic consultants did not stay at a complainant's address until any non-complying noise levels were reduced to meet the noise criteria as described in the AMP. MM advised that the AMP for SITG, which was consulted with members of the RWG, was sent to the DOPE for approval 60 days before the event. It was agreed in discussions with the DOPE that this requirement could not be complied with (due to the winter background levels and the issues of noise criteria being set by the PAC as "background plus") and that as a trial it would be beneficial to run the event at normal operating levels, gather the data and determine a workable solution for the community and the venue. As such this requirement was removed from the approved AMP. CC advised this aspect was a required Condition of the Approval (C42(5)) and as such it should have been done. [Annotation. Following discussion with Christine Cherry, the following annotation has been requested replacing the above, last, sentence;" CC advised this requirement was still in the approved SITG AMP [p 23] and a required Condition of Approval and, as such, should have been done"].

CC advised that some members of the community had engaged Acoustic Works to undertake an independent noise monitoring report and that this report identifies breaches of the current noise criteria. MM advised that this report has not be sighted or provided to the RWG, Parklands or SITG. CC noted the report prepared by NBP has not been provided to RWG members. MM advised that this is an internal report and that the DOPE had not requested a Noise Impact report per condition C52.

BS agreed community noise amenity can be improved, and as the Falls promoter, he was committed to achieving better outcomes for the community, notably via controlling the C-weighted spectrum. He offered if “improvements to allowable noise” was a better way of capturing CC’s recommendation and the discussion held around it.

CC provided her opinion “that given the history of 3 events showing noise non-compliance with many complaints on many days” she CC requested that her recommendation #1 “*Consideration be given to lowering allowable noise limits at the site to improve community amenity as permissible under B3*” stand.

This recommendation by CC to the RWG is thus minuted, and repeated in the relevant section of Attachment 1.

Action: DOPE will be notified of this member’s recommendation to the RWG via the meeting minutes (as per the adopted RWG Terms of Reference).

Bushfire

CC apologised regarding confusion covering a “reported fire in a forest block” which did not occur. MI advised that RFS fire fighting appliances (number and type) will be on site for Falls subject to operational constraints. MI later advised that allocation of resources will occur closer to the event. CC asked RFS if there was a need for a HazMat presence on site during events. RFS responded saying it was not necessary.

Other Matters

CC requested that an invitation be extended to RWG members for tours of future events. MM agreed to send an invitation to members 30 days prior to an event.

Action: Chairperson to send out invitation to RWG members during event operations for a tour 30 days prior to each event.

3.0 Summary Report (SITG)

Mat Morris discussed the Summary Report for SITG, which was previously provided to members.

CC raised the issue of using Jones Road for buses during event days. MM advised that events are allowed to use the Gate A entry during events but agreed that these movements should be reflected in future traffic management plans. RD advised that it should be included in the traffic plan if it is going to be used again.

Action: If and when proposed, use of the Gate A entry during events shall be reflected in future traffic management plans.

CC advised that sensitive receivers (R12, R13) had made complaints regarding noise levels between 12 midnight and 2am and the Acoustic consultant did not attend to measure at bedroom windows as required in the approved NMP. Acoustic consultant did not remove from NMP that noise consultants need to log on Jones Road between midnight and 2am. MM advised a 24 hours logger was in place, therefore whether attended monitoring was undertaken or not the fact is that data covering every minute of the event was obtained. CC raised that measuring outside bedroom windows is required between midnight and 2am to meet conditions of approval but if NBP is not intending to do this then it should not be included in the NMP.

As a final item, outside of the distributed documents, CC raised concerns regarding perceived compromise brought to her regarding Brunswick Valley Landcare receiving a \$5,000 grant under the SITG community grants program given the Chairperson is president of this volunteer community organisation. The process for awarding grants was explained by senior Parklands and SITG management and it was clarified that the processes were at arms length, and Parklands advised they would note CC's item in the minutes.

MM disclosed that RFS also receives a donation from each event held at NBP.

4.0 Bushfire Emergency Evacuation Plan (BEEP)

Rob Doolan presented the BEEP advising that it built on previous event BEEPs. In particular this BEEP:

- Reflects the potential increased seasonal fire risk;
- Was consulted with a range of stakeholders;

- Was reviewed and approved by the new Local Emergency Management committee which now includes representatives from Tweed Shire Council; and
- Contains details of the timing and sequencing of evacuation while the event area is operating and when the event area is not operating.

DH advised that Jones Road North is their first response access point to fires in Billinudgel Nature reserve.

