



Western Sydney International (Nancy-Bird Walton) Airport

Noise Insulation Program Program Guidelines

October 2025

1. Purpose and authority

1.1. Purpose

- 1.1.1. These Program Guidelines establish the requirements for the delivery of the Western Sydney International (Nancy-Bird Walton) Airport (WSI) Noise Insulation Program (the program).
- 1.1.2. These Guidelines are intended to be read with, and support, the Noise Insulation and Property Acquisition policy contained in the WSI Airspace and flight path design Environmental Impact Statement (EIS), and provide further information and clarification on:
 - (a) the program eligibility area
 - (b) the types of assistance to be made available under the program
 - (c) the directions to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the department) and its agents in delivering the program.

1.2. Authority

- 1.2.1. These Guidelines are issued by the Minister for Infrastructure, Transport, Regional Development and Local Government (the Minister). They are to be implemented by the department and any agent or contractor with responsibility for delivering the program.
- 1.2.2. These Guidelines remain in force until they are revoked or superseded by subsequent Program Guidelines. The Minister may update these Guidelines from time to time.
- 1.2.3. The department must communicate the contents of these Guidelines, and any updated versions, to all relevant personnel and contractors involved in delivering the program.

1.3. Interpretation

- 1.3.1. In these Guidelines:

aircraft noise means the noise generated by aircraft during their flight over a specific area, from the moment an aircraft begins its take-off roll until it exits the runway after landing

Airport Plan means the Airport Plan for Western Sydney International (Nancy-Bird Walton) Airport, determined in accordance with section 96(B) of the *Airports Act 1996*

ANEC means the Australian Noise Exposure Concept, an aircraft noise forecasting methodology

applicant means the person(s) or legal entities (or their representatives) who submits an application under the program

application means the completed documentation (whether electronic or other), together with supporting evidence, requesting noise treatment assistance under the program

AS 2021:2015 means the Australian Standard AS2021:2015 Acoustics – Aircraft Noise Intrusion – Building Siting and Construction

contractor means any agent contracted by the department to provide any program services

dB(A) means a unit measurement of sound, in decibels, adjusted (A-weighted sound level) to account for the varying sensitivity of the human ear to different frequencies of sound

the department means the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

departmental delegate means a departmental officer, at the Senior Executive Service Band 1 level or higher, with responsibility for administering the program

dwelling means a permanent building, or part of a permanent building, that is designed, constructed or adapted for use as a residence (such as a detached or semi-detached house, terrace or town house, duplex, villa-home, strata or company title home unit or residential flat)

EIS means Environmental Impact Statement

eligible applicant has the meaning given in section 3.6 of these Guidelines

eligible building has the meaning given in section 3.1 of these Guidelines

eligible non-residential building has the meaning given in section 3.4 of these Guidelines

eligible residential building has the meaning given in section 3.3 of these Guidelines

excluded building has the meaning given in section 3.5 of these Guidelines

L_{max} means the noise forecasting methodology used to represent the maximum level of noise predicted at a location during a single aircraft overflight

managing contractor means an agent contracted by the department specifically to undertake day-to-day delivery of the program, including landowner and community engagement, specialist property and acoustic assessments and noise treatment works delivery

the Minister means the Commonwealth Minister who administers section 96B of the *Airports Act 1996*

Noise Insulation and Property Acquisition policy means the policy statement set out at Part 11.8.1.2 of Chapter 11 of the WSI Airspace and flight path design EIS

noise treatment works means the package of building works intended to achieve the specified noise reduction target, including any ancillary or supporting works

noise reduction target means the optimal design target to reduce the level of aircraft overflight noise experienced inside noise sensitive spaces within eligible buildings, during the forecast worst-case aircraft noise events, to 50 dB(A).

Noise Treatment Plan means the plan of works proposed to be undertaken for an individual building to achieve the specified noise reduction target, and includes details of the acoustic assessments, specified noise reduction target and a plan of costs to deliver the works

program means the WSI Noise Insulation Program

program eligibility area has the meaning given in section 3.2 of these Guidelines

resident means a person who is living on a property, and who may be a landowner, tenant or other occupant

residential tenancy agreement means an agreement that is a 'residential tenancy agreement' within the meaning of the *Residential Tenancies Act 2010* (NSW)

specified noise reduction target means the revised target, agreed in the Noise Treatment Plan, when the noise reduction target cannot be effectively achieved

WSI means Western Sydney International (Nancy-Bird Walton) Airport

2. Scope of the program

2.1. Scope

- 2.1.1. Under Condition 16(7) of the Airport Plan, the department has developed a Noise Insulation and Property Acquisition policy in relation to aircraft overflight noise for buildings outside the WSI airport Site and having regard to the airport's proposed curfew-free, 24-hour, 7 days a week operations. This policy is set out in Chapter 11 (Aircraft noise) of the WSI Airspace and flight path design EIS. The implementation of a noise insulation program for WSI, based on the policy, is identified as a mitigation measure in the Airspace and flight path design EIS.
- 2.1.2. The program will apply to those eligible buildings that have been identified in the EIS as being most significantly impacted by aircraft overflight noise from WSI.
- 2.1.3. The program is not intended as compensation for broader environmental or economic impacts of WSI's flight paths. It is a targeted mitigation measure to provide assistance, through noise insulation and amelioration works, to preserve existing building uses and living amenity for landowners and residents who are significantly impacted by aircraft overflight noise.
- 2.1.4. The program will provide noise treatments for approved eligible buildings and, in some cases, provide for voluntary property acquisition by the Australian Government.
- 2.1.5. The key aim of the program is to reduce the level of aircraft noise experienced inside noise sensitive areas of eligible buildings to the noise target specified in these Program Guidelines. It is acknowledged that the level of noise reduction achieved will vary, depending on building type, use and location, and that in some cases the optimal noise reduction target may not be able to be achieved cost-effectively.
- 2.1.6. A priority for the Australian Government in delivering the program is the safety of all workers, landowners and residents. This includes ensuring that workers delivering the noise treatment works have the capabilities and knowledge to undertake the required

