

Cronulla Special Entertainment Precinct Management Plan

September 2026





Acknowledgment of Country

Sutherland Shire Council acknowledges the Dharawal people as the Traditional Custodians of the land within Sutherland Shire.

We value and celebrate Dharawal culture and language and acknowledge the Dharawal people's continuing connection to the land, the sea and the community.

We pay respect to the Elders and their families, past, present and emerging and through them, to all Aboriginal and/or Torres Strait Islander peoples.

Image: Nawi canoe on the Woronora River, Sunset Cultural Ceremony 2024

DOCUMENT REVIEW AND APPROVAL

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1. About the Special Entertainment Precinct

1.1 Introduction

Sutherland Shire Council has established a Special Entertainment Precinct (SEP) in Cronulla to support a safer, more vibrant and sustainable night-time economy within clearly defined and enforceable operating and sound limits.

The SEP provides a legislative framework to enable extended trading hours, support live music and performance, and enhance public domain activation, while maintaining reasonable residential amenity through consistent, precinct-wide standards and monitoring.

The SEP supports Council's objectives to strengthen local business and creative industries, enhance livability, and manage cumulative impacts through clear and transparent regulatory settings.

1.2 Definition and Purpose

Under Section 202B of the Local Government Act 1993, a SEP is an area where entertainment activity from premises is regulated through a Precinct Management Plan (PMP). Within a SEP:

- Entertainment sound is managed via a balanced (place-based) approach to ensure emitters are responsible for achieving the external sound criteria at sensitive receivers, while receiver developments are responsible for their facade design to mitigate noise ingress and achieve the internal sound criteria,
- new sensitive development must incorporate appropriate sound attenuation (agent-of-change principle), and
- eligible live music and performance venues may access extended liquor trading incentives under Section 130L of the *Liquor Act 2007*.

1.3 Objectives of the Cronulla SEP

The objectives of the Cronulla SEP are to:

- **Objective 1:** Support Cronulla as a diverse mixed-use town centre that operates across both day and evening periods.
- **Objective 2:** Expand opportunities for hospitality, live music, cultural activity and tourism, while managing potential adverse impacts on the local amenity of residents or other sensitive users.
- **Objective 3:** Provide clarity regarding the roles and responsibilities of businesses, the community, Council, Liquor & Gaming NSW and NSW Police within the SEP framework.
- **Objective 4:** Establish clear, consistent and transparent settings for compliance, complaints management and resolution.

1.4 Application of the SEP Precinct Management Plan (PMP)

The PMP (this Plan) implements the SEP within the Cronulla town centre.

Under Section 202D of the Local Government Act 1993, a PMP must include:

- trading hours for licensed and unlicensed premises,
- a sound management framework for defined development types, and
- a clear complaints and compliance process.

The PMP establishes maximum operational trading hours for licensed and unlicensed premises within the SEP. For licensed premises, the sale and supply of liquor remain separately regulated under the *Liquor Act 2007* and the trading hours and conditions of the relevant liquor licence.

1.5 Exclusions

The SEP does not apply to the following premises:

- sex services premises (as defined in the Sutherland Shire Local Environmental Plan 2015),
- premises used for adult entertainment of a sexual nature, and
- premises that, due to the nature of the business conducted on the premises, restrict access to patrons or customers who are 18 years of age or older e.g. sex shops and adult bookstores

1.6 Background

Council initiated the SEP program through a series of reports and resolutions between 2023 and 2025. In April 2024, Council resolved to work with the NSW Office of the 24-Hour Economy Commissioner and commence pre-consultation in Cronulla.

Early engagement

Early engagement was undertaken between 30 October and 29 November 2024 to understand community sentiment around the possibility of a SEP in Cronulla.

A total of 321 survey responses were received, alongside written submissions and direct engagement with community members.

Community feedback showed strong overall support for the SEP. Key priorities identified included:

- expanding diverse entertainment and cultural opportunities while maintaining local character,
- maintaining high standards of cleanliness, presentation and public domain management,
- strengthening safety and reducing anti-social behaviour through coordinated precinct management,

- improving public domain infrastructure, lighting and supporting amenities, and
- ensuring the precinct is safe, inclusive and accessible for all users.

Planning Proposal (PP) and Precinct Management Plan (PMP) engagement

Council undertook community engagement for the PP and PMP between 23 March and 28 April 2026.

A total of 194 survey responses were received with 54% happy or very happy with a SEP in Cronulla. Additionally, 61% of survey respondents support a 12-month trial.

Council also received 44 written submissions, the majority of which objected to the proposal, and one petition with 63 signatures.

Feedback received through the survey, submissions and petition identified the following key themes:

- support for increased live music, entertainment, vibrancy, and activation within Cronulla,
- opportunities to support local artists, businesses and employment
- providing more diversity and choice in entertainment,
- requests to amend elements of the Planning Proposal and Precinct Management Plan,
- potential impacts on residential amenity,
- capacity of supporting infrastructure,
- safety, security and anti-social behaviour, and
- requests to amend the SEP boundary.

Precinct Working Group (PWG)

Council established a PWG for the Cronulla SEP, comprising representatives from the local community, residents, businesses and venue operators, local musicians, and agencies such as NSW Police, Local Health District, Local Liquor Accord and Chamber of Commerce.

Through the PWG, Council tested stakeholder support for the key principles of the SEP and workshopped the proposed monitoring and evaluation framework for the 12-month trial. This provided an opportunity to understand the differing perspectives, ideas and concerns of stakeholders and inform the implementation of the SEP.

The PWG will continue to play an active role throughout the 12-month trial by providing feedback on the operation and effectiveness of the SEP. Feedback from the PWG will help inform Council's consideration of whether the SEP should continue beyond the trial period

2. Precinct Boundary

The Cronulla SEP covers the Cronulla town centre and beachside area, generally aligning with the E2 Commercial Centre zone and selected adjoining RE1 Public Recreation areas, as shown in **Figure 1**.

The boundary includes the main commercial, entertainment and public spaces that support Cronulla's day and night-time activity. This includes key destinations such as Cronulla Train Station, Dunningham Park, North Cronulla Surf Life Saving Club, Monro Park, Gunnamatta Pavilion, Cronulla Sailing Club, Cronulla RSL and Cronulla Pavilion.

It also includes businesses along key streets including Cronulla Street (Cronulla Mall), Kingsway, Gerrale Street, Surf Road and Ocean Grove Avenue.

A list of licensed venues within the SEP can be [found here](#).



Figure 1 - Cronulla Special Entertainment Precinct boundary

3. Policy and Regulatory Landscape

3.1 Legislative Framework

The Cronulla SEP is established under the NSW Government's Vibrancy Reforms, which introduced provisions into the *Local Government Act 1993* to support entertainment, cultural activity and the night-time economy.

To establish a SEP, Council must prepare:

- A Planning Proposal to amend the Local Environmental Plan (LEP); and
- A Precinct Management Plan (PMP) to regulate entertainment sound and trading hours within the precinct.

This PMP has been prepared having regard to the NSW Government's SEP Guidelines, Handbook and Acoustic Toolkit.

State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 (Codes SEPP)

The Codes SEPP provides streamlined approval pathways for low-impact development through exempt and complying development provisions.

In 2025, the NSW Government introduced reforms to support a more vibrant 24-hour economy. Relevant changes included expanded opportunities for temporary events and structures, additional live entertainment activities, temporary extended trading during Council-declared special events, and greater flexibility for outdoor dining.