Matt Inwood advised that the BEEP is an emergency evacuation plan and should not be confused with fire protection provided by RFS. RFS reiterated that resources will be on site for Falls.

PA raised concern about camp access lanes not being well delineated and tents being too close together, in his view. This point was noted as an opportunity for improvement by events. GJ raised that there are local government camping regulations that need to be adhered to for the location and placement of tents. MM advised that Parklands had sought legal advice and consulted with the DOPE and under this approval events are not required to comply local government camping provisions. MM recognised however that there is room for improvement by events.

5.0 Acoustic Monitoring Program

MM advised that the AMP for Falls 14/15 is not yet finalised and will be distributed for comment to the RWG by 15 October 2014 prior to being lodged with the DOPE on 30 October 2014. CC requested that her point be noted that RWG should receive data from previous events before reviewing AMP for an upcoming event.

6.0 Other Matters

CC handed MM a hard copies of comments from 7 residents at the Crabbes Creek meeting held on Wednesday 10th September 2014.

MM outlined a significant impact assessment framework as part of Parkland's commitment to improvement fauna and flora management plan and monitoring program (hard copies were placed on the table). DW asked if the operators were confident they were capturing seasonal variability. MM advised they were.

DW raised litter generated at the event. EH explained measures adopted by Splendour in 2014, and that events at Parklands will continue to build and improve on this. BS is committed to tackling this issue at Falls.

DH thanked community members for reporting a case of illegal camping in the nature reserve and NBP for delivering on security commitments made to NPWS for SITG 2014.

PA asked about progress on the Yelgun Creek restoration program. MM confirmed it is now completed and Fisheries are 100% satisfied.

Action: MM to send PA the report.

CC raised the issue of Sky trackers. EH advised these were placed without permission, and when brought to the attention of festival organisers, the operator was immediately requested to remove them. MM noted that SITG personally apologised to the relevant resident regarding this issue.

BS asked for suggestions to improve Falls to be directed to him and that he welcomes community input. Gains for local commerce, noise amenity and litter are his personal areas for improvement.

The Chairman noted the term of the community representatives was soon to terminate. He and MM thanked the RWG community representatives for their valuable and committed input to the betterment of the trial events. BC seconded this and acknowledged their hard work and breadth of technical areas to absorb in contributing on behalf of the community. The Group unanimously agreed with these sentiments.

Meeting closed at 4.05pm

Attachment 1



18 September 2014

PO Box 517
Bangalow NSW 2479
www.northbyronparklands.com
02 6680 4049

The Chairperson
Parklands Regulatory Working Group
C/O North Byron Parklands
54 Jones Road
Wooyung NSW 2483

Att: Mr Peter Ryan

Dear Mr Ryan,

RE: 09_0028 - NORTH BYRON PARKLANDS – RWG

On 22 August 2014 Ms Cherry and Mr Arrowsmith (Community Representatives) directly issued an email to RWG members. In accordance with RWG procedures, Parklands notes the Requests and Recommendations in the email are those of the two authors, not the RWG as a group, and consequently Parklands has titled its responses to the Requests and Recommendations as "Parklands Response to Request [Number]" and "Parklands Response to Recommendation [Number]". Parklands notes that representatives have been requested in future to forward all correspondence intended for the group to the Chairperson for distribution.

Parklands provides the following responses.

Parklands provides a response (in blue text) below to the community representative comments (in italics) as follows:

Illegal Camping

Illegal camping along Wooyung Rd was more of an issue this time, with some tents staying at the side of the road from Friday afternoon to Sunday suggesting this was not policed. Bottles and toileting waste was evident and this issue needs to be addressed for future events in conjunction with Tweed Shire Council (as well as Byron Shire Council for areas within Byron Shire). Please see photo below.

1. *RWG Request 1: Please indicate what further mitigation measures will be employed to avoid this in the future.*

Parkland's Response to Request #1

The tent in the photograph was pitched out side Glen Cameron and Eunice Brown's House at 400 Wooyung Rd. Our Community Manager had spoken to them both prior to the event and they advised that they had people staying throughout the festival. Our Community Manager provided his contact details advising if there are any problems per those listed in the event's letterbox drop flyer they should contact him immediately. No such contact was made before or during the event.

On another matter, Russell Eldridge informed the Community Manager on the Sunday of a teepee like structure pitched at the north end of South Golden beach on the Saturday. The Community Manager did not sight this structure when doing a drive by inspection on the Sunday. These were the only two illegal camping matters brought to the event's attention.