work tasks, maintain safe site conditions and work practices and properly implement all site safety requirements as works are undertaken.

2.2. Responsible Entities

- 2.2.1. The department is responsible for delivering the program, including program oversight, management and administration. A managing contractor will be appointed by the department to undertake day-to-day program delivery, including landowner and community engagement, specialist property and acoustic assessments and noise treatment works delivery. The department must ensure that all contractors comply with the requirements of these Guidelines, and that these requirements are reflected in contractual arrangements, program implementation frameworks, plans and other documents.

2.3. Program Guidelines

- 2.3.1. The department must publish these Program Guidelines before the program commences, together with explanatory information that clearly communicates to eligible landowners information about the program, including the processes for their participation, eligibility information, application processes, noise reduction targets, program deliverables and other relevant information.

3. Program eligibility – noise treatment works

3.1. Eligible building

- 3.1.1. A building is an **eligible building** if it:
 - (a) is within the program eligibility area; and
 - (b) is an:
 - (i) eligible residential building; or
 - (ii) eligible non-residential building; and
 - (c) was constructed prior to the commencement of the program; and
 - (d) is not an excluded building.

3.2. Program eligibility area

- 3.2.1. The department must use the noise exposure forecasts and contours from the WSI flight path design EIS as the basis for determining forecast noise impacts and the program eligibility area.
- 3.2.2. A building is within the **program eligibility area** if the building is:
 - (a) within the Australian Noise Exposure Concept (ANEC) 20 composite contour for the year 2040. The composite ANEC 20 - 2040 is the principal eligibility threshold for offering noise treatments under this program; or
 - (b) is outside the ANEC 20 contour but is within areas that meet the following natural boundary guidelines, in accordance with the Noise Insulation and Property Acquisition policy set out in the WSI Airspace and flight path design EIS:
 - (i) The whole of a property lot, where the ANEC 20 contour passes through, or touches, part of the property – however, a distance rule will be applied on large property lots to exclude buildings located more than 1 kilometre from the ANEC 20 contour boundary.

- (ii) Some additional properties, in close proximity to the ANEC 20 contour where a localised geographic feature creates a natural boundary, such as a road, waterway, terrain or green space.
 - (iii) Within the suburban area of Luddenham Village and Twin Creeks estate, where the ANEC 20 contour runs broadly parallel along a street, or immediately adjacent to a street, additional properties that are immediately opposite (i.e. across the street to) a building that meets the criteria in paragraph 3.2(a).
 - (iv) Within the suburban area of Luddenham Village and Twin Creeks estate, where the ANEC 20 contour runs broadly perpendicular across a street, additional properties that are on the same street frontage and immediately adjacent to (i.e. next door to) a building that meets the criteria in paragraph 3.2(a).
- 3.2.3. The **program eligibility area**, taking into account the determined natural boundaries, is specified in these Guidelines in the map at **Attachment A**. The program eligibility area map reflects known property boundaries at the time of issuing these Guidelines.
- 3.2.4. The Department may consider changes to the program eligibility area from time to time. Any changes must be communicated to landowners and the community in updates to the Program Guidelines.

3.3. Residential building eligibility

- 3.3.1. A building is an **eligible residential building** if it:
- (a) is a dwelling which is:
 - (i) the primary residence of the landowner or a member of the landowner's family; or
 - (ii) is subject to a residential tenancy agreement; or
 - (iii) is temporarily vacant, but the **departmental delegate** is satisfied there is a genuine intention for the dwelling to be occupied as the primary residence of the landowner or leased under a residential tenancy agreement in the near future; or
 - (b) is a building used for residential purposes that the **departmental delegate** has determined should be treated as eligible for the purpose of the program.
- 3.3.2. To avoid doubt, the following are not eligible residential buildings under the program (unless the **departmental delegate** has determined otherwise in respect of a particular building):
- (a) moveable homes including caravans;
 - (b) structures which are not dwellings; or
 - (c) unlawfully occupied dwellings.

3.4. Non-residential building eligibility

- 3.4.1. A building is an **eligible non-residential building** if it:
- (a) is:
 - (i) an educational facility (other than Luddenham Primary School – see part 3.4.2 below); or
 - (ii) a child care facility; or
 - (iii) a health care or clinical facility (including a private medical practice); or
 - (iv) a place of worship; and

- (b) provides services or facilities to the general public (or a segment of the general public); and
 - (c) has any state or local council planning approval required for it to be lawfully used for the relevant purpose.
- 3.4.2. Luddenham Public School is located within the program eligibility area, and is intended to receive noise amelioration works. The department will separately consult relevant NSW Government agencies on options to provide noise treatment works at the school. Arrangements for these works may be delivered outside the processes specified in these Guidelines, in accordance with any separate agreements entered into with the NSW Government.