These reforms operate alongside the SEP framework and provide additional opportunities for businesses, venues and event organisers to activate centres while maintaining appropriate regulatory controls.

3.2 Application of this Plan

This Plan regulates sound from entertainment activity generated by premises within the SEP. This sound is defined under Section 202A of the *Local Government Act* and includes sound coming from live or recorded music, activities such as karaoke, trivia, bingo and comedy, along with functions and the provision of food and drink services. It also covers the entry or exit of persons from premises on which the activities are being carried out, and staff announcements and sound caused by patrons.

This Plan applies only to entertainment sound generated by licensed and unlicensed premises within the SEP. It does not regulate non-entertainment noise, such as mechanical plant and ventilation, servicing and deliveries, construction activity or waste collection.

This Plan also designates operational trading hours (opening and closing times) for licensed and unlicensed premises within defined sound category areas, providing consistent local settings for the precinct. Liquor trading remains subject to the *Liquor Act 2007* and the trading

hours and conditions of the relevant liquor licence. Those businesses with a liquor licence that is more restrictive than the PMP hours should apply to L&GNSW to amend their licence conditions.

Businesses seeking the additional live music and performance incentives must apply to L&GNSW to be included on the live music and performance venue list and must meet the State's eligibility criteria. This includes accessing an additional one and two-hour trading bonus. [More information can be found here.](#)

Note: The live music and performance incentives relate to liquor licence trading hours only and do not alter the maximum operating hours permitted under this Plan.

3.3 Relationship to the Local Environmental Plan and Development Control Plan

The Cronulla SEP is established through an amendment to Sutherland Shire Local Environmental Plan (LEP) to map the precinct boundary. The Sutherland Shire LEP 2015 and Development Control Plan (DCP) 2015 provide the statutory and policy context within which the SEP will operate as part of Council's strategic land-use planning framework.

This Plan also guides development assessment by identifying matters that may be addressed through the DCP over time, including future-proofing commercial tenancies for entertainment uses and application of the balanced (place-based approach) and agent-of-change principle.

The balanced (place-based approach) ensures emitters are responsible for achieving the external sound criteria at sensitive receivers, while receiver developments are responsible for their facade design to mitigate noise ingress and achieve the internal sound criteria.

The agent-of-change principle applies to mixed-use buildings with entertainment and noise-sensitive receiver premises where there is an internal path for the entertainment sound to intrude into the receiver premises.

Sutherland Shire Development Control Plan 2015 – New Special Entertainment Precinct Chapter

The implementation of the SEP in Cronulla will be supported by a new chapter in the Sutherland Shire Development Control Plan 2015 (DCP).

The chapter will include controls to ensure the SEP's ongoing viability and maintain residential amenity. Proposed controls in the DCP chapter include:

- applying sound category areas and maximum sound levels to the Cronulla commercial centre, including for sensitive receivers and mixed-use developments,
- requiring noise attenuation for new and modified development. An 'agent of change' principle is applied wherein the party making the change is responsible for appropriate attenuation, and
- detailing when an acoustic report is required from an accredited acoustic specialist and what it needs to demonstrate.

Together, the LEP, DCP and this Plan provide the planning framework for the operation of the Cronulla SEP.

3.4 Relationship to Development Consents

A key feature of a Special Entertainment Precinct is the provision of consistent and predictable operating conditions for entertainment venues within the precinct.

Once the Planning Proposal and this Plan for the Cronulla SEP come into effect, the trading hours and entertainment sound criteria set out in this Plan apply to premises within the precinct.

To the extent of any inconsistency, the provisions of this Plan prevail over existing conditions of development consent, complying development certificates or other approvals that regulate trading hours or entertainment sound for premises within the SEP.

This includes conditions that limit entertainment noise levels or entertainment trading hours where those conditions conflict with the operating framework established by this Plan, including 'switching off' the following controls:

- LA10 sound criteria on liquor licence, and
- Development consent conditions that prohibit live entertainment, either wholly or in part.

However, this Plan does not override conditions or controls relating to non-entertainment noise, including mechanical plant, servicing, deliveries, waste collection or other operational activities that are not part of entertainment sound.

Liquor licence trading hours and liquor licence conditions continue to be administered by L&GNSW under the Liquor Act 2007. Entertainment-related noise from licensed premises remains regulated and enforced by L&GNSW, using the entertainment sound criteria established by this Plan. Entertainment-related sound from unlicensed venues continues to be regulated by Council.

Where a premises seeks to operate outside the trading hours specified in this Plan, a development application may be lodged with Council for assessment.

3.5 Alignment with Council Strategic Documents

The SEP aligns with Council's integrated planning and reporting framework, and other strategies and policies. The Community Strategic Plan 2035 and the Delivery Program and Operational Plan 2025-26 prioritise vibrant, safe and accessible town centres.

In addition, Council strategies provide policy support for live music, cultural participation and improved safety measures (for example, lighting, CCTV and wayfinding).

A future Cronulla Place Plan will investigate opportunities for place-based and public domain improvements that support activation and management of the precinct.

Relevant plans and strategies include:

- Delivery Program and Operational Plan (DPOP) 2025–2029,
- Community Strategic Plan (Towards 2035),
- Cultural Strategy 2022–2032,
- Economic Strategy 2018,
- Public Domain Strategy & Implementation Plan 2023,
- Safer Communities Strategy 2022–2032,
- Property Strategy 2022–2032,
- Community Engagement Strategy 2022–2026, and
- Events & Activation Plan 2026–2030
- Libraries Strategy 2022–2032.

4. Trading Hours

The Cronulla Special Entertainment Precinct (SEP) establishes consistent trading hours for eligible licensed and unlicensed premises. Businesses may operate within the hours specified in **Table 1** without requiring further approval from Council.

For licensed premises, the sale and supply of liquor remain subject to the *Liquor Act 2007* and the trading hours and conditions of the relevant liquor licence.

Table 1 - Maximum Trading Hours

	Indoor	Outdoor
Weekday (Sunday to Thursday)	6am – 12:00 midnight	6am – 11pm
Weekend (Friday, Saturday and the day before a public holiday)	6am – 2am (next day)	6am – 11pm

Note: Outdoor trading hours apply to outdoor areas on both public and private land including, but not limited to, footpath dining areas, courtyards, balconies, colonnades, rooftops and beer gardens.

All businesses within the SEP may trade within the hours specified in **Table 1** and as shown on the maps in **Figure 2**, except:

- restricted premises (as defined in the Sutherland Shire LEP 2015),
- sex services premises (as defined in the Sutherland Shire LEP 2015),
- premises hosting adult entertainment (e.g. strip clubs), and
- premises hosting any activity of a similar nature to those listed above.

The maximum trading hours listed in **Table 1**:

- do not affect businesses with existing approvals to trade later than these hours (where those approvals are otherwise lawful and remain in force),
- do not prevent a premises from applying to Council to trade outside these hours through a development application, and
- do not override liquor licence trading hours and conditions, which remain regulated by Liquor & Gaming NSW (L&GNSW).

5. Sound Management Framework

5.1 Objectives and principles

This chapter applies to entertainment sound (for example live music, DJs and amplified performances and associated audience response) generated by licensed and unlicensed premises within the SEP.

