



Noise Management Plan Waste and Cleansing Services 2025

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1.0 Introduction

The City of Fremantle has commissioned Acoustic Engineering Solutions to develop this Noise Management Plan (NMP) for essential waste and cleansing operations across the municipality. This plan applies to all specified works conducted by the Waste and Cleansing team (WCT), as outlined in Figures 1–3 of Appendix A, which detail the Local Government Boundary, residential waste collection zones, and City Centre cleansing areas.

Specified works include:

- Residential and commercial waste collections
- Road, footpath, and public space cleansing

This NMP has been prepared in accordance with the *Guide to Management of Noise from Waste Collection and Other Works* (DER2014/001628) and aims to minimise acoustic impacts associated with essential services operating between 03:00 and 21:45, seven days per week. The plan balances operational efficiency, public safety, and community amenity in a mixed-use urban environment.

Under Regulation 7 of the *Environmental Protection (Noise) Regulations 1997*, noise emissions from specified works are exempt when conducted in accordance with an approved NMP.

This plan is valid for:

- Three years from the date of CEO approval, or
- A date specified by the CEO, not exceeding three years from approval.

The City is committed to ongoing review, public consultation, and continuous improvement of this plan.

1.1 Role and Responsibility

The Resource Recovery and Cleansing Team Leader (TL) holds overarching accountability for the implementation of this NMP. The TL ensures adequate resourcing, operational compliance, and dissemination of the NMP to all WCT personnel, including contractors.

Responsibilities include:

- Ensuring all personnel are inducted and understand their obligations under this NMP
- Liaising with relevant authorities and stakeholders
- Responding to noise-related incidents and adjusting operations to mitigate impacts

All WCT personnel and contractors are required to:

- Adhere to prescribed mitigation measures during operations
- Promptly report any acoustic compliance concerns to the TL

2.0 Legislation and Regulations

2.1 Relevant Legislation

Environmental noise in Western Australia is regulated under the *Environmental Protection (Noise) Regulations 1997* (the Regulations). These regulations establish permissible noise levels and provide exemptions for essential services, including waste collection and cleansing, when conducted in accordance with an approved NMP.

2.2 Waste collection and cleansing services

Under Regulations 14A and 14B, waste collection and cleansing services are recognised as essential public works and are granted conditional exemptions from standard noise limits. These exemptions are designed to ensure operational continuity while minimising acoustic impacts on the community.

2.2.1 Specified Works

Specified works means —

- (a) the collection of waste; or
- (b) the cleaning of a road or the drains for a road; or
- (c) the cleaning of public places, including footpaths, cycle paths, car parks and beaches; or
- (d) the maintenance of road verges and public open space (including the collection of rubbish and the planting, trimming, watering or removal of trees); or
- (e) the periodic collection of household items or other things placed on street verges by residents for the purpose of such a collection; or
- (f) activities associated with hazard or emergency management.

Waste means waste from domestic or commercial sources and includes —

- (a) putrescible waste; and
- (b) non-putrescible waste; and
- (c) recyclable materials.

2.2.2 Class 1 Works

Class 1 works means specified works carried out between —

- (a) 07:00 and 19:00 on any day that is not a Sunday or a public holiday; or
- (b) 09:00 and 19:00 on a Sunday or public holiday.

2.2.3 Class 2 works

Class 2 works are specified works conducted outside the hours defined for Class 1. These works require additional justification and must be supported by an approved NMP to qualify for exemption under Regulation 7.

2.2.4 Noise Management Plan

A noise management plan for class 1 and 2 works is to include —

- (a) details of vehicle or equipment evaluation and purchase policies adopted to select, on a reasonable and practicable basis, the quietest vehicle or equipment available;
- (b) measures to be adopted to minimise noise emissions resulting from carrying out the works;
- (c) a description of the specified works to be carried out during the times of day to which the class relates;
- (d) operator training programmes;
- (e) community information on the manner in which the specified works will be carried out; and
- (f) a complaints response procedure.

For Class 2 works, the NMP must also include a clear justification for conducting operations outside standard hours.

NMP will expire —

- (a) Three years after the day on which it is approved by the CEO; or
- (b) A date specified by the CEO, not exceeding three years.

2.2.5 Specified Works Requirements

Regulation 7 of the *Environmental Protection (Noise) Regulations 1997* provides conditional exemptions for noise emissions arising from Class 1 and Class 2 works, provided they are conducted in accordance with an approved NMP.

For Class 1 works, Regulation 7 does not apply if:

- (a) the works are carried out in the quietest reasonable and practicable manner;
- (b) the equipment used to carry out the works is the quietest reasonably available; and
- (c) in cases where a person has been required to prepare a noise management plan under sub regulation (4) in relation to the works:
 - (i) the noise management plan has been prepared and submitted in accordance with the requirement, and approved in writing by the CEO; and
 - (ii) the works are carried out in accordance with the approved noise management plan, excluding any ancillary measure.

For Class 2 works, Regulation 7 does not apply to noise emissions if:

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- (a) the works are carried out in accordance with a noise management plan for Class 2 works;
- (b) the plan has been approved in writing by the CEO; and
- (c) the works are conducted in accordance with the approved plan, excluding any ancillary measure.

