



Amplifier Devices

Noise Nuisance

The definition of noise is a sound, especially one that is loud, unpleasant or causes disturbance. Everyone reacts differently to noise. Noise that occurs early in the morning, late at night, on weekends or on public holidays can disturb neighbours, disrupt their sleep and interfere with their normal daily activities. Even general noise such as listening to the TV or talking on the telephone, if loud enough, can impact on people's health and wellbeing. This fact sheet includes information for owners, occupiers and operators and is intended to help manage noise on premises and meet legal requirements.

Amplifier Device Noise

An amplifier device includes loud-hailers, megaphones, public address systems, remote telephone bells and telephone repeater bells.

If noise from an amplifier device can be heard at a neighbour's house during the following hours, the owner or operator of the device may be issued with an on-the-spot fine:

- Monday to Friday - before 7am or after 10pm; or
- Saturday, Sunday or a public holiday - from 6pm to 8am

On-the-spot fines may also be issued when noise from an amplifier device is greater than 10dB(A) above the background noise level between:

- Monday to Friday - 7am to 10pm; or
- Saturday, Sunday or a public holiday - from 8am - 6pm

What if there's a noise nuisance in my neighbourhood?

In most cases the best way to resolve a noise issue is through polite and productive communication between yourself and the person causing the noise. If you haven't already spoken with the person about the noise, we strongly recommend you try this approach first.

Another option is to print out the Noise Nuisance Neighbourhood Handout available at www.gladstonerc.qld.gov.au, fill in your details (this is optional) and place it in the residents letterbox.

If you have concerns about approaching or entering communication with the person, or these measures have proven ineffective, you can report the problem to Council, with the address or the location of the property, by phoning (07) 4977 6821 and we will begin our investigation.

How Council deals with Noise Nuisance

The Environmental Protection Act 1994, introduced by the State Government includes guidelines for noise nuisances. Council is legally required to enforce these limits when the noise is emitted from premises.

There are factors which will be considered when determining whether a noise nuisance is being caused which include:

- The day of the week and time at which the noise is occurring;
- The amount of noise being emitted;
- The duration and rate of emission and the noise characteristics, and qualities;
- The sensitivity of the environment into which the noise is being emitted and the impact that it has or may have; and
- Views of any other neighbours or complainants.

Council will investigate a Noise Nuisance issue upon receiving a customer request. If the noise is found to be a nuisance, Council may issue the person or business causing the noise with a 'direction notice' or an on the spot fine. A direction notice details what offence has taken place, and the time frame that the offender has to rectify the problem. If a direction notice is not

complied with, Council may then issue an on-the-spot fine.

It is important to note that achieving compliance under this process sometimes takes in excess of six weeks.

Ways You Can Reduce Noise

1. **Limiting hours of use:** Talk to neighbours to find out if there are particular times when the noise disturbs them. Most people are concerned about noise at night or early in the morning when they are trying to sleep.
2. **Location:** Carry out the noisy activity or locate equipment as far as possible from neighbours and away from sensitive areas (e.g. bedroom windows).
3. **Selecting a Quieter Alternative:** Alternatives may be available that are quieter and do not disturb neighbours. For example, telephone repeater bells can be replaced with visual alarms (e.g. flashing lights) or a personal pager which alerts the receiver of a call.
4. **Fences or barriers:** A solid fence can reduce noise levels. If the fence has any gaps, this method won't be as effective.

Contact Gladstone Regional Council's Environmental Health Unit on (07) 4977 6821, if you require further information on this topic.

How can you contact us?



(07) 4970 0700

STD CALLS: 1300 733 343

For those residents who currently incur STD call rates when contacting their local customer service centre



(07) 4975 8500



info@gladstonerc.qld.gov.au



www.gladstone.qld.gov.au