This chapter does not apply to non-entertainment sound such as mechanical plant, servicing/deliveries, construction or waste collection. Those noise sources remain regulated under other laws and approvals.

The objectives include:

- to support a lively night-time economy with predictable, enforceable rules,
- to implement different sound category areas to balance differing land uses,
- to apply a balanced (place-based) approach to ensure emitters are responsible for achieving the external sound criteria at sensitive receivers, while receiver developments are responsible for their facade design to mitigate noise ingress and achieve the internal sound criteria,
- to apply the agent-of-change principle for mixed-use buildings with entertainment and noise-sensitive receiver premises,
- to keep controls proportionate and simple to implement and verify,
- to encourage continual improvement through targeted adjustments if evidence shows it's needed, and
- to ensure there is no disadvantage or restriction to the sound conditions of existing businesses in the SEP.

5.2 Summary of approach to sound criteria developed for this SEP

The sound framework for the Cronulla SEP has been developed through a staged technical process led by suitably qualified acoustic consultants, including:

- environmental noise monitoring (attended and unattended) across the precinct,
- considering existing and approved land uses,
- identification of key noise sources and street activity patterns,
- definition of Sound Category Areas (SCAs) and development of:
 - external criteria for entertainment sound from businesses (indoor and outdoor), and
 - internal criteria for sensitive receivers (where relevant).

Council has also drawn on the Office of the 24-Hour Economy Commissioner's SEP Guidelines and Acoustic Toolkit to ensure the criteria are place-specific, practical for operators and transparent for the community.

The fixed sound criteria for sound coming from entertainment venues within SEPs has been informed by the following key factors:

- The current ambient noise levels and activation of the proposed SEP area, and the positive contribution that entertainment venues provide to the vibrancy of the neighbourhood and community.
- The existing and intended future uses of the precinct to set noise emission requirements that are consistent with the safeguarding of ongoing entertainment venue activities in the SEP and enabling the future uses that are envisaged within the precinct.
- Balancing the activation of the proposed SEP with reasonable amenity expectations of sensitive receivers (such as residential premises) within and surrounding the SEP area.
- Providing greater consistency and certainty for businesses, residents and compliance officers regarding allowable sound emission and amenity expectations.
- Providing opportunities to allow reasonable growth in sustainable entertainment-related activity, while at the same time minimising the potential for cumulative noise impacts.

The Cronulla SEP uses a balanced (place-based) approach for the sound management framework, which provides the following benefits over the current polluter pays model:

- The balanced (place-based) approach enables change for entertainment use and future-proofs the precinct by establishing fixed criteria that are based on the future intent for the area, rather than an allowance above existing background noise levels.
- Provides more certainty for receivers as the fixed criteria relates to the cumulative level of entertainment sound, whereas the LA10 Condition does not address cumulative impacts and could potentially give rise to progressive noise increases.
- Provides more certainty and ease of implementation for emitters as they would be responsible for achieving compliance with the fixed criteria and would not need to modify their development operations in response to changes to their surrounding environment (e.g. new encroaching receivers and changes to ambient background levels).

In general, the balanced (place-based) approach places responsibility on emitters to achieving the external sound criteria at sensitive receivers, while receiver developments are responsible for their facade design to mitigate noise ingress and achieve the internal sound criteria. The internal sound criteria adopted in the Cronulla SEP are based on the recommendations in Table 4 of the Acoustic Toolkit which, in turn, have been derived by reference to various international and Australian standards.

The agent-of-change principle applies to mixed-use buildings with entertainment and noise-sensitive receiver premises where there is an internal path for the entertainment sound to intrude into the receiver premises.

Examples of how the agent-of-change framework would apply to mixed-use building is as follows:

- New entertainment premises moving into a mixed-use building, or an existing entertainment premises in a mixed-use building that is seeking to intensify operations, are to provide appropriate building upgrades where required (e.g. upgrades to intertenancy walls, ceilings, etc.) so that the cumulative entertainment sound from the premises (i.e. intrusion of entertainment sound through the external facade and the internal transmission of entertainment sound through the building structure) complies with the sound criteria set out in Table 4 of the PMP.

- For mixed-use buildings where there are new noise-sensitive receivers adjacent to existing entertainment venues (e.g. fit out of a commercial tenancy for a more noise-sensitive education / health service facility), then the new receiver would be responsible for building upgrades to mitigate the intrusion of entertainment sound into their premises.

5.3 External Sound Category Areas (SCAs)

Sound Category Areas (SCAs) set the permissible external entertainment sound level by location and time period. SCAs are mapped for weekday and weekend periods in **Appendix A**.

SCAs reflect the desired activation and typical background conditions in different parts of the precinct:

- Higher activation areas (SCA 2.5, 3, 3.5, 4): key hospitality streets and nodes with higher late-night activity and greater traffic/pedestrian masking.
- Medium activation areas (SCA 4.5): transitional blocks with some evening/weekend activity.
- Lower activation areas (SCA 5, 6): quieter edges and side streets with limited night-time activity.

Transitions are managed by stepping criteria down across short distances to avoid abrupt changes and reflect actual street activity. **Table 2** below provides information around external sound levels that apply within the relevant sound category areas.

Table 2 - External sound category levels (Leq, 15min)

Sound Category ID	Day/Evening (7am to 10pm)				Early Night (10pm to Midnight)				Late Night (Midnight to 7am)			
	Overall db(A)	Octave Hz (dBZ)	band		Overall db(A)	Octave Hz (dBZ)	band		Overall db(A)	Octave Hz (dBZ)	band	
		31.5	63	125		31.5	63	125		31.5	63	125
SCA 2.5	70	74	73	71	70	74	73	71	65	69	68	66
SCA 3	65	69	68	66	65	69	68	66	60	64	63	61
SCA 3.5	65	69	68	66	60	64	63	61	55	59	58	56
SCA 4	60	64	63	61	60	64	63	61	50	59	58	56
SCA 4.5	60	64	63	61	55	59	58	56	50	59	58	56
SCA 5	55	59	58	56	55	59	55	51	50	54	50	46
SCA 6	50	54	50	46	45	54	50	46	40	54	50	46

Table 3 - External Sound category levels (Leq, 15min) - simplified version

Sound Category ID	Day/Evening (7am to 10pm)	Early Night (10pm to Midnight)	Late Night (Midnight to 7am)
	Overall db(A)		
SCA 2.5	70	70	65
SCA 3	65	65	60
SCA 3.5	65	60	55
SCA 4	60	60	50
SCA 4.5	60	55	50
SCA 5	55	55	50
SCA 6	50	45	40

Note: How to use the map and tables:

- Identify the sensitive receiver property on the SCA map (weekday/weekend) available at **Appendix A**.
- Read the applicable SCA code that applies to the frontage of that property (see definition for Sensitive Receiver Frontage in Glossary of terms)
- Comply with the corresponding external entertainment-sound criteria for that SCA code and time window as shown in **Table 2**.
- The sound limits in **Table 2** above apply at the front boundary of the receiver property.
- For new entertainment venues being developed in the SEP, we recommend that the noise generated from any individual venue must not exceed 3dB below the cumulative noise limits presented in **Table 2** unless it can be demonstrated that there are no existing venues or the potential for future venues in the vicinity that may also generate noise.
- Internal sound criteria at receiver premises are to be achieved with windows and doors closed.
- The derivation of sound criteria inside receiver premises is based upon the internal sound criteria recommendations in **Table 4** of the Acoustic Toolkit which in turn, references various international standards, criteria and literature.