Any Class 2 works conducted without an approved NMP are subject to compliance with the assigned noise levels and may be subject to enforcement action by the relevant regulatory authority.

The City of Fremantle is committed to ensuring all specified works are undertaken in full compliance with these provisions, using best-practice equipment and operational strategies to minimise acoustic impact on the community.

2.3 Exemptions Under the Regulations

Regulation 3(1) states that *nothing in these regulations applies to the following noise emissions*

—

- (a) Noise emissions from the propulsion and braking systems of motor vehicles operating on a road.
- (b) Noise emissions from a safety warning device, other than a reversing alarm, fitted to a motor vehicle operating on a road.

2.4 Guidelines and Standards

This NMP has been prepared in accordance with following guidelines:

- Guide to management of noise from waste collection and other works. Environmental Protection (Noise) Regulations 1997, Draft, DER2014/001628, the Department of Water and *Environmental Regulation* (DWER).

3.0 Waste and Cleansing Team and services

The City of Fremantle's Waste and Cleansing operations are delivered through a coordinated structure comprising three dedicated service teams:

- **Cleansing Team** – Responsible for the scheduled cleaning of roads, footpaths, public spaces, and high-traffic urban areas.
- **Waste Collection Team** – The team is primarily responsible for servicing public litter bins across the municipality and also manages a limited number of residential waste collections, where these are not covered by contracted services.
- **City Cleaners** – The team is primarily based in the City Centre and provides supplementary cleaning services, including rapid response to litter hotspots, support for public events, and maintenance of high-visibility pedestrian zones.

In addition to these in-house teams, the City's residential 3-bin system is delivered by a contracted waste management provider. The contractor operates under service-level agreements aligned with the City's environmental and operational standards.

3.1 Operation Hours

The City of Fremantle's Waste and Cleansing services operate across multiple shifts to ensure timely and efficient delivery of essential services, while minimising disruption to residents and businesses.

- **Cleansing Team** - Operates two shifts, Monday to Friday:
 - (a) AM shift: 03:00–12:00
 - (b) PM shift: 11:45–20:45

On weekends and public holidays, a single shift operates from 03:00–12:00 to maintain service continuity in high-traffic areas.

- **Waste Collection Team**
Operates seven days a week, from 06:00–15:00, primarily servicing public litter bins and a limited number of residential properties not covered by contracted services.
- **City Cleaners**
Based primarily in the City Centre, this team operates:
 - (a) Monday to Wednesday: 06:00–15:00
 - (b) Thursday to Sunday: 06:00–21:45Their extended hours support public event cleaning, rapid response to litter hotspots, and maintenance of high-visibility pedestrian zones.
- **Contractor (Cleanaway)**
Delivers the City's residential 3-bin collection service. Operations typically run Monday to Friday, between 06:00–18:00, with most City work completed by 16:00.

All City teams and contracted services undertake both Class 1 and Class 2 works, as defined under the *Environmental Protection (Noise) Regulations 1997*, ensuring compliance with approved Noise Management Plan provisions.

3.2 Description of Specified Works

3.2.1 Road and Public Area Cleansing

The City of Fremantle maintains a high-frequency cleansing schedule across roads, footpaths, and public spaces within the Fremantle City Centre, operating seven days a week to uphold public amenity, hygiene, and safety.

Cleansing activities involve the use of pressure washers, mechanical scrubbers, and sweepers, which generate operational noise. Noise levels (dB ratings) are a key consideration in the procurement of new plant and machinery, with a preference for quieter models where feasible.

Operations within the City Centre are primarily conducted between 03:00 and 08:00, a window chosen to minimise disruption to pedestrian and vehicle traffic.

The Fremantle City Centre includes a growing number of residential and mixed-use developments. In recognition of this, the cleansing team applies a carefully considered operational approach that includes:

- Avoiding prolonged activity near sensitive locations during early hours
- Staggering high-noise tasks to reduce cumulative impact
- Coordinating with other essential services to prevent overlapping disturbances

Routes are planned with local knowledge and operational discretion to reduce unnecessary noise exposure.

This section of the plan reflects the City's commitment to delivering essential services with minimal acoustic impact, in alignment with the Environmental Protection (Noise) Regulations 1997 – Regulation 14A, and the City's broader goals for livability and community wellbeing.

3.2.2 Waste Collections

The City of Fremantle provides daily general waste collection services, ensuring public health and cleanliness across both residential and public areas.

As of 1 July 2025, the waste collection team operates a rear-loading vehicle, which produces operational noise during bin lifting and compaction. To minimise acoustic impact on residential communities, collection in residential zones does not commence before 06:00. Earlier collections, typically occurring prior to 07:00, are strategically focused on public spaces such as beaches, parks, and commercial precincts, where noise sensitivity is lower.

The City's residential 3-bin collection service is delivered under contract by Cleanaway, whose operations are guided by a mapped service area (see Figure 2 in Appendix A). Cleanaway's

collection schedule is designed to complement the City's broader waste management strategy while maintaining compliance with noise regulations.