3.5. Excluded buildings

- 3.5.1. If, at the time an application is made, an eligible residential building or an eligible non-residential building is required by state or local planning or building requirements to have an approval (such as an occupancy certificate, other building compliance approval, or be classified as an exempt structure)—and the building does not have the required approval—then it is an **excluded building** unless:
- (a) the building is an older structure that pre-dates contemporary compliance requirements; and
 - (b) a **departmental delegate** is satisfied that the building should be exempt from this requirement.
- 3.5.2. If an eligible residential building or eligible non-residential building that is an unapproved building at the start of the program subsequently receives all required approval/s, then that building will cease to become an unapproved building for the purposes of the program.
- 3.5.3. If an eligible residential building or an eligible non-residential building was already subject to noise amelioration obligations as a condition of its development approval or construction—then it is an **excluded building**.
- 3.5.4. Noting the significant ongoing developments within the program eligibility area, associated with the development of WSI, the Western Sydney Aerotropolis and other supporting projects, a building is also an **excluded building** if there is evidence that the property is intended to be acquired by local or state government within or soon after the operating period of the program.

3.6. Eligible applicant

- 3.6.1. A landowner, or a person who has authority to act on behalf of the landowner, is the **eligible applicant** in relation to an **eligible residential building or eligible non-residential building**, whichever is relevant to the application.
- 3.6.2. Where a property lot has more than one 'landowner' all landowners must jointly apply (or give written consent to an application).
- 3.6.3. Lessees of an **eligible non-residential building**, at the time the program commences, may apply with the written consent of the landowner. Any subsequent formal agreement in relation to the delivery of noise treatment works must include the landowner.
- 3.6.4. At the commencement of the program the department will use its best endeavours to contact the landowners of all properties within the program eligibility area and invite them to participate.
- 3.6.5. Participation in the program is voluntary. Landowners retain the choice whether to accept offered treatments. Landowners who decline participation remain eligible to opt-in at later

stages of the program within the timeframe that program applications remain open, should they change their decision.

4. Program eligibility – property acquisition

- 4.1.1. The ANEC 40 composite contour for the year 2040 is the principal eligibility threshold to determine automatic consideration for acquisition of a property by the Commonwealth. Noting that the ANEC 40 contour does not extend outside the WSI site, there are no eligible buildings located within this contour.
- 4.1.2. The Noise Insulation and Property Acquisition policy provides for consideration of the acquisition of properties within the program eligibility area by the department, on case by case basis, where the specified noise reduction target cannot be achieved in a cost-effective manner.
- 4.1.3. In these circumstances, the department must take the following criteria into account in determining whether a property should be considered for acquisition:
 - (a) The proposed acquisition is voluntary and at the request of the owner.
 - (b) The property is very significantly impacted by aircraft overflight noise.
 - (c) Effective noise amelioration treatments are not possible.
 - (d) Agreement on fair value with the landowner can be reached.
- 4.1.4. In these circumstances, the department will invite landowners to participate in the property acquisition process. This must only occur if a property has been subject to an application for noise treatment assistance and has undergone assessment with a view to developing a Noise Treatment Plan.
- 4.1.5. All decisions on whether a property should be acquired are a matter for the Australian Government.

5. Noise reduction target

- 5.1.1. In accordance with the Noise Insulation and Property Acquisition policy the objective of the program is to reduce the level of aircraft overflight noise experienced inside noise sensitive spaces within eligible buildings, during the forecast worst-case aircraft noise events, to 50 dB(A).
- 5.1.2. The 50 dB(A) noise reduction target is non-binding and represents an optimal design target. Best endeavours will be taken to achieve this level of noise reduction in a manner that is cost-effective.
- 5.1.3. Where it is assessed that the 50 dB(A) target cannot be achieved in a cost-effective manner, noise treatment works will aim to deliver the maximum practicable and noticeable noise reduction possible. The **specified noise reduction target** will be developed taking into account the type, use and location of individual eligible buildings and cost-effectiveness.
- 5.1.4. In providing the maximum practicable and noticeable noise reduction possible, a specified noise reduction target will be determined during the development of the Noise Treatment Plan for individual buildings, and included in the approved Noise Treatment Plan.
- 5.1.5. The reasons for any shortfall between the optimal 50 dB(A) noise reduction target and the agreed specified noise reduction target should be identified in the Noise Treatment Plan.
- 5.1.6. The level of aircraft noise reduction required will be calculated using the composite L_{max} contour (*) to determine the forecast worst-case aircraft noise event at any location within the program eligibility area, in a manner that is consistent with AS2021:2015.

- 5.1.7. The determination of the noise reduction target and the development of proposed noise treatments for each individual property must be made through on-site assessments by qualified specialist acoustic, building and other experts, and supported by other qualified building specialists.