5.4 Sensitive Receivers and mixed-use development (existing)

Sensitive receivers within the SEP include:

- residential accommodation (excluding hotels and hostels),
- education facilities including early childhood and childcare facilities,
- place of public worship,
- health services facility,
- tourist and visitor accommodation (including hostels), and
- commercial premises (excluding retail premises, but including offices as part of industrial premises).

Many existing buildings within the SEP already incorporate façade treatments and other design measures to manage noise from traffic and urban activities. Businesses operating

within the SEP must comply with the relevant external sound criteria, as measured at the frontage of the sensitive receiver, in accordance with **Table 2**.

The preparation of the PMP and supporting Acoustic Report identified that the presence of existing sensitive receivers does not preclude the establishment or operation of the SEP. The SEP does not create a requirement for existing development to be retrospectively upgraded or retrofitted with additional acoustic insulation.

To inform the development of the Sound Category Areas, Council's Acoustic consultant reviewed acoustic assessments prepared for existing and recently approved sensitive receiver developments within the precinct. This review assisted in understanding the potential noise environment within the SEP and confirmed that the proposed Sound Category Areas are appropriate having regard to the existing and approved built form within the precinct.

5.5 Sensitive Receivers and mixed-use development (new)

All new residential, hotel and other sensitive uses within or adjacent to the SEP must be designed to meet internal entertainment-noise targets. This includes the following acoustic requirements (design targets):

- Achieve internal LAeq,15min entertainment-noise targets in living and sleeping areas appropriate to the building use and time window (refer to **Table 4**).
- Provide construction specifications for glazing and frames (refer to **Table 5**), walls, roof, penetrations and flanking paths; detail junctions to entertainment or commercial tenancies in mixed-use stacks.
- Demonstrate compliance via an acoustic report that selects façade/roof/ventilation systems to achieve targets against the mapped SCA at the worst-case elevation.

Table 4 - Internal sound criteria (sensitive receivers) - cumulative entertainment noise level, Leq(15min)

Receiver	Period*	Overall dB(A)	Octave band Hz (dBZ)		
			31.5	63	125
Residential accommodation (excluding hotels and hostels) – habitable rooms** excluding bedrooms	Day / evening	35	59	62	46
	Early night	35	59	62	46
	Late night	35	59	62	46
Residential accommodation (excluding hotels and hostels) – bedrooms	Day / evening	35	59	52	46
	Early night	35	59	52	46
	Late night	30	54	47	41
Education facilities including early childhood and childcare facilities	When in use	30	54	47	41
Place of public worship	When in use	38	62	55	49
Health services facility	Day / evening	40	64	57	51
	Night (wards only)	35	59	52	46
Tourist and visitor accommodation (including hostels)	Day / evening (bedrooms)	38	62	55	49
	Night (bedrooms)	33	57	50	44
Commercial premises (excluding retail premises, but including offices as part of industrial premises)	7am – 6pm on weekdays	40	64	57	51

*Day / evening is 7:00am – 10:00pm, Early night is 10:00pm – midnight, Late night is midnight – 7:00am. Internal criteria apply to entertainment sound only (i.e. patrons and music)

**Habitable room is defined as a room used for normal domestic activities which:

- Includes bedrooms, living rooms, lounge rooms, television rooms, kitchens, dining rooms, studies, family rooms, sunrooms, etc.
- Excludes bathrooms, laundries, pantries, walk-in wardrobes, hallways, foyers, garages, storage sheds, and other spaces that are neither occupied frequently nor for extended periods of time.

Note: The contribution of entertainment noise from a venue being transmitted through the building is to achieve sound levels 5dB below the internal noise criteria set out in Table 4 to minimise the risk of the cumulative entertainment noise (transmitted through an internal path and facade break-in from the external environment which may include multiple businesses) exceeding the internal noise criteria.

Table 5 - Indicative facade glazing requirements for new and modified development

Sound Category ID	Indicative façade glazing requirement to achieve internal sound levels		
SCA 2.5	Openable single glazing: 12.5mm VLAM Hush laminated glass, full perimeter acoustic seals	Openable double glazing: 8mm monolithic glass, 16mm airgap, 10.5mm VLAM Hush laminated glass, full perimeter acoustic seals	Openable double glazing with wide airgap: 6mm monolithic glass, 100mm airgap, 4mm monolithic glass, full perimeter acoustic seals
SCA 3 / 3.5	Openable 10.38mm laminated glass with full perimeter acoustic seals		
SCA 4 / 4.5	Openable 8.38mm laminated glass with full perimeter acoustic seals		
SCA 5	Openable 6.38mm laminated glass with full perimeter acoustic seals		
SCA 6	Openable 4mm monolithic glass with standard weather seals		

6. Compliance Procedures & Good Neighbour Guidance

The success of the Special Entertainment Precinct relies on businesses, residents, visitors and regulatory authorities working together to create a vibrant, safe and respectful environment. In many cases, issues can be resolved quickly and effectively by communicating directly with the affected party.

This chapter outlines the roles and responsibilities of businesses, the community and regulatory authorities. It explains the mandatory requirements that apply within the SEP, the Good Neighbour Guidance that supports positive relationships between stakeholders, and the processes for managing complaints and compliance matters.

The guidance is intended to provide clarity for businesses, residents and visitors on how entertainment activity, trading hours and compliance matters will be managed within the SEP.

Living in a vibrant centre such as Cronulla means some level of activity and sound can be expected. However, entertainment activity must operate within the limits established by this Plan to ensure impacts on nearby residents and other sensitive receivers remain reasonable. The SEP framework seeks to balance the benefits of activation and entertainment with the protection of residential amenity.

6.1 Good Neighbour Guidance

To ensure the ongoing viability of the SEP, the community, businesses, and regulatory authorities will need to work together to manage their individual roles in applying the Good Neighbour Guidance.

For businesses, they should work with the community to respond to complaints if received and comply with the relevant sound controls and trading hours as identified in the Plan.

For the community, they are expected to understand their responsibilities in lodging complaints through providing relevant information and submitting to the responsible authority.

The sections below provide practical guidance for businesses and the community to ensure the ongoing viability of the SEP.

Businesses inside the SEP must:

- Operate within the trading hours and external sound criteria set by this Plan.
- Where located within a mixed-use development, ensure any new or modified venue complies with the applicable internal sound criteria established by this Plan.
- Maintain an up-to-date Plan of Management.

The community should:

- In the event of lodging a complaint, ensure it is directed to the appropriate venue, regulator or responsible authority.

- Provide sufficient information to enable the complaint to be investigated and responded to appropriately.

Businesses inside the SEP are strongly encouraged to:

- Introduce the venue to nearby residents and businesses, share operating hours and a contact number and notify of one-off events with unusual characteristics (for example earlier sound checks).
- Keep doors and windows closed during amplified entertainment, use lobbies and air locks where possible, position sub-woofers away from shared walls and avoid late-night bottle disposal or noisy servicing.
- Keep queues off residential properties, use wayfinding to transport, coordinate taxi and rideshare pick-up points and actively manage close-down to reduce late-night peaks.
- Keep a log of complaints, the investigation and outcome; report back to the complainant on what has changed.

The community can expect:

- Clear information on trading hours and what the SEP covers.
- A timely acknowledgement and response from the venue or relevant regulator when an issue is raised.
- Proportionate enforcement where there are substantiated breaches.