Key noise mitigation practices include:

- Scheduling early collections in non-residential areas
- Monitoring and adjusting routes to avoid repeated early-morning disturbances
- Considering noise levels (dB ratings) in future vehicle procurement decisions

3.3 Justification for Class 2 Works

The City of Fremantle experiences a significant increase in pedestrian and vehicular movement from as early as 6:00. This is largely due to the city's thriving café and hospitality culture, early trading retailers, daily commuting activity, and regular influx of visitors and tourists. Fremantle's popularity as a tourist destination, combined with nearby transport hubs and coastal attractions, leads to high foot traffic and congestion in key precincts, including South Terrace (the Cappuccino Strip), Market Street, and High Street.

Delaying cleansing, waste collection, and street sweeping activities until after 07:00 presents a range of operational and safety challenges for the City of Fremantle.

Due to Fremantle's early morning activity driven by hospitality venues, retail trade, commuters, and tourism, key precincts become increasingly congested from 06:00 onwards. Postponing essential services beyond this time significantly impacts service delivery and public safety:

- **Pedestrian Safety and Accessibility**
Early morning cleansing involves the use of water carts to hose footpaths, displacing debris onto the roadway for mechanical sweeping. Delaying this process increases the likelihood of hoses obstructing pedestrian movement, creating trip and slip hazards, and interfering with shopfront access during trading hours.
- **Traffic Congestion and Service Disruption**
Operating slow-moving sweepers during peak traffic periods leads to congestion, extended idle times, and multiple manoeuvres in constrained spaces. This reduces operational efficiency and increases frustration for road users, undermining the City's commitment to effective service delivery.
- **Public Health and Urban Cleanliness**
Delayed cleansing may leave hazardous materials exposed during peak commuter and tourist periods. This poses risks to public health and detracts from Fremantle's reputation.
- **Waste Collection Efficiency**
Later collection times often result in blocked or partially obstructed bins, increasing the likelihood of missed services and manual handling risks for staff. Overflowing public litter bins are also more common during peak morning use, particularly in high-traffic areas such as beaches, parks, and tourist walkways.

Traffic flow data shows a marked increase in vehicular activity between 6:00 and 7:00, further reinforcing the operational and safety benefits of completing works prior to 7:00.

Average Traffic Volumes Per Hour*				
Road / Street Name	Traffic Counter Detail (trafficmap.mainroads.wa.gov.au)	Traffic Volumes at 6:00	Traffic Volumes at 7:00	Traffic Volume % Increase
Cantonment St	West of Parry St	27	66	144.44
Adelaide St	South of Parry St	67	139	107.46
Adelaide St	West of Parry St	70	140	100
Cantonment St	North of Point St	40	80	100
Marine Tce	South of South St	273	528	93.41
Elder Pl	South of Parry St	272	523	92.28
South Tce	South of South St	227	425	87.22
Marine Tce	North of South St	326	605	85.58
High St	West of Ord St	292	515	76.37

(*) Data obtained by the City of Fremantle from Main Roads Traffic Map Website Hourly data for this NMP

As such, undertaking cleansing, sweeping, and waste collection services prior to 7:00 will:

- Minimise conflict with pedestrian and vehicle activity, thereby enhancing safety outcomes for both the public and City operations personnel during cleaning activities.
- Allow unobstructed access to footpaths and kerb lines, improving the effectiveness of mechanical and footpath sweeping
- Maximise cleaning efficiency by avoiding congestion and vehicle interference, reducing operational timeframes and service disruption
- Ensure high-traffic and high-visibility areas are cleaned before peak pedestrian activity, enhancing public amenity, civic pride, and reducing early-day litter complaints from residents and businesses.
- Support consistency in service delivery through clear and achievable scheduling windows, reducing reactive interventions and improving community satisfaction.

3.4 Operating Equipment

The City of Fremantle's Waste and Cleansing Services utilise a fleet of specialised equipment to deliver essential services efficiently and safely across the City Centre and surrounding precincts. Equipment selection is informed by operational requirements, service area constraints, and noise considerations, with decibel ratings taken into account during procurement of new plant and machinery.

Cleansing Team Equipment

The Cleansing Team operates a range of machinery suited to urban environments and high-footfall areas:

- 1 x Water Pressure Washer / Steamer (mounted on flatbed) – used for targeted footpath cleansing and stain removal
- 1 x Water Cart – deployed for early morning footpath hosing, supporting coordinated sweeping operations
- 2 x Street Sweepers (small and large) – used approximately 50% of operational time, depending on precinct and debris volume
- 1 x Street Scrubber – for high-traffic zones requiring intensive surface cleaning

Waste Collection Equipment

The Waste Collection Team operates:

- 1 x Rear-Loading Waste Collection Vehicle – servicing general waste bins across public and residential areas

City Cleaning Support Vehicles

City Cleaners also utilise:

- 2 x Electric Buggies – for low-noise, low-emission transport across pedestrian zones
- Light Utility Vehicles – for mobile support and equipment transport

All equipment is operated by trained personnel with a focus on minimising acoustic impact, ensuring safe operation in proximity to residential and commercial premises, and maintaining high standards of urban cleanliness.

3.4.1 Noise Levels

The noise emissions from the equipment have been assessed by the City Work Health and Safety Team.

Table **Error! No text of specified style in document.**-1 presents the measured noise levels, which are provided by The City of Fremantle. The measurement results indicate that the noise emissions from the vehicles are directional, and the rear side has the highest noise radiation.