** Maximum Sound Level (L_{Amax}) 24 Hours PAL 2 (2040) – Part C1 of Technical Paper 1 – Aircraft Noise – of the WSI Airspace and flight path design EIS*

6. Program works

6.1. Objective of Noise Treatment Plan

- 6.1.1. In relation to an eligible building, the program will fund works in accordance with an approved Noise Treatment Plan.
- 6.1.2. For eligible residential buildings, noise treatment works set out in a Noise Treatment Plan will be limited to those works required to achieve the specified noise reduction target in noise sensitive habitable rooms and fully enclosed areas inside eligible buildings, including sleeping areas, living areas and work areas (habitable rooms are defined in the National Construction Code 2022). Other rooms or areas may only be included in the scope of works for noise reduction where it is more cost-effective to do so than to exclude them, or at the discretion of a **departmental delegate**, having regard to the specific use of the room and any special or unusual circumstances.
- 6.1.3. For eligible non-residential buildings, noise treatment works set out in a Noise Treatment Plan for will be limited to works for rooms and spaces regularly used for noise sensitive purposes, to be considered by the department on a case by case basis. Examples could include spaces used for educational tuition and learning, conducting religious services, and performing medical consultations and treatments.
- 6.1.4. A Noise Treatment Plan should set out works that provide the most effective level of aircraft noise abatement to achieve the specified noise reduction target in a manner that is considered cost-effective by the department.
- 6.1.5. Recognising the wide variety of property and building types in the program eligibility areas, noise treatment works for individual buildings will be tailored to suit each specific building. Noise treatment works contained in a Noise Treatment Plan should therefore not necessarily be based on a 'set menu' of treatments and may not be comparable between properties and buildings.

6.2. What activities can and cannot be included in a Noise Treatment Plan?

- 6.2.1. Noise treatment works that may be included in a Noise Treatment Plan include:
- (a) Supply and installation of noise treatment works necessary to achieve the specified noise reduction target, in accordance with the approved Noise Treatment Plan.
 - (b) Supply and installation of any associated building works necessary to support the installation of the noise treatment works, including the upgrade of otherwise sound building elements to accommodate the noise treatment works.
 - (c) Supply and installation of mechanical ventilation equipment (including air conditioning systems), or modification of existing mechanical ventilation equipment, when required to support the installation of noise treatment works.
 - (d) Supply and installation of furnishings when required, either as an element of the noise treatment works or where existing furnishings are no longer fit for purpose as a result of works delivered under the program.

- (e) Coordination of any building approval processes (such as development applications) required by state or local planning authorities, including those related to compliance with bushfire and heritage requirements.
 - (f) Where required for medical reasons, and supported by medical evidence, noise treatment works to support people with diagnosed noise sensitivities, such as treatment of other rooms or the creation of acoustic isolation spaces.
 - (g) Inspection and/or assessment of completed noise treatment works to confirm building work quality, compliance with building certification requirements and the achievement of the specified noise reduction target.
 - (h) Supply of information on the defects and liability periods for completed works and manufacturer warranties for installed equipment and materials.
 - (i) Supply of information on the ongoing management and maintenance of noise treatment works, equipment and materials.
- 6.2.2. Costs associated with the following may **not** be included in a Noise Treatment Plan:
- (a) Except for the noise sensitive habitable areas specified in these Guidelines, noise treatment works on buildings or spaces external to the primary residential dwelling, such as garages, sun rooms, outdoor dining areas, open spaces or similar.
 - (b) Works on non-permanent habitable structures, such as caravans or mobile homes.
 - (c) Replacement of any residential building or other inhabited structure (i.e. 'knock down/re-builds').
 - (d) Reimbursement of the costs of any noise treatment or other work undertaken by landowners or previously incorporated in a building or structure.
 - (e) Reimbursement of ongoing operational or maintenance costs for materials or equipment, including for mechanical ventilation equipment.
 - (f) Any works that do not form part of an agreed Noise Treatment Plan, including any works that extend the level of aircraft noise reduction beyond the specified noise reduction target.
 - (g) Works beyond what is considered reasonable by the department to address heritage issues, hazardous materials, non-compliant building elements and sub-standard construction and property condition.
- 6.2.3. Wherever possible, a Noise Treatment Plan should provide for like-for-like replacement materials to be used when replacing existing materials such as doors, windows and furnishings (for example, replacing existing aluminium windows with new aluminium window frames, or existing timber windows with new timber windows), taking into account the function, age, condition and costs of the element in question and the general style and appearance of the building.
- 6.2.4. The Commonwealth will only fund the works identified in the approved Noise Treatment Plan. An eligible applicant may request alternative or additional works – for example, higher standard materials, or additional minor works related to the noise treatment works – however the eligible applicant will be responsible for all additional costs associated with such works.
- 6.2.5. Any such requests, including payment of additional costs, should be negotiated directly between the eligible applicant and the department's managing contractor.
- 6.2.6. Any agreed requests for alternative or additional scope works must be noted in the Noise Treatment Plan. The department will consider whether to agree to any such additional works being carried out alongside the noise treatment works. The department may, in its absolute discretion, not agree to such additional works being carried out, including where

such works may impact the program's core purpose of providing noise treatment works, because of the complexity caused by the other works.

6.3. Maximum financial assistance threshold

- 6.3.1. The maximum financial assistance for noise treatment works will be determined according to a needs based assessment of works required to meet the specified noise reduction target, and agreed in the approved Noise Treatment Plan.
- 6.3.2. The program will apply a maximum cost cap for noise treatment works for individual eligible residential buildings, as follows:
 - (a) \$250,000 (excluding GST) for a single storey residential building.
 - (b) \$300,000 (excluding GST) for a multi-storey residential building.
- 6.3.3. This cost cap amount includes the costs of all materials, labour, inspection and assessment of buildings, development of Noise Treatment Plans, building and/or development approvals, and building inspection, compliance and certification activities.
- 6.3.4. Minor exceedances of the cost caps are allowed on a case-by-case basis, but should be avoided to the extent possible and must be agreed by the department, at its absolute discretion. The department must ensure an approval process is in place to agree any cost cap exceedance and that the reasons are justified and documented in the Noise Treatment Plan.
- 6.3.5. The maximum amount specified in the cost caps may be reviewed from time to time and any changes will be specified in these Guidelines.