The respective shire council will be notified immediately of such incidents regardless of prior discussions with residents.

Traffic and Security

Traffic was good from the northern end and no traffic jams were reported in Pottsville on Monday 29th July. Traffic was heavy through Pottsville but not impeded so positive feedback there.

Traffic was again exited partially on Monday 29/07/14 through a private driveway on a neighbouring property in the Tweed Shire and this is questioned as the application to exit patron vehicles here was not approved by Tweed Shire Council.

Traffic control devices were left unmanned on Tweed Valley Way prior to the event and after the event creating confusing and sometimes dangerous conditions. These need to be removed as soon as possible, better signed or continually manned until removal.

6. *RWG Request 2: Please indicate what further mitigation measures will be employed to avoid hazards posed by traffic control measures in the future.*

Parkland's Response to Request #2

Equipment used for the implementation of the traffic plan was installed between 14th & 21st of July (beginning with signage only which was covered until the remaining equipment was installed). The majority of barriers, delineators, light towers & Variable Message Signs were installed on Sunday 20th July under traffic controlled conditions and a small amount installed on Monday 21st.

After the physical barriers had been installed, the signage relating to all was displayed to direct drivers through the altered conditions. The traffic control company was satisfied that the layout was safe and clearly signed (and complied with the approved TCP) and saw no need to have staff manning the devices overnight when the volume of traffic is low. All devices were illuminated by light towers.

Traffic control staff were in place at all times when the section of road between north & south bound off ramps of the motorway and the entrance to the site was experiencing increased volumes of traffic as a result of arriving festival patrons.

A section of delineation barrier was removed on Monday 28th at 2-30am in preparation for the egress of campers a few hours later, when traffic controllers were again in position. The remainder of devices were removed on Tuesday 29th and the traffic control company was satisfied that the equipment that was left overnight was safe, well lit & clearly navigable to motorists.

A review of lighting will be undertaken to determine if more light towers would be an improvement. Consideration for removing remaining infrastructure overnight on the Monday following the event will also be considered.

Fireworks

Explosions or fireworks were again heard on the site by nearby residents even though these are strictly prohibited due to the fire danger posed. Patrons reported security did not check bags when walking through the gates on Saturday at 2pm, even when they were walking through the queue for people with bags, with Security staff announcing "I just want to see armbands" as people were ushered through the security checkpoint. This is a serious issue in terms of fire and safety and needs to be addressed.

9. RWG Request 3: Please indicate what further mitigation measures will be employed to avoid fireworks on site in the future.

Parkland's Response to Request #3

Adequate security measures are currently in place. NSW Police and iSec Security maintained a continuous presence at all entry points to the event and camping grounds and at the post event debrief both organisations indicated to the event they were satisfied with screening and security arrangements.

NOISE

Noise impacts experienced in surrounding communities appeared worse for SITG 2014 than for either previous event in 2013. Given that performance is meant to be improving at the site this is a serious issue. Given the widespread nature of the complainants it is not possible to attenuate all of these homes and as such on-site mitigation measures need to be the primary focus with consideration given to reduction of noise criteria for future events if these are ineffective.

On-site noise mitigation was inadequate:

Photos attached below show minimal physical onsite mitigation measures employed at the three major stages. Photos show speakers not directed at an angle of 45 degrees towards patrons as suggested in the Noise Management Plan. Photos show speakers above any shipping containers in the vicinity of the stages. Photos show no sound dome used to direct and contain sound. This issue had a severe impact on the community at this event with noise effecting communities in South Golden Beach North Ocean Shores, Palmwoods, Brunswick Heads and Mullumbimby on Friday and Saturday night and Wooyung, Crabbes Creek and Mooball on Sunday night. Noise complaints were also received from Yelgun on Thursday night and Sunday nights. RWG members need to be provided with the Monitoring report to show how the measured performance compares to the experience of the surrounding community and what is proposed to be done to address this in future events.

- RWG Request 4: Please identify what onsite noise mitigation measures were employed at the three main stages during SITG2014.
- RWG Request 5: Please provide RWG members with the final DoPI approved Noise Management Plan and Noise Monitoring Plan for SITG2014 and the corresponding SITG 2014 Noise Impact Report as soon as it is completed.
- RWG Request to DoPI 1: Please provide RWG members with the results of the DoPI noise monitoring as soon as possible to compare with complaints registered.
- RWG Recommendation 1: Consideration given to lowering allowable noise limits at the site to improve community amenity as permissible under B3.