Table **Error! No text of specified style in document.**-1: Measured noise levels in dB(A).

Noise Sources	Overall Noise Levels in dB(A)
1HAV 063 – Scarab Mistral – Large Sweeper	74 dB(A) inside Cabin with windows closed 80 dB(A) at 1m from the back
1GEM 054 – Small Sweeper	75 dB(A) inside Cabin with windows closed 86 dB(A) average at 1m from the sides 96 dB(A) at 1m from the back
1CH 732 – Hino Water Cart	67 dB(A) inside Cabin with windows closed 80 dB(A) average at 1m from the sides 89 dB(A) at 1m from the back
1CUP 625 – Steamer	70 dB(A) inside Cabin with windows closed 89 dB(A) at 1m from the back 86 dB(A) average at 1m from the sides when using whirley bird 82 dB(A) average at 1m from the sides when using PG
Rosmech Azura, Concept, Scrubber	91 dB(A) at 2m from the rear side
Mitsubishi Triton UTE	66 dB(A) at 2m from the rear side
Ingersoll Rand, Carryall 550, Electric Buggy	61 dB(A) at 2m from the rear side (Reversing beeper activated)
John Deer, Electric Buggy	92 dB(A) at 2m from the rear side (Reversing beeper activated)
Small Waste Collection Vehicle Rear Loading, Isuzu 260 Auto	87 dB(A) at 2m from the rear side

3.5 Equipment Purchase Policy

The City of Fremantle has the Purchase Policy, which includes a section of “Appendix – Tender Evaluation Criteria” stating:

Tender to provide information regarding noise levels of plant and equipment when in use.

Information on noise emission will be obtained prior to the purchase from the manufacturer or supplier and then to compare them for determining which is the quietest, for example, to

compare data on sound power levels or sound pressure levels at 1m or 2m from the equipment sides.

Equipment is purchased or hired only from suppliers who can demonstrate a low noise design, with noise control as a standard part of the machine, not as an optional extra. New (purchased or hired) equipment is selected to have lowest noise emissions as practicably available.

4.0 Noise Minimisation Strategies

The primary objective of this NMP is to minimise noise emissions from the equipment used for the specified works. The TL must ensure:

- the works are carried out in the quietest reasonable and practicable manner; and
- the equipment used to carry out the works is the quietest reasonably available.

4.1 Equipment performance

Maintaining equipment in optimal condition is essential to minimising acoustic disturbance, ensuring safe operations, and delivering reliable cleansing and waste services across the City of Fremantle.

All vehicles and machinery used by the WCT under this NMP are subject to a structured maintenance regime designed to uphold manufacturer specifications and control noise emissions throughout their operational lifecycle.

Maintenance Protocols

- **Scheduled Servicing**
All equipment is regularly serviced in accordance with manufacturer guidelines. A formal maintenance program ensures that vehicles and machinery operate as intended, with noise levels kept within acceptable thresholds.
- **Daily and Weekly Inspections**
Operators conduct pre-start and post-run checks each day to identify any emerging issues. In addition, vehicles undergo weekly inspections at the workshop to verify mechanical integrity and acoustic performance.
- **Fortnightly Component Checks**
Specific components are inspected every two weeks to prevent noise-related faults and ensure safe operation:
 - *Panel work* – checked for loose or rattling panels and fixtures
 - *Lifting arms* – assessed for deteriorated rubber stoppers and dampeners
- **Fault Reporting and Repair Timeframes**
Any faults identified during inspections, or any noticeable increases in operational noise, must be reported to the TL by the next working day. Repairs are scheduled for completion within seven working days, subject to parts availability and workshop capacity.
- **Record Management**
The Supervisor of Mechanical Services maintains comprehensive records of all inspections, fault reports, servicing, and repairs. These records are retained for a minimum of three years to support compliance, auditability, and continuous improvement.

This proactive approach to equipment performance ensures that all machinery used in cleansing and waste operations remains safe, reliable, and acoustically compliant, supporting the City's broader commitment to sustainable service delivery and community wellbeing.

4.2 Noise mitigation strategies

4.2.1 Reversing Alarm

To ensure both operational safety and effective noise control, all WCT vehicles and mobile equipment used under this NMP required to be fitted with broadband reversing alarm systems.

Broadband alarms emit a wide-frequency sound that is directional, less intrusive, and more easily localised by pedestrians and workers. Unlike traditional tonal alarms, which can be disruptive over long distances and in built-up environments, broadband systems are designed to minimise acoustic spill while maintaining high safety standards.

The adoption of broadband reversing alarms reflects best practice in urban noise management and is a **mandatory requirement** for all vehicles and plant operating under this plan. This approach supports:

- Improved safety outcomes for pedestrians, staff, and road users
- Reduced noise impact in residential and mixed-use precincts
- Compliance with the Environmental Protection (Noise) Regulations 1997 – Regulation 14A
- Alignment with contemporary urban service standards, as demonstrated by leading local governments

The City of Fremantle will continue to monitor the performance of reversing alarm systems and assess emerging technologies that further enhance safety and reduce acoustic disturbance.

4.2.2 Working Routes

Route planning plays a critical role in reducing acoustic disturbance, improving operational efficiency, and ensuring safe service delivery across the Fremantle City Centre. The City applies a locally informed and strategically considered approach to service routing.