6.4. Technical standards for works

- 6.4.1. All noise treatment works undertaken must conform to relevant building codes and acoustic standards. This includes compliance with the National Construction Code 2022 including the Building Code of Australia, the *Home Building Act 1989* (NSW) and local building regulations as applicable.
- 6.4.2. The acoustic assessment of buildings, identification of noise reduction targets and development of Noise Treatment Plans should follow the principles of AS 2021:2015, including the methodology to:
 - (a) carry out on-site inspections and acoustic testing of buildings to measure existing noise reduction performance
 - (b) determine the level of aircraft noise reduction required to achieve the noise reduction target
 - (c) develop treatment solutions, based on the design, construction and selection of building component considerations contained in AS2021:2015.
- 6.4.3. Materials and products used should meet the acoustic performance specifications as determined in the property's Noise Treatment Plan. Building and construction shall be to the highest standard possible to ensure durability and performance of the noise treatment works.
- 6.4.4. The department must have processes in place to ensure that the managing contractor engages appropriately licensed builders and qualified acoustic and other specialists for the design and installation of noise treatments.

7. Program processes

7.1. Program process approval steps

- 7.1.1. Delivery of the program by the department must include the following formal approval steps as part of the program delivery phases. While work related to program assessment activity, plan development, works delivery and other associated activities may be undertaken by contracted service providers, including a managing contractor, the program process approval steps outlined below must be conducted by departmental officers in accordance with the department's governance framework (including Accountable Authority Instructions), and be set out in a Program Implementation Plan. Program decision making should be transparent and the reasons for decisions provided to program participants, as required.
- 7.1.2. Application eligibility assessment:
The department must consider program applications against the program eligibility criteria and available evidence (including development and planning information sourced from councils). Applications for individual properties and/or buildings must be approved by the department before the commencement of site assessment and Noise Treatment Plan development activities.
- 7.1.3. Noise Treatment Plan assessment:
The department must consider and assess the effectiveness of the Noise Treatment Plans, including associated works plans and cost plans to deliver the noise treatment works proposed. The Noise Treatment Plan must be approved by the department before the commencement of noise treatment works for any property and/or building.
- 7.1.4. Works completion assessment:
The department must consider the Completion Report for completed noise treatment works, including the results of final noise assessment and building compliance quality assurance activities. The Completion Report must be accepted to close out individual works projects.

7.2. Program commencement

- 7.2.1. The department should commence delivery of the program by December 2025. Early program activities that should be prioritised following commencement include the publishing of Program Guidelines and contacting all landowners within the program eligibility area to provide information on the program.

7.3. Landowner and community engagement

- 7.3.1. The department must develop a comprehensive plan to support engagement with all program stakeholders, including landowners, residents and the broader community. All program communications and engagement, including activities delivered by contractors, must be delivered in a manner that is professional, respectful, accessible, timely and promotes and upholds the reputation of the Australian Government.
- 7.3.2. Using best endeavours, the department must ensure all landowners within the program eligibility area are made aware of the program and are provided with clear, timely and accessible information regarding their participation in the program.
- 7.3.3. As a general principle, all communication and engagement materials and activities delivered by the department and its contractors should:
- (a) be in plain language and easy to understand, wherever possible
 - (b) be tailored to the audience, accurate and timely

- (c) be easy to access, including through a program-specific website
 - (d) effectively address individual and community expectations on the program
 - (e) respond to specific community needs including accessibility, cultural and linguistic diversity and information technology literacy
 - (f) be transparent and provide explanation and reasons for decisions made under the program.
- 7.3.4. Face to face engagement with landowners and residents, including on-site property inspections, assessments and the delivery of building works should be undertaken in a manner that:
- (a) provides notice of assessments, treatments, and works well in advance of entry, and responds to the preferences of owners and residents, where possible (for example, considering resident working hours when visiting properties)
 - (b) respects the privacy of owners and residents
 - (c) is courteous, timely, and minimises disruption to the extent possible.

7.4. Application process

- 7.4.1. Information on how to apply for noise treatment assistance under the program must be made available to landowners in the program eligibility area at the commencement of the program.
- 7.4.2. An online application portal should be available for landowners to submit program applications as soon as possible after the program commences. Alternative application mechanisms should be made available if required, including for reasons of accessibility, cultural and linguistic diversity or information technology literacy.
- 7.4.3. Applicants may be required to provide documentary evidence as part of the application process, including to confirm identity and property ownership. The department may request additional evidence from applicants to support any claims made in relation to the eligibility criteria and program processes set out in these Guidelines.
- 7.4.4. The department may deal with applications in a different order at any time through the program period where required, including for reasons such as program scheduling and availability of labour and materials.
- 7.4.5. The program will run for approximately 3 years from the commencement date. The application period must be open for at least 2 years, but may close prior to the program end date, so as to allow sufficient time to undertake noise treatment works. The application close date must be communicated to all landowners in the program eligibility area.
- 7.4.6. The department must undertake additional engagement activities prior to the application close date, targeting those landowners who have not yet applied to the program.
- 7.4.7. As part of the application process, applicants should be asked to provide consent to the department, and its contractors, to access local council property records on their behalf, so as to support and assess program eligibility requirements.

