

Noise nuisance

Amplifier devices

Noise from loud-hailers, megaphones, public address systems, remote telephone bells and telephone repeater bells can disturb people, disrupt their sleep and interfere with their work or normal daily activities.

The law

Council investigates noise nuisance complaints from amplified devices and enforces noise limits under the *Environmental Protection Act 1994*.

If amplified devices exceed noise limits, Council may issue a fine to the value of 15 penalty units (individual) or 75 penalty units (corporation), a direction notice or prosecute.

Allowable noise limits

Fines may be issued if noise from an amplifier device can be clearly heard at a neighbouring property between the following hours:

- 10pm-7am on a business day
- 6pm-8am on any other day.

Fines may also be issued when noise from an amplifier device is greater than 10dB(A) above the 'background noise level'* between:

- 7am-10pm on a business day
- 8am-6pm on any other day.

Devices used at indoor venues and entertainment events have different noise requirements.

*Background noise is that measured in the absence of the problem noise. Mobile phone measurement apps are not considered a suitable assessment of environmental noise nuisance.

How to reduce noise

A range of measures can be used to reduce the noise impact of an amplifier device. These include:

Limit hours of use

Find out what times neighbours are most disturbed by noise from amplified devices.

Install fences or barriers

A solid fence, with no gaps can reduce noise levels.

Select a quieter alternative

Alternatives may be available that are quieter. For example, telephone repeater bells can be replaced with visual alarms (e.g. flashing lights).

Choose location carefully

Locating amplifier devices as far away as possible from neighbours, bedroom windows and offices.

Complaints

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 nuisance. If you haven't already spoken with the person about the issue, we strongly recommend you try this approach first.

You could also download the Environmental Nuisance letter from our [website](#), and place it in their letterbox. If you have concerns about approaching or entering communication, or these measures have proven ineffective, you can lodge a complaint with Council by:

- ☎ **Phone:** (07) 5329 6500
- ✉ **Email:** mail@noosa.qld.gov.au
- ♿ **Council Office:** 9 Pelican Street, Tewantin

You will need to provide:

- your name, address and phone number (kept confidential)
- details of the noise emission, including source address and the date and time it starts

Council will send you additional information and a diary to complete and formalise the complaint. Correspondence will also be sent to your neighbour to advise them of the issue and requirements.