This approach supports the following outcomes:

- **Minimised Residential Disruption**
Where Class 2 works are required in residential areas, these are scheduled as close to 07:00 as practicable. This timing reflects a balance between operational necessity and community sensitivity, ensuring that higher-noise activities are undertaken when they are least likely to cause disturbance. Routes are designed to commence in

lower-impact zones and progress toward noise-sensitive areas as the morning advances.

- **Reduced Reversing Frequency**

Vehicle movements are planned to minimise reversing, which contributes to both noise emissions and safety risks. Where reversing is operationally required, vehicles are fitted with broadband reversing alarms to reduce acoustic impact while maintaining compliance with safety standards.

4.2.3 Best Management Work Practices

The City of Fremantle adopts a suite of best management work practices designed to minimise noise emissions while maintaining safe and efficient service delivery. These practices apply to all cleansing and waste collection operations conducted under this NMP, including subcontractor activities.

Operational procedures are regularly reviewed to ensure alignment with service requirements, community expectations, and the principles outlined in the **Environmental Protection (Noise) Regulations 1997 – Regulation 14A**.

Noise-Minimising Work Practices

- **Route and Timing Adjustments**

Waste collection routes and service schedules are reviewed regularly to optimise efficiency and reduce acoustic impact. Works in close proximity to residential areas are avoided prior to 07:00 where practicable.

- **Hazard Awareness and Avoidance**

Operators assess traffic flow and environmental hazards (signage, overhanging branches, overhead wires, parked vehicles, and pedestrian movement) to reduce the risk of accidental noise events.

- **Stationary Bin Collection Protocol**

Collection vehicles remain stationary during bin lifting. If obstructions prevent automated lifting, operators manually reposition or sticker the bin to avoid unnecessary noise or mechanical strain.

- **Gear Selection for Bin Emptying**

Bins are emptied in neutral or drive gear, not reverse, to reduce activation of reversing alarms and associated noise.

- **Glass Waste Handling Near Sensitive Premises**

Where practicable, bins containing glass are manually wheeled away from noise-sensitive premises before emptying. Vehicles are parked ahead of or past the collection point to maximise source-receiver distance and utilise physical barriers (e.g. buildings, fences) to deflect sound.

- **Sweeper Vacuum Mode Management**

Prior to 07:00, road sweepers operate in low vacuum mode where possible to reduce ambient noise levels.

Operator Conduct and Equipment Handling

Operators are trained to apply the following practices during service delivery:

- Close cabin windows to reduce personal noise exposure
- Avoid excessive shaking during bin servicing
- Minimise unnecessary compaction of waste materials
- Avoid use of exhaust brakes in residential areas
- Apply defensive driving techniques to smooth acceleration and braking
- Operate bin lifters slowly and smoothly to reduce hydraulic noise

These practices reflect the City's commitment to delivering essential services with minimal disruption to the community, while maintaining high standards of safety, efficiency, and urban amenity.

5.0 Operator Training

All WCT operators are required to complete a formal induction and training program prior to commencing specified works under this NMP. The training is designed to ensure operators are fully aware of noise management responsibilities and equipped with the skills to apply best practice procedures in the field.

Training modules are structured to cover both regulatory compliance and practical noise minimisation techniques, with content tailored to Fremantle's operational environment.

Noise Management Training Components

Training will include, but is not limited to, the following key areas:

- Overview of the NMP and its operational requirements
- Relevant Western Australian noise legislation, including the Environmental Protection (Noise) Regulations 1997
- Standard and project-specific noise mitigation measures, including quiet bin handling techniques
- Identification and maintenance of noise control features on vehicles and equipment
- Awareness of hearing protection, hearing loss risks, and safe exposure limits
- Mapping and recognition of noise-sensitive premises within service areas
- Use of designated vehicle routes to minimise acoustic impact
- Identification of suitable compaction zones
- Techniques for reducing acceleration and braking noise
- Procedures for inspecting equipment for excessive noise emissions
- Protocols for engaging with residents and responding to noise-related complaints
- Formal noise complaint handling procedures

Ongoing Training and Reinforcement

- Annual refresher training is mandatory for all operators to ensure continued compliance and awareness.
- Toolbox meetings will include regular noise management briefings to reinforce positive attitudes and address emerging issues.
- Training records will be maintained by the Supervisor of Mechanical Services for a minimum of three years to support auditability and continuous improvement.

In addition, targeted training is delivered when new fleet or equipment is introduced, ensuring operators are familiar with updated noise control features and operational protocols.

This structured approach to operator training reflects the City of Fremantle's commitment to delivering essential services with professionalism, safety, and minimal acoustic impact

6.0 Community Information

The City of Fremantle is committed to maintaining transparency and fostering community engagement in the delivery of essential cleansing and waste services. Information regarding the works carried out under this NMP is publicly accessible via the City's website at fremantle.wa.gov.au.

The following information will be made available online and upon request:

- A concise overview of the scope and nature of works covered under this plan
- A downloadable copy of the current NMP
- Scheduled locations and timeframes for cleansing and waste operations
- Instructions on how to lodge comments, feedback, or formal complaints
- The duration of the current NMP approval, the date of the next scheduled review, and guidance on how to make a submission

In addition to online access, the City's Customer Service Charter (refer to Appendix A, Figure 4) outlines service standards and response protocols. A dedicated support team is available to assist with enquiries and provide relevant information upon request.