7.5. Site assessments and Noise Treatment Plan development

- 7.5.1. The identification of the level of aircraft noise reduction required and effective noise treatment works for each approved building must be supported by on-site acoustic assessments by specialist acoustic experts, and other building specialists as required. On-site assessments may also be required for other reasons, including to undertake safety and building condition assessments.

- 7.5.2. At a minimum, Noise Treatment Plans must:
- (a) calculate the proposed specified noise reduction level
 - (b) propose noise treatment works to cost-effectively achieve the specified noise reduction outcome
 - (c) include any ancillary building works to support the delivery of the noise treatments
 - (d) prepare a cost plan for the required works
 - (e) identify other considerations and works (for example, management of hazardous material, heritage requirements, planning approvals, building compliance work)
 - (f) any agreed requests for alternative or additional scope work, subject to payment of additional costs by the landowner.
- 7.5.3. Landowners must be consulted on the proposed noise treatment works and be afforded the opportunity to provide input to the Noise Treatment Plan.
- 7.5.4. In situations where a landowner does not agree to the noise treatments contained in a proposed Noise Treatment Plan, or any alternative suitable noise treatments proposed by the department and its contractors (and allowing a six month period from the commencement of the Noise Treatment Plan development to resolve any such issues), the department may withdraw the offer for noise treatment assistance.
- 7.5.5. A proposed Noise Treatment Plan may be subject to revision during the department's review process, and subject to further on-site assessments and or negotiation between the department, its contractors and the landowner.

7.6. Agreements with landowners

- 7.6.1. The department, as required, must enter into a formal agreement with landowners and managing contractor in relation to the delivery of the noise treatment works identified in the approved Noise Treatment Plan.

7.7. Works delivery

- 7.7.1. Landowners and residents must be formally notified when noise treatment works are to be delivered, and be kept informed regularly on progress with the works. To the extent practicable, the department and/or its contractors must coordinate with landowners and residents to schedule works at agreed times, so as to minimise disruption to households and other activities.
- 7.7.2. Works delivered under the program will not be undertaken concurrently with other construction works that are being undertaken by the landowner or resident, whether self-managed or contracted.

7.8. Temporary accommodation

- 7.8.1. The department may pay for the cost of temporary accommodation arrangements for residents of buildings where noise treatment works are being delivered, in certain circumstances, including where:
- (a) the delivery of the noise treatment works result in conditions that are unsafe for residents
 - (b) residents have medical conditions or special needs that would be worsened or exacerbated by the noise treatment works.
- 7.8.2. Other circumstances may be considered, at the discretion of the department.

- 7.8.3. Any temporary accommodation arrangements must be approved by the **departmental delegate**.
- 7.8.4. Temporary accommodation will only be provided for the duration of the specific works that have resulted in the safety or medical situation.
- 7.8.5. The department will not facilitate or reimburse other costs incurred by landowners/residents while in temporary accommodation facilitated by the department, including moving/removal, transport, parking, meals, laundry, communications and other family/personal expenses.

8. Property acquisition processes

- 8.1.1. Processes in relation to property acquisitions under the program must be undertaken in accordance with these Program Guidelines, the program's Property Acquisition and Disposal Plan and other requirements, including the *Lands Acquisition Act (1989)* and the Department of Finance Land Acquisition Framework (RMG 501).
- 8.1.2. Any property acquisition will be subject to the availability of funding for that purpose by the department.
- 8.1.3. A valuation for each property subject to consideration of acquisition must be undertaken by the department's property valuer and follow a valuation methodology agreed with the department. Any property valuation must be a full 'speaking valuation' process to ensure the reasons and calculations for the valuation are clear.
- 8.1.4. Upon request by a landowner, the department may agree to pay the reasonable costs for a landowner to seek advice on the department's property valuation or to undertake an alternative property valuation. Any alternative property valuation must apply the methodology adopted for the program and also ensure that the reasons and calculations for a valuation are clear.
- 8.1.5. The department will not be liable for other costs incurred by a selling landowner connected with the disposal and/or vacation of a property, nor reimburse the owner for these costs, including:
 - (a) general legal and property conveyancing expenses, or other advisory services
 - (b) mortgage discharge or land titles fees payable by the seller
 - (c) federal and state taxes payable by the seller, such as capital gains tax
 - (d) disposal and/or removal expenses for livestock and other animals, plant and equipment, and other goods and chattels
 - (e) any other re-location costs on behalf of the landowner, other residents or tenants on the property
 - (f) any early termination costs payable to lessees, tenants or other occupants on the property
 - (g) any costs connected with future accommodation.

9. Program implementation

9.1. Compliance with regulatory frameworks, standards and codes

- 9.1.1. The department must ensure that delivery of the program and noise treatment works complies with all relevant standards, legislation. In particular, the department must ensure the program has regard to:
- (a) Australian Standard AS2021:2015 Acoustics – Aircraft Noise Intrusion – Building Siting and Construction – in relation to the assessment of noise impacts and development of noise treatment solutions
 - (b) National Construction Code 2022 – in relation to the design and delivery of Noise Treatment works and other related building works
 - (c) *Home Building Act 1989 (NSW)* – in relation to the issue of warranties, insurances, treatment works planning and the quality of the works.

