

LEGISLATIVE COUNCIL QUESTIONS AND ANSWERS

QUESTION –

Noise resources

1. Please provide an estimate of the financial resources your organisation commits to noise regulation each financial year.

Answer:

Under section 79 of the *Liquor Act 2007* (the Act), L&GNSW is responsible for handling complaints about undue disturbance from licensed premises related to the conduct of the licensed premises, or the behaviour of persons after they leave the licensed premises. To activate the formal disturbance complaint process, a complaint must satisfy certain requirements, including having the complaint verified by statutory declaration, being authorised by at least three other people residing in the neighbourhood of the licensed premises or being able to satisfy the Secretary that their interests, financial or other, are adversely affected by the undue disturbance caused by a licensed venue.

In addition to the formal disturbance complaint process set out under section 79 of the Act, L&GNSW may receive general complaints relating to noise caused by licensed venues. This may result in L&GNSW undertaking inspections of the venue to test their compliance with licence conditions or engaging with the venue to provide education and support in identifying ways to manage disturbance at their premises.

L&GNSW adheres to the statutory requirements when responding to a disturbance complaint under section 79 of the Act. L&GNSW is also mindful to ensure reasonable attempts are made to resolve any concerns informally and escalates its inquiries and intervention where informal resolution has not been achieved.

The estimate provided below is divided into two categories – ‘section 79 disturbance complaints’ and ‘noise related complaints’ (any complaint or contact received by L&GNSW relating to noise from licensed venues).

On two occasions in the 2017/2018 financial year, independent acoustic consultants were engaged by L&GNSW to test compliance with the LA10 noise criteria. The total combined cost for these services was \$11,025.00.

Estimate of financial resources L&GNSW commits to noise regulation each financial year

	15/16	16/17	17/18
General noise related complaints received	126	112	140
Average yearly staff cost (7 hrs per matter \$50 /hr)	\$44,100	\$39,200	\$49,000
Formal section 79 disturbance complaints finalised	13	16	7
Average yearly staff cost (60 hrs per matter \$70 /hr)	\$54,600	\$67,200	\$29,400
Acoustic testing	-	-	2
Acoustic testing total	-	-	\$11,025
TOTAL ESTIMATE (per financial year)	\$98,700	\$106,400	\$89,425