Note: Impacts associated with licensing and extended trading, such as Responsible Service of Alcohol, crowd control, queueing, safety, security, CCTV, and other operational controls, will continue to be addressed as appropriate in liquor licence conditions, Liquor Plans of Management, development consent Plans of Management, or development consent conditions.

6.2 Regulatory Responsibilities and Complaint Pathways

Compliance and complaints management within the SEP operate through a coordinated regulatory framework involving Sutherland Shire Council, Liquor & Gaming NSW (L&GNSW) and NSW Police.

Council is responsible for investigating planning compliance matters and certain noise complaints. Under the Protection of the Environment Operations Act 1997 (POEO Act), Council regulates offensive noise from fixed sources on residential and commercial premises. This excludes entertainment sound from premises operating under a liquor licence or an environment protection licence. The POEO Act continues to apply to non-entertainment sound and activities outside the scope of this Plan.

Liquor & Gaming NSW is responsible for regulating entertainment noise and liquor licence compliance for licensed venues in accordance with the Liquor Act 2007.

NSW Police are responsible for public safety, anti-social behaviour and other law enforcement matters.

Table 6 provides guidance on the appropriate authority to contact for different types of complaints and issues. Where appropriate, community members are encouraged to raise concerns directly with the venue in the first instance. However, complaints may also be lodged directly with the relevant authority.

Table 6 - Contacts

Entertainment-related sound from licensed premises	
Breach of liquor licence trading hours	
- Complaints regarding entertainment sound from licensed venues are managed in accordance with the <i>Liquor Act 2007</i> - The L&GNSW website has online guidance for solving noise problems with venues and what type of assistance or enforcement action L&GNSW can undertake. If you have tried to resolve the issue directly with the venue where appropriate, or you do not feel comfortable approaching the venue, you can call L&GNSW or make an online complaint. You will be asked to provide: - Your name. - The name of the licensed venue. - The nature of the incident including date, time, frequency and duration. - The name of the venue operator or staff member if you spoke to them about the incident. - Any evidence or supporting material (video or audio files). There are two types of L&GNSW complaints, and you can use the online forms linked below to make the complaint: - Noise complaint: general concerns about the level of noise emanating from a licensed venue and may be resolved in a timely and informal manner, through education, support and remedial engagement in the first instance - Statutory disturbance complaint: formal complaint under Section 79B of the Liquor Act 2007. In a SEP, a statutory disturbance complaint will only be upheld if there is enough evidence to establish that the venue failed to follow the sound criteria set out in the PMP, and the disturbance of the neighbourhood was 'unreasonable'. For example, this may include acoustic testing which indicates the levels of sound from a venue is exceeding the limits set by Council.	Liquor & Gaming NSW (L&GNSW) 1300 024 720 or Contact us at Liquor & Gaming NSW NSW Government
Entertainment sound from unlicensed premises	
Live music in an unlicensed venue Consider the following questions as a guide when lodging a complaint with Council:	Sutherland Shire Council (02) 9710 0333

• Is the noise loud in an absolute sense? Is it loud relative to other noise in the area? • Does the noise include characteristics that make it particularly irritating? • Does the noise occur at times when people expect to enjoy peace and quiet? • Is the noise atypical for the area? • Does the noise occur often? • Are a number of people affected by the noise? If the majority of the answers to the above questions are yes, then contact Council and include the time, date and duration of the noise, the type and sound of the noise, the likely noise source and your contact details. <i>Note: Council will refer complaints regarding noise from entertainment activity from licensed venues to L&GNSW for consideration</i>	During business hours: 8:00am – 4:30pm OR Lodge a noise issue online
Non-entertainment noise / General non-compliance	
Breach of development consent from licensed and unlicensed premises	
• Non-entertainment noise (including venue egress, patron dispersal, mechanical plant, servicing, waste collection) • Planning compliance and trading hour breaches	Sutherland Shire Council (02) 9710 0333 During business hours: 8:00am – 4:30pm OR Report an issue online
Immediate or serious disturbances	
• Offensive noise • Public safety issues • Non-entertainment incidents • Anti-social behaviour Police hold the ability to issue improvement notices in immediate response <i>Note: NSW Police will refer complaints regarding noise from entertainment activity from licensed venues to L&GNSW for consideration</i>	NSW Police Police Assistance Line – 131 444 Sutherland Police Station – (02) 9542 0899
Emergency	
Immediate risk or serious incident	Triple Zero (000)

7. Ongoing Engagement and Monitoring Guidance

Council will maintain an ongoing program of engagement, communication and monitoring throughout the establishment and trial of the SEP.

This chapter outlines Council's approach to stakeholder engagement, ongoing feedback mechanisms, and monitoring and evaluation processes that support continuous improvement of the SEP and this Plan.

7.1 Stakeholder and community engagement strategy for the SEP

Council established a Precinct Working Group (PWG) to support the implementation and monitoring of the SEP.

The PWG is providing a forum for collaboration and information sharing between Council, local businesses, residents and key stakeholders. The group has provided operational insights and feedback to assist Council in monitoring the effectiveness of the SEP and identifying opportunities for improvement through previous meetings. The PWG will continue to meet quarterly during the 12-month trial to provide ongoing feedback.

Membership may include representatives from:

- Sutherland Shire Council,
- Sutherland Shire Local Police Area Command,
- Liquor Accord representatives
- Cronulla Chamber of Commerce and local business representatives,
- Local residents and community,
- Local artists and musicians, and
- South-eastern Sydney Local Health District

The PWG will meet quarterly during the trial period to discuss issues relating to precinct operations, safety, amenity and community feedback.

7.2 Monitoring and Evaluation Framework

Council will undertake ongoing monitoring and evaluation of the SEP throughout the trial period to assess its effectiveness, identify any emerging issues, and inform future decision-making.

Monitoring activities will include:

- Community and business sentiment surveys at the six-month and twelve-month stages of the trial to understand perceptions, business viability and stakeholder feedback.
- Noise monitoring at two separate stages during the trial period.

- Review of expenditure and visitation data within the Cronulla SEP.
- Review of complaint and compliance data relating to noise, trading hours and anti-social behaviour, including information available from Council, NSW Police and Liquor & Gaming NSW.
- Business surveys to assess the economic performance of the SEP, including:
 - Footfall (quarterly)
 - Business turnover (6-month/12-month stages of the trial)
 - Number of staff/number of hours worked (end-of-trial)
- Collaboration with relevant State Government agencies to obtain data relating to the capacity and use of supporting infrastructure:
 - Opal data – tap-on/tap-off after 6pm, NightRide usage (TfNSW)
 - Taxi and rideshare usage
 - Changes in liquor licence applications (L&GNSW)
 - Monitoring of entertainment noise matters administered for licensed venues (L&GNSW)

The monitoring and evaluation program will be undertaken throughout the trial period and will continue to be refined in consultation with the Precinct Working Group.

Findings from the monitoring and evaluation program will be reported to Council and used to inform consideration of the ongoing operation of the SEP and any future amendments to this Plan.

7.3 General Feedback on SEP

Contact council at ssc@ssc.nsw.gov.au or call 02 9710 0333 if you have any general feedback on the Cronulla SEP.