9.2. Work health and safety

- 9.2.1. The managing contractor will be required under the contract to ensure that all works undertaken as part of the program comply with applicable Commonwealth and state work health and safety laws.
- 9.2.2. The managing contractor will be required under the contract to address:
- (a) processes to ensure that workers have the required qualifications and certificates to deliver the works (including, but not limited to asbestos and silica awareness, electrical safety, working at heights and working in confined spaces)
 - (b) processes to ensure that contracted workers attending work sites have a valid and current National Police Check
 - (c) policy approaches for managing heat stress (including working outdoors and in roof spaces)
 - (d) compliance measures to ensure safe work practices are practiced by on-site workers and that sites remain safe for workers, landowners and residents
 - (e) measures to investigate and report on-site incidents involving workers, landowners and residents.

9.3. Quality assurance of works

- 9.3.1. The department must ensure that appropriate quality assurance processes are in place to confirm and evaluate:
- (a) the achievement of the specified noise target for each Noise Treatment Plan
 - (b) the quality of the works undertaken and compliance with relevant building code requirements
 - (c) satisfaction of landowners and residents with the completed works and their involvement in the program.
- 9.3.2. The department must ensure that:
- (a) landowners are aware of, and maintain their rights, in relation to defects and liability periods and warranties for building works and equipment

- (b) contractors maintain their responsibilities and obligations in relation to defects and liability periods and warranties.

10. Complaint and decision reviews

10.1. Complaints

- 10.1.1. Landowners must be made aware of the mechanisms available to make complaints in relation to the delivery of the program, and how those complaints will be handled. Complaint handling processes must be communicated to program participants and identify when complaints should be managed by the department's contractors, the department's program delivery team, or the department's Client Service team.

10.2. Decision reviews

- 10.2.1. Decisions that are made in the application of these Guidelines shall be subject to review at the request of the landowner. Key decision points include, but are not limited to:

- (a) Application eligibility assessment
- (b) Noise Treatment Plan assessment
- (c) Works completion assessment

- 10.2.2. The ability to seek a review shall not extend to questions of the appropriateness or otherwise of these Guidelines.

- 10.2.3. The department must ensure that a robust complaint and decision review process is communicated to program participants. This process should allow for the escalation of complaints and decision reviews, in accordance with the following principles:

