

WHO TO CONTACT ABOUT A NUISANCE

Environmental Protection Act 1994

CONTACT DETAILS

Refer to the table below to find out who to contact.

- » Townsville City Council phone 13 48 10 or visit our website at townsville.qld.gov.au.
- » Department of Environmental and Science (DES) phone 13 74 68, or the Pollution Hotline on 1300 130 372.
- » Queensland Police Service – contact your [local police station](#)
- » Liquor Licensing Division - visit their [website](#) for ways to lodge a complaint
- » Queensland Rail phone 13 16 17

| SOURCE | TYPE OF NUISANCE | AGENCY |
|--|-------------------------------------|--|
| Machinery i.e. air conditioners, pool pumps, lawn mowers, air compressors, general machinery | | |
| Residential | Noise, dust, smoke, aerosols, odour | Townsville City Council (Council) |
| Commercial | Noise, dust, smoke, aerosols, odour | Council |
| Industries administered by the Department of Environment and Science (DES) | Noise, dust, smoke, aerosols, odour | DES |
| Musical instruments/rowdy behaviour | | |
| Residential | Noise | Qld Police Service |
| Liquor licensed premise (i.e. hotel, nightclub) | Noise | Office of Liquor and Gaming Regulation |
| Megaphones/public address systems | | |
| Residential | Noise | Council |
| Commercial | Noise | Council |
| Industries administered by DES | Noise | DES |
| Railways | Noise | Qld Rail |
| Telephone bells | | |
| Residential | Noise | Council |
| Commercial | Noise | Council |
| Industries administered by DES | Noise | DES |
| Metal industry | | |
| Surface coating / abrasive blasting | Noise, dust, smoke, aerosols, odour | Council |
| Power boats on land | Noise | Council |
| Motorbikes / 4WD on private land | Noise | Qld Police Service |

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| SOURCE | TYPE OF NUISANCE | AGENCY |
|----------------------------------|-----------------------|---------|
| Refrigeration units | | |
| Residential | Noise | Council |
| Commercial | Noise | Council |
| Industries administered by DES | Noise | DES |
| Light | | |
| Residential | Glare | Council |
| Commercial | Glare | Council |
| Industries administered by DES | Glare | DES |
| Dust | | |
| Residential | Dust | Council |
| Commercial | Dust | Council |
| Industries administered by DES | Dust | DES |
| Smoke or ash | | |
| Residential | Smoke or particulates | Council |
| Commercial | Smoke or particulates | Council |
| Industries administered by DES | Smoke or particulates | DES |
| Fumes or particles | | |
| Residential | Fumes or particulates | Council |
| Commercial | Fumes or particulates | Council |
| Industries administered by DES | Fumes or particulates | DES |
| Odour | | |
| Residential | Smell | Council |
| Commercial | Smell | Council |
| Industries administered by DES | Smell | DES |
| Minor water contamination | | |
| Residential | Water Pollution | Council |
| Commercial | Water Pollution | Council |
| Industries administered by DES | Water Pollution | DES |