8. SEP Amendments, Exclusion, Suspension and Revocation

Council may consider suspending or revoking the SEP where evidence indicates that the precinct is not operating safely, lawfully or in the public interest, or where the SEP is not achieving the objectives of this Plan.

This chapter outlines indicative thresholds and a transparent process for the suspension, reinstatement or revocation of the SEP in accordance with the NSW SEP Guidelines.

8.1 Indicative thresholds that may trigger escalation

Council will use multiple data sources (complaints and compliance results, acoustic monitoring, Police, venue data, and community and stakeholder feedback) to judge the SEP's performance.

Council may initiate a show-cause assessment for suspension of the SEP if one or more of the following indicative triggers are met over a rolling 3–6-month period:

- Sound compliance: repeated substantiated exceedances of the external sound criteria or failure to implement agreed attenuation/operational measures across multiple businesses or nights.
- Public safety/amenity: a material increase in verified, SEP-related amenity complaints or police-attended incidents.
- Participation and viability: insufficient precinct participation (e.g., very low take-up of incentives/operating privileges), undermining the precinct model's intended economic/cultural effects as anticipated by Council.

While a SEP is in force, this Plan's fixed sound criteria replace sound limits for entertainment activity previously outlined in development approvals and liquor licences.

If resolved, Council will need to lodge another planning proposal to amend the LEP to revoke the SEP.

8.2 Process to suspend (and reinstate) the SEP

The following process will be followed where suspension of the SEP is being considered:

1. **Assessment** – Council reviews evidence from complaints, compliance and monitoring to determine whether suspension may be required.
2. **Show-cause and remedial actions** – Council issues a notice to stakeholders outlining concerns and required actions, with a timeframe to respond and implement improvements.
3. **Consultation** – Council seeks feedback from businesses, residents and relevant agencies through established engagement channels.

4. **Council decision** – Council considers a report and determines whether to suspend all or part of the SEP, including the scope and duration. During any suspension, standard development consent and liquor licence controls apply.
5. **Notification** – Council communicates the decision to stakeholders, updates its website and notifies relevant agencies.
6. **Reinstatement** – Council may reinstate the SEP where issues have been addressed and monitoring shows sustained improvement.

8.3 Revoking a SEP

Revocation of the Special Entertainment Precinct (SEP) will be considered where:

- serious and ongoing public safety or amenity impacts persist despite one or more periods of suspension,
- there is demonstrated systemic non-compliance with the external/internal sound criteria, and
- the precinct no longer delivers a clear public benefit or maintains viable participation from businesses and stakeholders.

Process for revocation

The following steps will be undertaken to revoke an SEP:

1. **Notice of intent** – Council will issue a notice of intent to revoke the SEP, supported by an evidence-based summary, and provide an opportunity for submissions within a specified period.
2. **Stakeholder and community consultation** – Submissions will be sought from stakeholders and the community through established engagement channels.
3. **Council consideration** – A report will be prepared for Council outlining the outcomes of consultation and a recommendation on whether to proceed with revocation.
4. **Statutory amendments** – If endorsed, Council will undertake the necessary statutory amendments to remove SEP provisions and mapping from the relevant planning framework. The precinct will revert to standard regulatory settings for trading hours and noise management, as applicable outside an active SEP, including relevant development consent and liquor licensing controls.

8.4 Excluding a venue

As a last resort, a venue can be excluded from the SEP if it is subject to ongoing and substantiated non compliances with this PMP, or if there is a significant number of concerns related to mismanagement and anti-social behaviour attributed to the venue's operation.

To exclude or add a venue from the SEP, Council must resolve to remove the venue from the SEP boundary and request an amendment to the *Sutherland Shire Local Environmental Plan 2015* under section 3.22 of the *Environmental Planning & Assessment Act 1979*.

9. Glossary of Terms

Acoustic Consultant

A suitably qualified professional engaged to measure/model entertainment sound and advise on compliance and mitigation.

Agent-of-Change

The party introducing a new or intensified use is responsible for mitigating impacts (businesses manage sound at source; new receivers design-in attenuation).

Complaint

A report about an issue covered by this Plan. Pathways differ for entertainment-related noise (to L&GNSW) and other matters (to Council).

Compliance Framework

Council's staged approach: education/advice, warnings, notices/directions, penalties and coordinated responses; may inform suspension/revocation considerations.

Development Application (DA)

A request for development consent under the planning system. This Plan does not grant consent; it provides the operating framework for assessment.

Entertainment-related Sound

Entertainment sound from a licensed premises. Regulated and enforced by Liquor & Gaming NSW.

Entertainment Activity

Has the same meaning as "entertainment activity" under [section 202A of the Local Government Act 1993](#).

Entertainment Use

A land use that generates entertainment sound, such as a pub, small bar, club, restaurant with live music, theatre, cinema or function space.

Good Neighbour Notice

A simple contact and information sheet displayed at the venue and online, outlining hours, entertainment types and how to get in touch.

LEP/DCP/Codes SEPP

Local Environmental Plan and Development Control Plan guide permissibility and design; the State's Exempt and Complying Development Codes SEPP provides alternative pathways for minor works.

Limiter

A calibrated device in the venue's sound system that caps output to agreed levels consistent with the external sound criteria.

Low-frequency Management

Control of bass energy (typically 31.5–125 Hz) via system tuning, sub-woofer placement, limiters and architectural treatments.

Monitoring and Evaluation

The SEP's measurement program (surveys, complaints data, acoustic monitoring, stakeholder inputs) with mid-trial and end-of-trial reporting.

Non-entertainment Sound

Sound not caused by "entertainment activity" (for example mechanical plant, servicing/deliveries, construction, waste collection). Administered by Council and other laws.

Operational Trading Hours

Opening and closing times set by this Plan for venues businesses in the SEP. Separate from liquor licence trading hours (regulated by Liquor & Gaming NSW).

Outdoor Amplified Area

Any outdoor space (for example courtyard, deck, rooftop) where amplified entertainment occurs; subject to specific hours, capacities and management plans.

Pick-up/Drop-off (PUDO)

Designated taxi and rideshare locations that support safe late-night dispersal, aligned with wayfinding and lighting.

Plan of Management (PoM)

A venue's operational document explaining how entertainment will be run and controlled (programming, door/queue, security, dispersal, complaints).

Precinct Management Plan (PMP)

This document. It sets trading hours, the sound framework (Venue and Receiver criteria) and the complaints/compliance procedures for the SEP.

Premises

Has the same meaning as in the *Local Government Act 1993* and means any of the following:

- a building of any description or any part of it and the appurtenances to it
- land, whether built on or not,
- a shed or other structure,
- a tent,
- a swimming pool
- a ship or vessel of any description (including a houseboat)
- a van.

Purple Flag

An optional accreditation recognising centres that excel in night-time safety, management and experience.

Receiver Sound Criteria

Maximum entertainment-sound levels permitted at a Sensitive Receiver; informs attenuation for new/modified receivers.

Sensitive Receiver

A place where higher acoustic amenity is expected, including dwellings, hotels/motels, serviced apartments, hospitals, aged-care and, where relevant, schools or places of worship during use.

Sound

Sound generated for the primary purpose of “entertainment activity” at a premises.

Sensitive Receiver frontage

Either the lot boundary (or 1.5m above the floor level at facade windows / balconies of a multi-storey receiver building).

Sound Category Area (SCA)

A mapped sub-area within the SEP reflecting place character and sensitivity (for example core streets vs edges) to which distinct criteria apply.