- (a) Step 1: Internal review

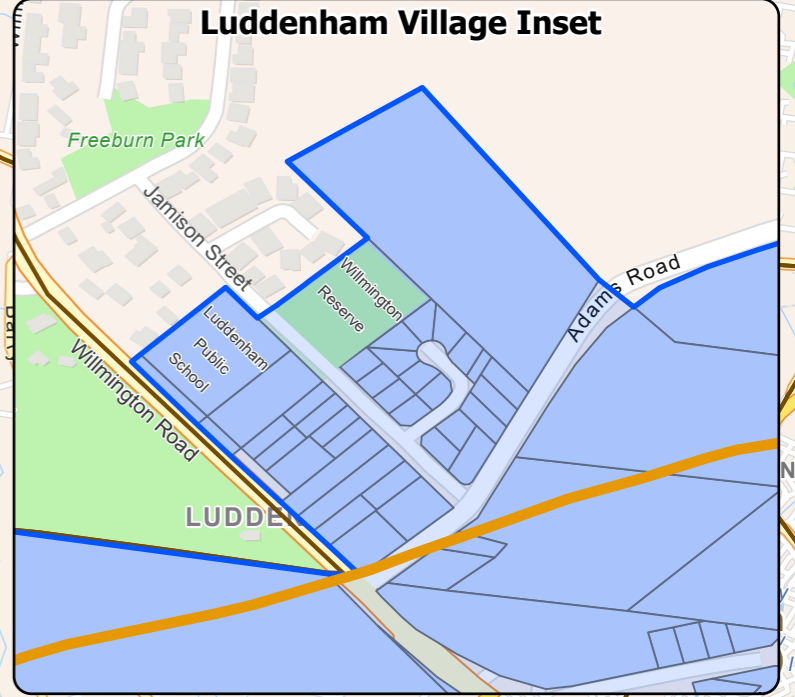
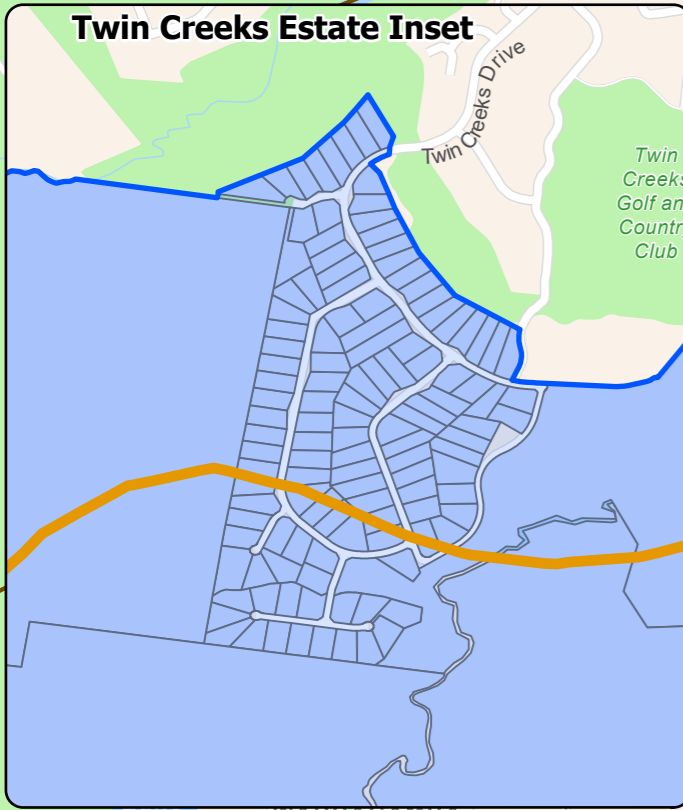
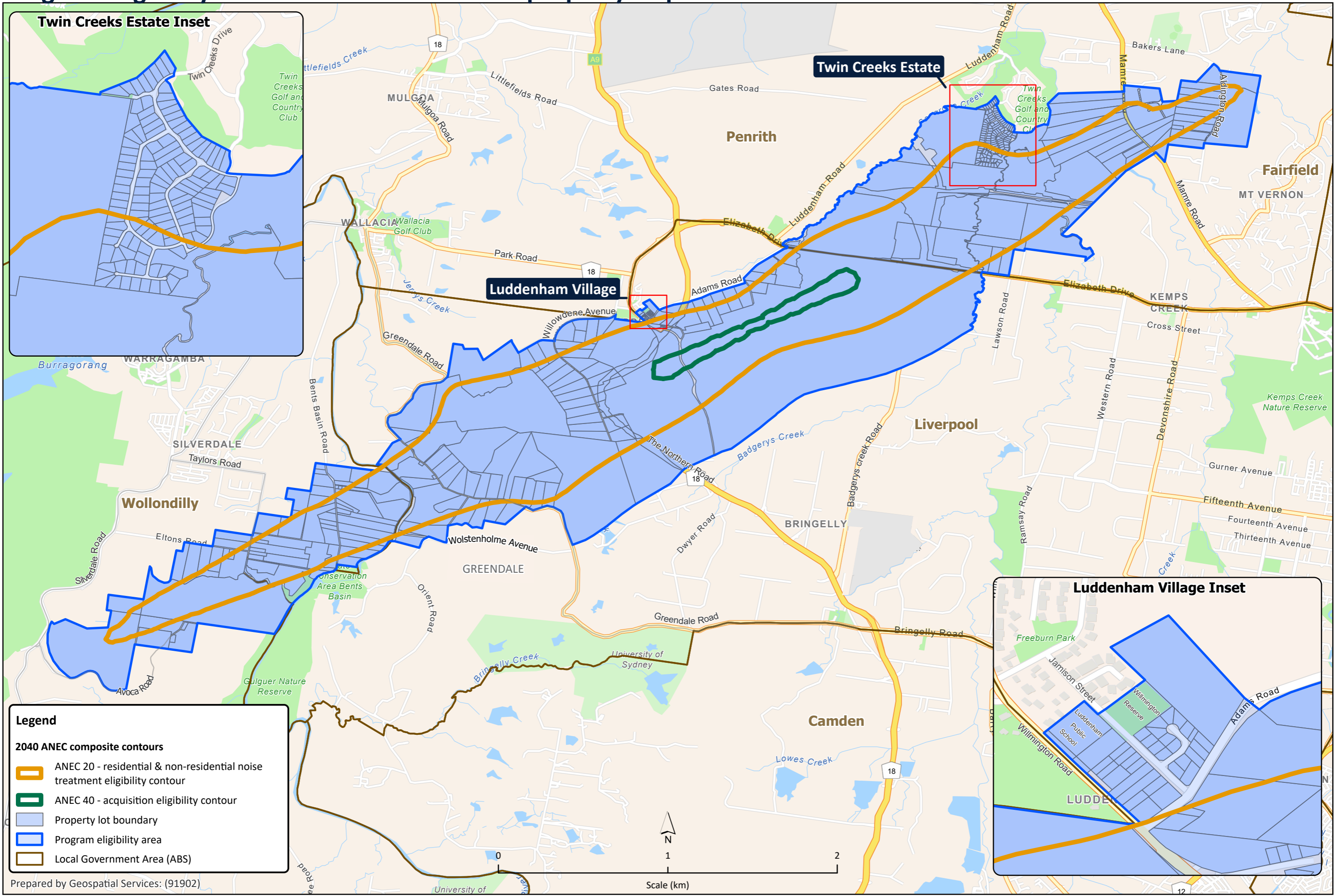
Landowners may request an internal departmental review of a decision. This review should be conducted by a senior departmental officer independent of the original decision-maker, who shall have the power to confirm or amend the original decision. The outcome of the internal review should be communicated with clear reasons.

- (b) Step 2: External oversight

The department must advise landowners of their rights to take complaints about decisions to the Commonwealth Ombudsman, if they remain dissatisfied with the department's internal review outcomes.






WSI Noise Insulation Program

Program eligibility area - noise treatment and property acquisition



Legend

2040 ANEC composite contours

-  ANEC 20 - residential & non-residential noise treatment eligibility contour
-  ANEC 40 - acquisition eligibility contour
-  Property lot boundary
-  Program eligibility area
-  Local Government Area (ABS)