Parkland's Response to Request #4

RWG Request 4 – Specific controls incorporated into the design of the Splendour in the Grass 2014 event were investigated during development of the stage layout and design of the event PA system. The controls investigated and implemented for the event included:

2. Realignment of event stages to improve shielding by existing terrain features (the Amphitheatre stage has been rotated anti-clockwise based on learnings from the Falls Festival 2014);
3. Installation of distributed sound amplification equipment (rather than a single front of house system) including delay towers approximately 75m from the stage to reduce the overall sound coming from the front of house sound system;
4. Optimisation of speaker directivity to reduce noise emissions to off-site locations including flying speakers higher allowing sound to be directed to within the event stage area thereby reducing spill from the event;
5. Use of mass barriers such as shipping containers behind the Mix UP and GW Stages; and
6. use of innovative technologies such as end fire sub arrays.

A compliance report being prepared by the DOPE will also provide details of mitigation measures employed at the event.

Parkland's Response to Request #5

Parklands to send the Chairperson the approved NMP and AMP for distribution to RWG members prior to the RWG meeting to be held on 24/09/14.

Parkland's Response to Recommendation #1

This recommendation is not supported by Parklands. Additional investigations are underway to improve community amenity and will be presented to the DOPE for their consideration. The majority of noise complaints logged with the Community Hotline related to lower frequency emissions and was influenced by source to receiver winds. Under the current approval these frequencies (i.e. bottom end or bass) have no set noise criteria.

Publication of Complaints Hotline

Letterbox drops are required to be carried out prior to the SITG event informing residents regarding hotline numbers as part of the Noise Management Plan. Please advise what number of these were distributed and where as no resident in Wooyung, Crabbes Creek, South Golden Beach, North Ocean Shores or Mooball reported receiving them when asked.

This Hotline number is also required to be advertised in the local paper. This was done in the Byron Shire Echo but communities in the Tweed Shire, including Wooyung, Crabbes Creek, Mooball and Burringbar were all impacted by noise at this event and these communities do not receive the Byron Shire Echo and as such were also not letterboxed or provided with Hotline information through their local papers making it difficult to complain. Many Tweed Shire residents reported calling police only to be told it was not their jurisdiction.

- *RWG Recommendation 2: Please letterbox houses with the Hotline Number in all of the surrounding villages and advertise the Hotline in Tweed Shire and Byron Shire papers for any future events.*

Parkland's Response to Recommendation #2

Parklands are in compliance with this requirement. Parkland's Community Manager advised Shane from Crabbes Creek Store (engaged to deliver the flyers) has confirmed that all flyers were delivered to residents via his mail contractor. This supports the confirmation that the event previously received from the mail contractor (prior to the event) that the flyers were distributed to Tweed Shire locales (including *Wooyung, Crabbes Creek, Mooball and Burringbar*).

The full page advertisement for the hotline number, traffic and other pertinent information was listed with the Tweed Valley Weekly two weeks prior to the event. The circulation of this paper is

20,500. The full page advertisement for the hotline number, traffic and other pertinent information was also listed with the Byron Shire News two weeks prior to the event and has a circulation of 16,700.

Inadequacy of Complaints Hotline procedure

Many residents reported:

*- Calls to Hotline could not get through and were sometimes directed to a Falls Festival number.
- Interference to mobile reception meant calls to hotline could not be placed.
- Community members who got through to the hotline to make a complaint were not given feedback after their complaint if their road or vicinity was monitored or not. This is especially important in the context of the repetitive complainant, who, under the Noise Monitoring Plan was proposed to be given low priority if other complaints were received. If a complainant is not notified of the noise consultants visit and report of measured levels, then they will complain again until they know the matter is addressed. If this feedback does not come at all, the repetitive complainants will continue calling. It would reduce angst in the community if the noise consultant or the complaints hotline called the complainant back immediately after a measurement is received that shows the noise is within the noise criteria - that is, after adjustments have been made where a breach was identified.*

- *RWG Recommendation 3: Noise Consultant makes themselves known to the complainant when doing a measurement and/or provides Complaints Hotline with feedback which is immediately conveyed to the complainant of the actions taken.*
- *RWG Recommendation 4: Increase Hotline call lines available (it is believed only one line was made available for SITG 2014)*

Parkland's Response to Recommendation #3

Adopted by Parklands. It is agreed that acoustic consultants should either physically make contact with a complainant and/or leave a calling card with date and time of reading.