Sound Category Area Level

The applicable entertainment-sound limit for businesses within an SCA for a given time period and day type, used to assess compliance.

Sound Measurement

All assessments use Class 1 instrumentation and A-weighted equivalent continuous sound level, LAeq,15min, with supplementary low-frequency octave-band checks at 31.5, 63 and 125 Hz where relevant.

Special Entertainment Precinct (SEP)

A mapped area established under State legislation where Council sets local operating hours and regulates entertainment sound through this Plan.

Unlicensed Venue

A premises conducting entertainment activity without a liquor licence. Entertainment-sound complaints for these venues are administered by Council.

Venue

A premises inside the SEP that hosts entertainment activity (licensed or unlicensed).

Appendix A – Sound Category Maps

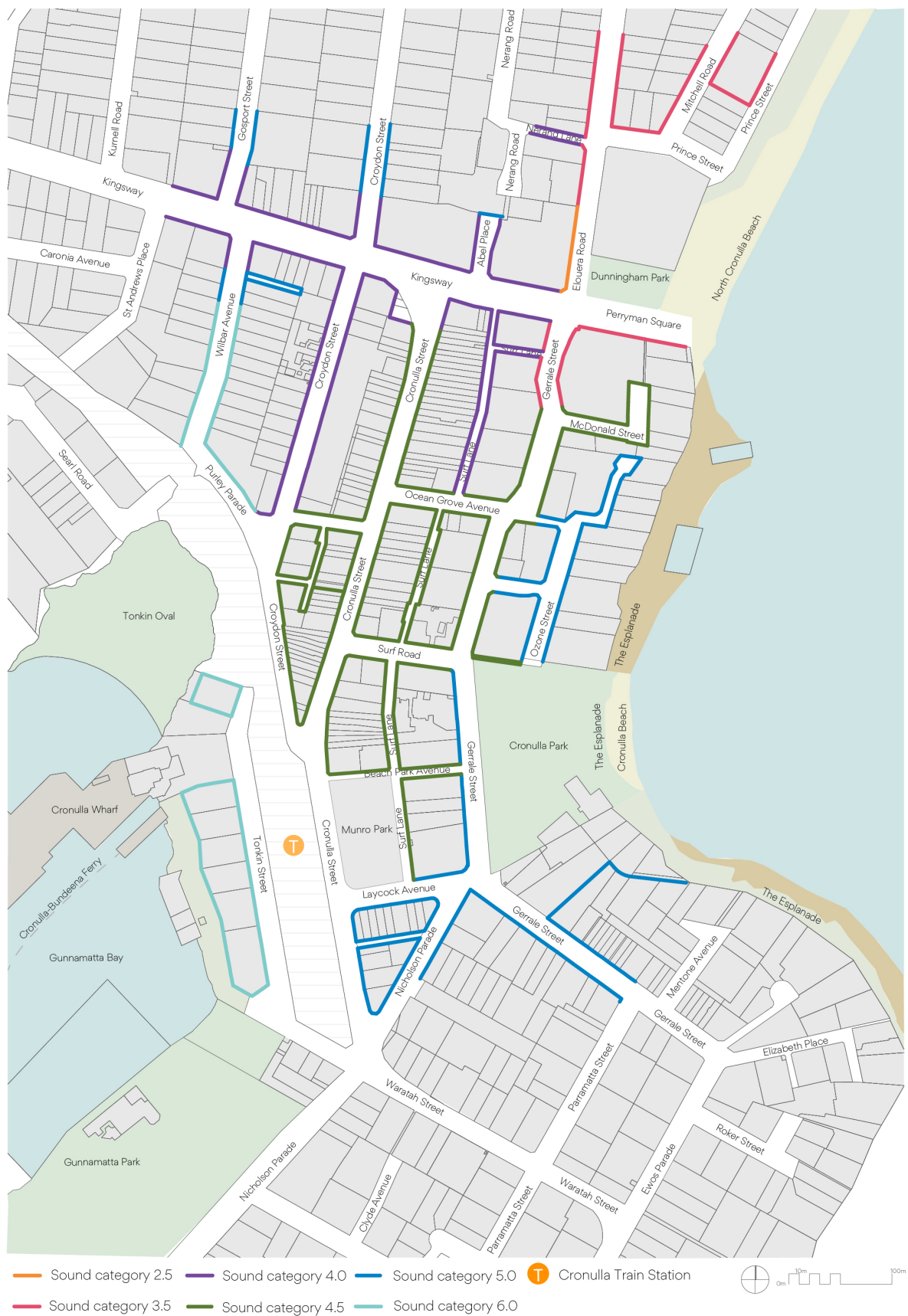


Figure 3 - Weekday Sound Categories (Sunday 10pm to Friday 6pm)