The City encourages community participation in shaping service delivery. Feedback received during the plan's lifecycle will inform future reviews and help ensure that operations continue to meet the needs of residents, businesses, and visitors.

7.0 City of Fremantle Policies

The City of Fremantle recognises the need for its policies to reflect the unique characteristics of a vibrant, mixed-use urban centre. Essential services such as cleansing and waste collection operate alongside a growing residential population and a dynamic night-time economy, including licensed venues and hospitality precincts.

To manage noise impacts effectively in this environment, the City will continue to review and refine its policies to support sustainable service delivery, community wellbeing, and urban liveability. The following policy directions are recommended:

- Encourage new multi-residential and mixed-use developments to incorporate acoustic treatments such as double or triple glazing, acoustic insulation, and building orientation strategies. These measures help reduce internal noise intrusion and improve occupant comfort.
- Include notifications on property titles or within planning approvals that acknowledge the ambient noise levels associated with city living. This ensures residents and developers are aware of the operational realities of essential services and nightlife.
- Ensure procurement decisions for operational equipment used in public spaces consider environmental impact and Work Health and Safety factors. This includes evaluating noise emissions, operator exposure, and potential disturbance to the surrounding community.
- Progressively adopt a formal 'Buy Quiet' policy to guide future equipment and vehicle acquisitions. This policy will prioritise low-noise designs and integrated noise control features as standard, supporting long-term reductions in acoustic impact across service areas.

These policy directions align with Fremantle's broader strategic goals and demonstrate a commitment to balancing essential service delivery with the needs of a diverse and growing urban population. These policy directions reflect contemporary standards in urban service delivery and demonstrate Fremantle's commitment to balancing essential operations with the needs of a diverse and evolving city environment.

8.0 Complaint Management

The City of Fremantle has established a formal complaint management procedure to address feedback related to cleansing and waste operations, including noise complaints arising from activities covered under this NMP. This process ensures that all concerns are investigated promptly, transparently, and with a focus on continuous improvement.

Noise complaints may be received through both formal and informal channels:

- **Formal complaints** are submitted via the City's customer service system and referred to the WCT for review and action.
- **Informal complaints** may be raised directly with operators or supervisors during service delivery and are treated with equal importance.

All complaints are recorded and investigated by the TL or delegate. Records are retained until the current NMP expires, a review is completed, and a new plan is approved.

Complaint Response Procedure

1. Review the details of the complaint
2. Contact the complainant to gather further information
3. Determine whether the issue relates to WCT operations or a third party
 - If the complaint involves a third party, it is referred to the City's Environmental Health Officers
 - If the complaint involves WCT operations, the following factors are assessed:
 - Driver conduct – Has the operator deviated from standard procedures?
 - Change in conditions – Has something changed to trigger the complaint despite previous operations without issue?
 - Customer-specific requirements – Are service times aligned with property management or operational needs?
 - Health and safety considerations – Is the timing of service necessary to address public or staff safety?
 - Operational efficiency – Would adjusting the service result in significant inefficiencies?

Resolution Pathways

Following review, the WCT will determine the appropriate response:

- **No impact** – Service is adjusted to accommodate the complaint
- **Moderate impact** – Alternatives are developed in consultation with the complainant, Mechanical Services, and operational staff

- **Severe impact** – If the issue involves significant health or safety concerns, service adjustments are discussed with senior management and the complainant to determine whether the service should be modified or discontinued

Regular toolbox meetings will include noise management discussions to reinforce a proactive approach and address any emerging issues. All training and complaint records are maintained for audit and review purposes.

This structured approach ensures that community feedback is integrated into service delivery, supporting Fremantle’s commitment to responsive, safe, and noise-conscious operations.

9.0 Revision Procedure

Following approval by the CEO, this NMP will remain valid for a period of three years from the date of commencement. To ensure continued relevance and effectiveness, the plan will be reviewed annually throughout its duration.

Each annual review will include:

- **Assessment of Community Feedback**
All noise complaints received over the preceding 12 months will be examined. Where recurring or significant issues are identified, targeted investigations will be undertaken and appropriate noise control measures implemented, provided they are practicable and reasonable.
- **Equipment Noise Level Checks**
Noise emissions from WCT equipment will be assessed annually. New equipment will be tested upon delivery to confirm compliance with manufacturer specifications. Existing equipment will be checked to ensure ongoing performance aligns with original purchase standards.
- **Continuous Improvement Commitment**
The City of Fremantle is committed to continuous improvement in noise mitigation. All feedback, complaints, and operational insights will be considered during each review cycle. Where additional noise control measures are identified, they will be evaluated for implementation based on feasibility and community impact.
- **Equitable Noise Management**
Any proposed mitigation strategies will be assessed to ensure they do not inadvertently shift noise impacts from one receiver to another. Where such risks exist, measures will be carefully considered in consultation with affected stakeholders and the broader community.

This revision process ensures that the NMP remains responsive to changing urban conditions, community expectations, and technological advancements, while maintaining compliance with the **Environmental Protection (Noise) Regulations 1997 – Regulation 14A**.