Parkland's Response to Recommendation #4

Not adopted by Parklands. After a technical fault with the event's VOIP system on Friday the hotline was relocated to the Parklands office and operated as planned from that point onwards. Any messages left were duly followed up. The current line is considered adequate.

Inadequacy of Noise Monitoring procedure

On Sunday night noise spill into Crabbes Creek meant that in upper Crabbes Creek, more than 2 kilometres from the site, some residents were not only exposed to the loud bass but the music was so loud at their property they could identify which song was playing. In Mooball, 7 kilometres from the amphitheater the music was so loud you could hear the bands making announcements (not what they were saying, but that they were making them). Even when the main stages were turned off at 12 on Sunday the offensive bass beat from the secondary stages was audible inside homes in Mooball with all windows and doors closed until 2am.

When a consultant identified breaches he was unable to phone in to have these levels adjusted due to the lack of mobile coverage caused by the event traffic.

*The approved noise monitoring plan requires the noise consultant, when a breach is identified, to phone in and have the music adjusted until **subsequent** measurements show the levels are now within noise criteria limits. This could not happen due to lack of mobile coverage. Subsequent measurements after a reduction was requested were also not taken as required by the Noise Monitoring Plan Section 6.4.3 [p19.as](#) follows:*

At any time, when the noise level exceeds the set noise criteria during monitoring, the acoustic consultant is to implement adequate noise reduction strategies to reduce the noise level. The acoustic consultant is to conduct further noise testing at the subject site immediately after the proposed noise mitigation action occurs until the noise level is reduced to within noise limits.

- RWG Recommendation 5: Noise consultants must continue monitoring at a location where complaints have been received and monitoring has shown noise limits are exceeded until subsequent noise measurements show noise criteria are reached, as per the approved Noise Management Plan.

Parkland's Response to Recommendation #5

Not Adopted by Parklands. The requirements of the "approved" NMP were complied with. The noise emissions that were affecting residents were not dB(A) levels, rather they were lower frequency or dB(C) levels for which there are no set criteria limits. Parklands recognises that these more intrusive emissions need to be better managed and is currently working with DOPE to develop lower frequency noise criteria.

Bushfire Safety:

It is a requirement of the SITG Bushfire Management Plan that an asset protection zone or defendable zone of 10m is placed around forest blocks to limit fire hazards. The photos below indicate structures were placed within this zone and this needs to be addressed.

Also, further details need to be supplied to the RWG concerning the fire that reportedly occurred on site in one of the forested areas, thanks to debris being discarded and then set alight by attendees. Although this did not develop into a major fire, it was reported that the required fire truck had to come from Mullumbimby, which is quite a long distance. If the fire had been more severe, the situation could have become dangerous. The RWG needs to discuss this to determine how to prevent a more serious fire in the future.

- *RWG Request 6: RWG needs to discuss this to determine how to prevent a more serious fire in the future.*
- *RWG Recommendation 6: 10m defendable zone around forested areas as per approved Bushfire Management Plan needs to be clear and policed*

Parkland's Response to Request #6

There was no fire in any forested area. This information is incorrect. The Fire and Rescue NSW pumper that attended site was for a HAZMAT issue not a fire.

Parkland's Response to Recommendation #6

Adopted by Parklands.

Camping safety:

It has been raised by patrons attending and community members that the camping tents were too close together, both those organised by Splendour and those privately setup in their designated camping area. This is an issue raised by the Police representative at the last RWG meeting when he advised that the camping spacing had been inadequate at the previous SITG 2013 event and the site manager Matt Morris assured RWG members that this would be addressed at the SITG 2014 event. Photos attached below and those shown in local media reports show camping spacing was inadequate and on this scale has the potential to create hazardous situations and needs to be addressed.

- *RWG Request 7: Please indicate what steps will be taken to address this at future events.*

Parkland's Response to Request #7

Agreed. Parklands is working with events to devise systems to ensure uniform separation between tents and access ways. The camping manager for both events has been advised that the maintenance of rows by way of clear tent separation is imperative.

Litter removal:

The shocking photos shown in local media of the site after the patrons had left indicates either an intrinsic lack of respect for the environment or a lack of facilities in which to dispose of their waste. It is suggested an education campaign to educate patrons of future events as they book or arrive (possible suggestion of publicising littering fines for campers who leave their site littered ?). It also appears more bins and greater camping marshal patrolling of this is necessary.

- *RWG Recommendation 7: Introduction of education campaign for patrons regarding litter removal and introduction of publicising the possibility of littering fines from individual camping sites on departure.*

Parkland's Response to Recommendation #7

While not an RWG issue per the list of aspects provided under C2 of the consent, please refer to Appendix A which provides details of the current environmental programs in place to manage litter.