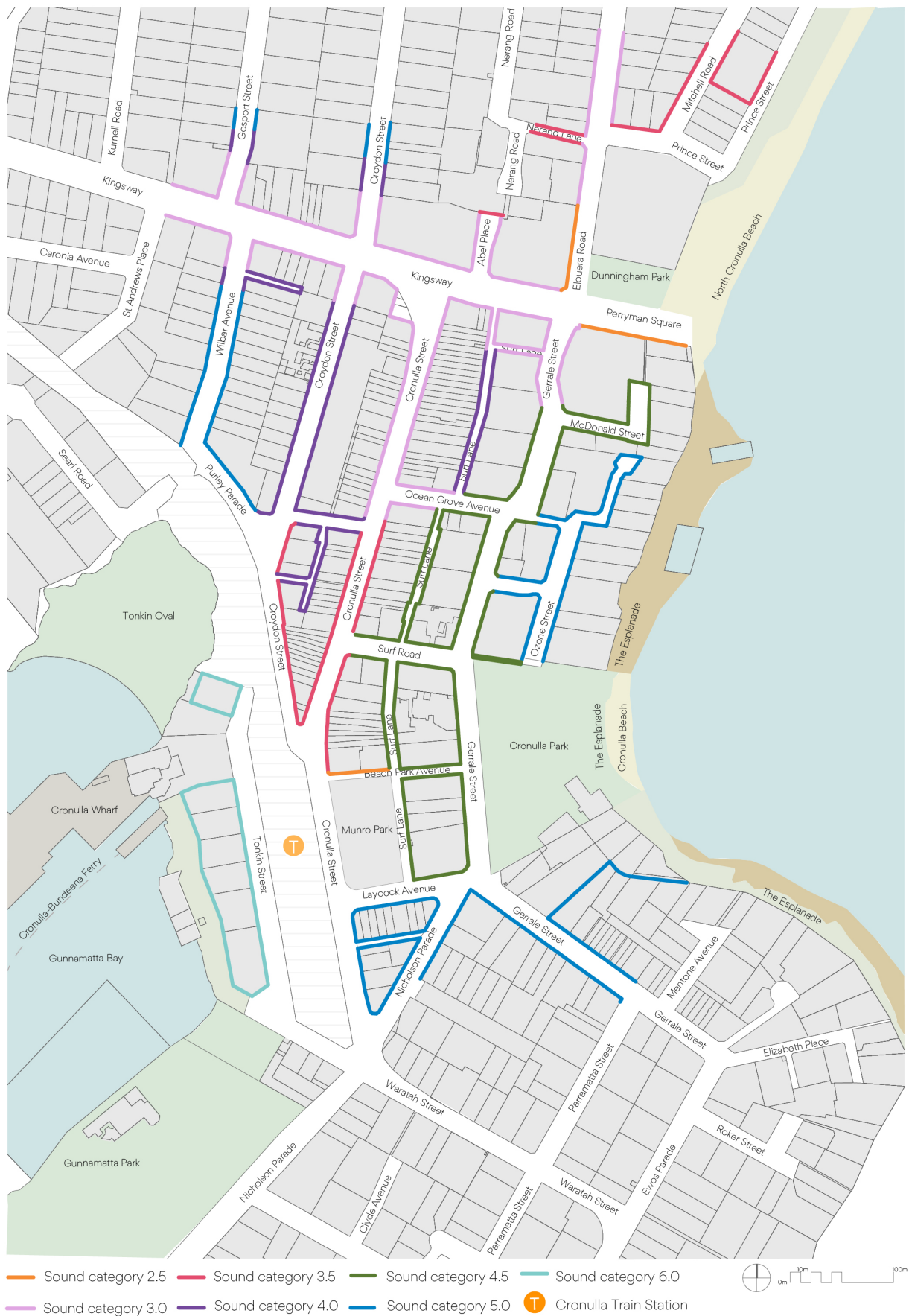
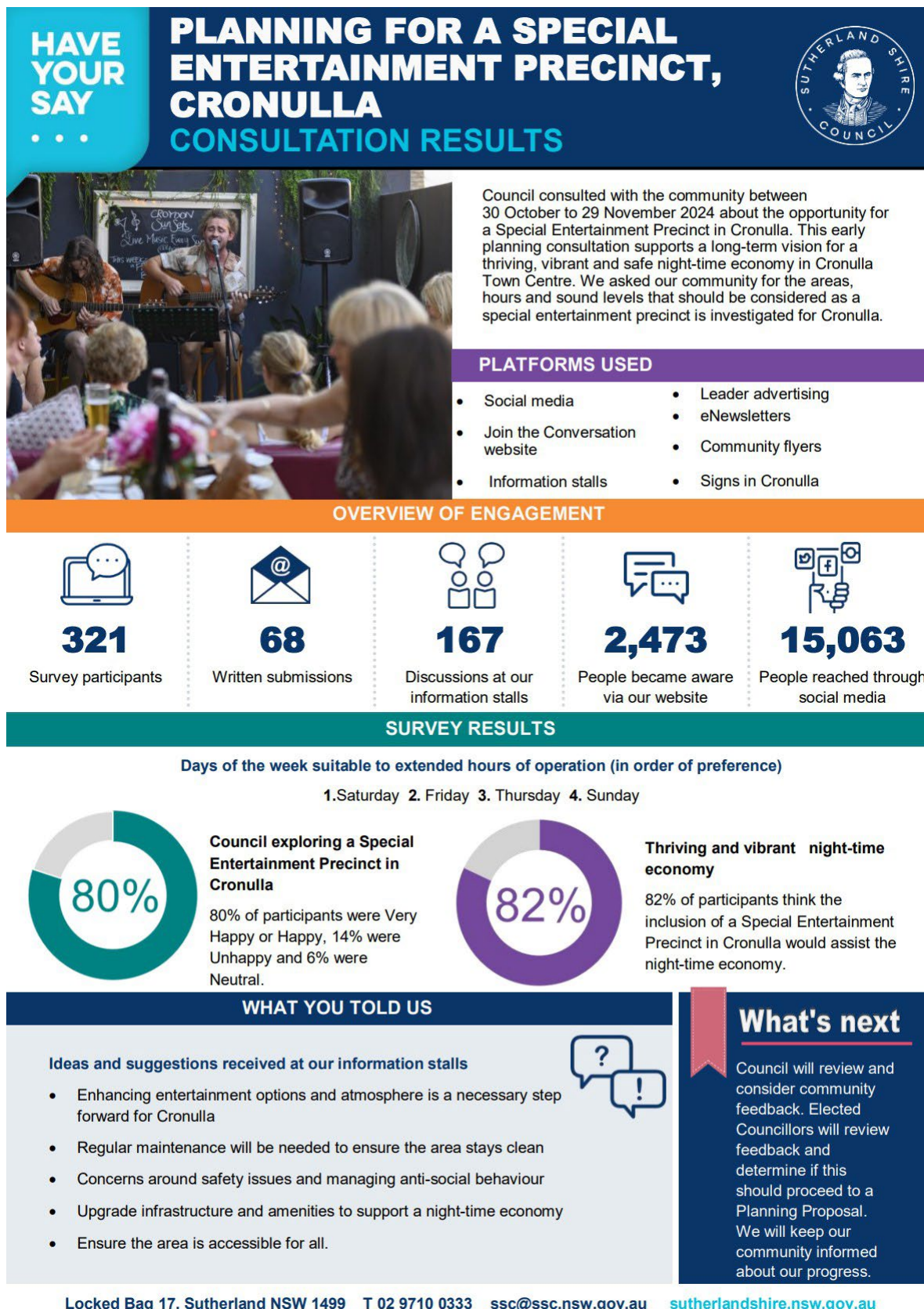


Figure 4 - Weekend Sound Categories (Friday 6pm to Sunday 10pm)

Appendix B – Summary of Engagement



**HAVE
YOUR
SAY**
...

PROPOSED CRONULLA SPECIAL ENTERTAINMENT PRECINCT CONSULTATION RESULTS



Council consulted with the community between 23 March to 28 April 2026 about the proposed Special Entertainment Precinct in Cronulla. This supports a long-term vision for a thriving, vibrant and safe night-time economy in Cronulla Town Centre. The proposal includes flexible trading hours, entertainment sound controls, precinct management and good neighbour venue obligations. To assess the proposal a 12-month trial period for the precinct will inform decisions on the next steps.

PLATFORMS USED

- Social media
- Join the Conversation website
- Information stalls
- Leader advertising
- eNewsletters
- Community flyers
- Signs in Cronulla

OVERVIEW OF ENGAGEMENT



194

Survey participants



44

Written submissions



224

Discussions at our information stalls



5,185

People became aware via our website



26,870

People reached through social media

SURVEY RESULTS

Areas of most importance for a SEP in Cronulla

1. Anti-social behaviour & safety 2. More live music opportunities 3. Creative & cultural activity 4. Vibrant nighttime



Council's proposed Special Entertainment Precinct in Cronulla

54% of participants were Very Happy/Happy, 38% were Very Unhappy/Unhappy and 6% Neutral.



12-month trial for a Special Entertainment Precinct in Cronulla

61% of participants support the approach to start with a trial for the SEP in Cronulla, 24% do not and 15% are undecided.

WHAT YOU TOLD US

Thriving, vibrant and safe nighttime economy

- We received overall support for the key features of the proposal: flexible trading hours, entertainment sound controls, a dedicated Precinct Management Plan and good neighbour venue obligations.
- 52% of participants said a SEP will make them spend more time in Cronulla.
- 68% of participants live in Cronulla, 59% live in Sutherland Shire or visit Cronulla.

"I don't want to have to travel into the city for nightlife, live music, good outdoor setting vibes...it would be nice to have that in my own backyard!"



What's next

Council will review and consider community feedback. If Council decide to proceed with the proposal, a 12-month trial period will be implemented to assess a SEP in Cronulla. We expect a trial to start from mid-2026. We will keep our community updated.

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