10.0 Approval

This NMP is approved, under delegation, by:

Print Name: Glen Dougall

Signature:  _____

Date: 3 December 2025

Position: Chief Executive Officer of the City of Fremantle.

Valid until: 3 December 2028

APPENDIX A WORKING AREA MAPS

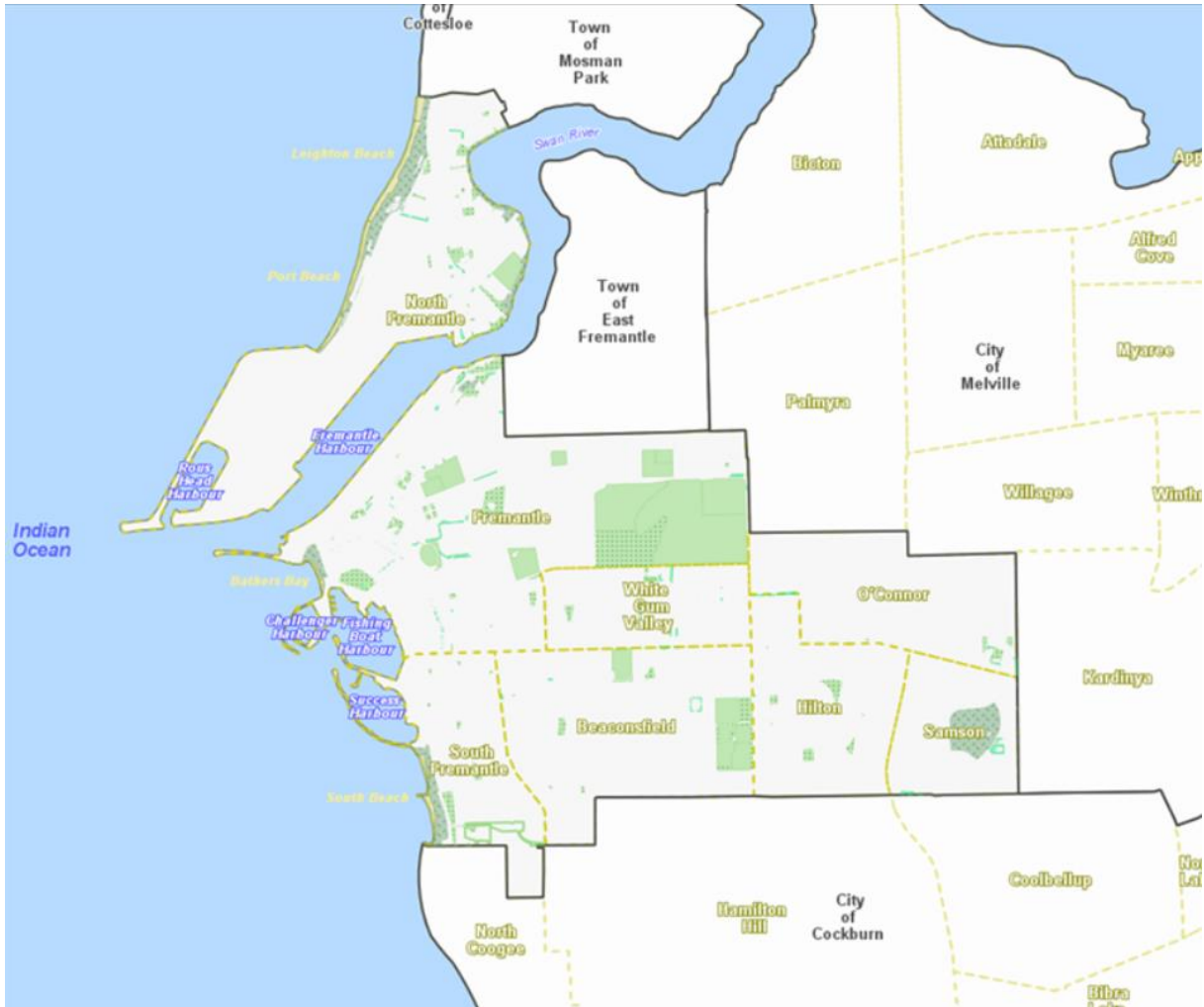


Figure 1: The City of Fremantle Local Government Boundary.