Interference to telecommunications:

The impact on the amenity of the surrounding community was again severe in terms of telecommunications with many residents reporting complete lack of coverage, or severely reduced access from Thursday 24th July until Monday 29th July. This again impacted local businesses with wireless eftpos services having extreme difficulty operating and meant many people in the neighbouring villages were without phone and internet services for days. This is not an acceptable impact on the community and is a direct result of the operation of events at the event site.

- *RWG Recommendation 8: Department insert a new condition into the approval, as permissible under condition B2(4) to require event operators to ensure adequate services are provided for their patrons to allow the amenity of the existing communities not to be impacted severely in this way.*

Parkland's Response to Recommendation #8

Not Adopted by Parklands. This is not a practical recommendation as the provision of telecommunication services is a federal Government matter.

Access to site during operations

At the SITG 2014 event RWG members were not offered a tour or even provided with the requested 2 hours access to see the site in operation. Periodic inspections of the site are required actions of the RWG members and it makes sense that these inspections be made during the operation of an event. RWG members are continually working to achieve a better outcome for the community and the environment and access should be provided to see firsthand how effective these measures are.

- *RWG Request 8: Please arrange a minimum 2 hours access to the site, during operation of all future events for all RWG members and advise all RWG members of any paperwork required to action this.*

Parkland's Response to Request #8

Parklands will consider such a request for future events.

If you require any further information please do not hesitate to the undersigned.

Yours Sincerely

A handwritten signature in blue ink, appearing to read "Mat Morris".

Mat Morris
General Manager

APPENDIX A

The Eco Cops

In previous years the Eco Cops have played an important role in informing festival attendees about recycling systems or other environmental programs. This year the Eco Cops focused solely on liaising with festival attendees, explaining Splendours various environmental programs, handing out portable cigarette ashtrays, and answering general questions related to environmental management. The volunteer attendance this year for the Eco Cops was exceptional. All of the participants had a high/competent level of environmental education and were therefore able to articulate complex environmental issues and concepts in a simple manner. This reflected well on the festival.

The Green Chiefs

This year was the fourth year for the highly successful Green Chiefs program. A total of 24 volunteers were sourced from Griffith University and the University of Queensland – as was the case for 2013 and all of the volunteers performed to an exceptionally high standard. All of the volunteers went to great lengths to represent Splendour in the best possible light. This program is running very well and requires little attention. The majority of the campground patrons were very responsive to the Green Chiefs program and as an education based initiative it was successful. Thus far the Green Chiefs initiative has been largely autonomous (there is limited management from the Environmental Department). The Green Chief's program is currently very successful with the opportunity to influence community vibe within the campsite. Pictured below is one of the this year's Green Chief teams named 'The knights go nee...' and all of the Green Chief teams together in the campgrounds.



Pictured above: The knights that go nee...



Pictured above: All of this year's Green Chief teams after the famed 'dance off' in the campgrounds.

The Green Team

The Green Team program was more successful than in 2013. This year the program moved into the campground. The environmental department appointed a paid Green Team manager to increase the efficiency. The Green Team manager was competent in managing Green Team members. Future scenarios could benefit from building a stronger rapport with the Green Team volunteers with a vision for return participation. The Green Team volunteer position relies on an individual's commitment to environmental management/reducing the waste burden of the festival and thus, would benefit from investing time and energy in cultivating a strong team of repeat volunteers.

The contingency for discarded items

As a contingency for managing the waste left onsite after the festivals completion the EM arranged for a charity from the Tweed Shire to come and collect all usable items that were discarded. The charity, known as the Recyclers Op Shop, arrived on Sunday and erected a marquee at a key thoroughfare (pictured below) asking individuals to donate unwanted camping gear.



Following this Recyclers Op Shop returned on Monday with a total of two trucks and six staff to scour through the entire campsite and gathered discarded items. The Recyclers Op Shop took a total of two truckloads of discarded items. As well as this the WM collected all items that the Recyclers Op Shop did not want, and that were deemed to be salvageable, and collected them onsite until arrangements could be made to deliver the items to a charity near by.

There is also some opportunity for a local community kitchen organisation to come onsite and collect discarded food such as; tinned food etc. It may be feasible to provide specific bins for discarded food. All of the community groups who participated would like to come back next year. These groups will be informed of a set time and date of which they can collect discarded items from the campground.