

NOISE COMPLAINTS

Noise complaints are managed by various Local and State Government departments depending on the type of noise and where it is coming from.

Our responsibilities

Council deals with various types of noise complaints including noise from entertainment venues and events, pool pumps, air-conditioners refrigeration, power tools and construction noise.

There are several prescribed noise standards which specify allowable times and limits for various types of noise. (See over page)

When investigating a noise complaint, Council may conduct noise monitoring at your property and can consider criteria such as the:

- Amount of noise being emitted:
- Frequency, duration and time of the noise and its characteristics and qualities:
- Sensitivity of the environment into which the noise is being emitted and the potential impacts:
- View of other neighbours or complainants.

Your responsibilities



Be considerate about the time of day, volume and duration of noise you create.

Ensure noise generating equipment is operated in accordance with manufacturer's guidelines.

Conduct noisy work as far away from the neighbour's house as possible or use noise barriers where available.

Speak to your neighbours if they are causing a noise nuisance and try to resolve the matter before involving the authorities.

Be aware that it is an offence under the *Environmental Protection Act 1994* to cause an environmental nuisance and penalties can apply.

The State's responsibilities

Various State Government departments manage noise complaints as outlined below.

- Music, musical instruments, stereos, parties and rowdy behaviour (other than indoor venues or open-air events). Contact **Queensland Police** on 13 14 44
- Premises with a liquor licence. Contact Office of **Liquor & Gaming Regulation** on 13 QGOV (13 74 68)
- State government properties or activities. Contact **Department of Environment & Science** on 1300 130 372
- Noisy vehicles and motorbikes (hooning, revving engines). Contact **Queensland Police** on 13 14 44 or Department of **Transport & Main Roads** on 13 23 80 (excessive exhaust noise).
- Native animals and birds. Contact the **Department of Environment & Science** on 1300 130 372.

Complaints



You can lodge a noise complaint:

- Calling 1300 69 22 47
- Using our [Report a Problem online form](#)
- Report a Problem feature on the [My Cairns](#) app.

Noise Standards

Type of noise	Day and time	Allowable level (above background noise)
Air-conditioning equipment	Any day, any time	No louder than 5dB(A)
Amplified devices <i>includes loud hailers, megaphones, public address systems, remote telephone bell and repeater bell</i>	Mon-Sat 7am-10pm	No louder than 10dB(A)
	Mon-Sat 10pm-7am	No audible noise allowed
	Sunday & public holidays 8am-6pm	No louder than 10db(A)
	Sunday & public holidays 6pm-8am	No audible noise allowed
Building work* , including altering, maintaining or demolishing a building	Mon-Sat 6.30pm-6.30am	No audible noise allowed
	Sundays & public holidays, any time	No audible noise allowed
Indoor venues , not including liquor licensed premises	Any day 7am-10pm	No louder than 5dB(A)
	Any day 10pm-midnight	No louder than 3dB(A)
	Any day midnight-7am	No audible noise allowed
Open-air events (other limits apply at some Council venues)	Any day 7am-10pm	No louder than 70dB(A)
	Any day 10pm-midnight	The lesser of 50dB(A) and 10dB(A) above background noise
	Any day midnight-7am	No audible noise
Power boat engine at premises	Mon-Sat 7pm-7am	No audible noise allowed
	Sunday & public holidays 6.30pm-8am	No audible noise allowed
Pumps , including swimming pool and spa pumps	Any day 7am-7pm	No louder than 5dB(A)
	Any day 7pm-7am	No louder than 3dB(A)
Refrigeration equipment	Any day at any time	No louder than 5dB(A)
Regulated devices <i>Includes power tools, generators and lawn mowers</i>	Mon-Sat 7pm-7am	No audible noise allowed
	Sunday & public holidays 7pm-8am	No audible noise allowed

* Building work does not include a person carrying out building work at a premises used by the person for residential purposes, except if working under an owner builder permit.

- Audible noise means noise that can be clearly heard by the occupier of an affected building.
- Background noise is the level made up by typical ambient noises of the surroundings such as traffic and birds.
- There are other noise standards for activities such as power boat sports, outdoor shooting ranges and blasting.
- Creating noise within prescribed levels and times can still constitute a nuisance if deemed to be excessive.

Updated: December 2022 #7047527