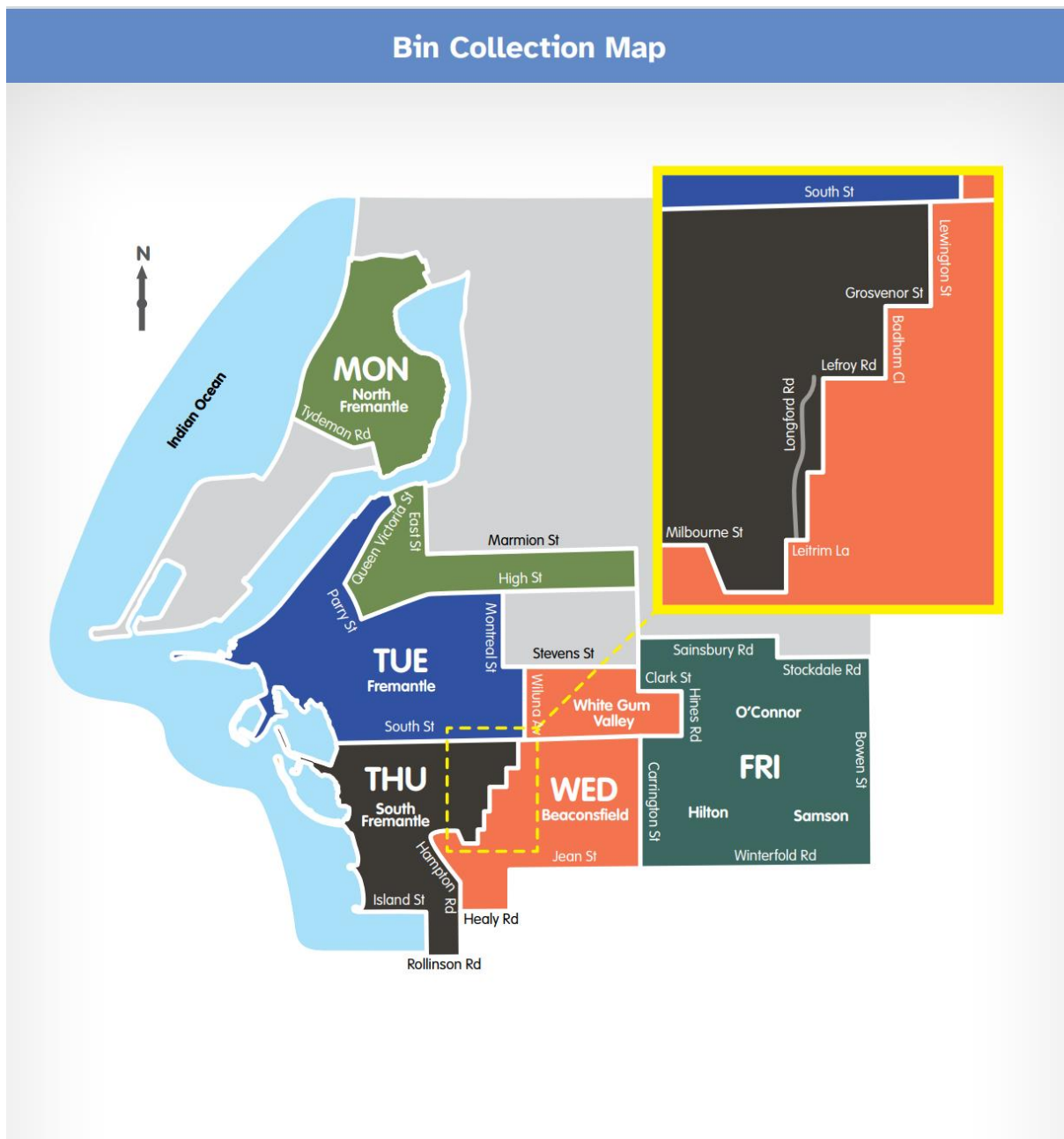


Figure 2: Residential 3-bin Collection Map.



Figure 3: City Centre Cleansing Area



Feedback and complaints

We want to be proactive about obtaining your feedback. From time to time, we may contact you to seek your feedback on your interactions with the City. Your experience with us is important and your feedback will enable us to provide a better service to the community.

We make every effort to be inclusive and accountable for our organisation's decisions and how they are made. We realise that sometimes, despite our best efforts, you may not be happy with the way we have performed a service, the behaviour of a City employee or contractor, the action or lack of action by the City which results in a failure to deliver on our commitment.

How are complaints handled?

When receiving your feedback we will:

- Acknowledge and address your feedback promptly
- Consider all relevant information regarding your feedback and seek resolution
- Communicate to you any decisions or actions taken regarding your feedback.

Resolving your complaint

If you are not satisfied with the way your complaint was handled or resolved, we will:

- Escalate your concerns to a senior officer
- Offer further conciliation, when appropriate.

If you are still not satisfied with the City's decision, you may wish to contact the Ombudsman Western Australia.

The contact details are as follows:

Ombudsman Western Australia
 PO Box Z5386
 St Georges Terrace
 Perth WA 6831



Right: City of Fremantle Customer Service staff with their 2019/20 AIM WA Pinnacle Award for Customer Service Excellence.



Customer Service Charter

City of Fremantle—Our commitment to you

At the City of Fremantle, our customers are our top priority. We set and strive to maintain the highest standards of customer service that is authentic and of real value. The purpose of our customer charter is to set out the City's commitment to customer service excellence and outline the key actions required to meet your expectations and to continuously improve the customer experience.

Service standards

The charter sets out the service standards that can be expected and provides a focus for the City in how we can make the customer experience positive, worthwhile and consistent. At all times we aim to:

- Deal with enquiries in a polite and helpful manner, acting professionally at all times
- Be realistic about what we can do and in what time frames
- Listen to your views
- Provide you with clear and relevant information
- Take ownership of enquiries, follow up with you and keep you informed of progress through to completion
- Actively seek and use customer feedback of our services to continuously improve our processes and procedures.

Alternate formats available upon request

fremantle.wa.gov.au

Figure 4: City Customer Service Charter.

Any unanswered questions? Please email communications@fremantle.wa.gov.au