

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, Science and Innovation](#) (DESI) 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 Environmental, Science and Innovation (DESI)	Noise, dust, smoke, aerosols, odour	DESI
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 DESI	Noise	DESI
Railways	Noise	Qld Rail
Telephone bells		
Residential	Noise	Council
Commercial	Noise	Council
Industries administered by DESI	Noise	DESI
Metal industry		
Surface coating / abrasive blasting	Noise, dust, smoke, aerosols, odour	Council

Source	Type of Nuisance	Agency
Power boats on land	Noise	Council
Motorbikes / 4WD on private land	Noise	Qld Police Service
Refrigeration units		
Residential	Noise	Council
Commercial	Noise	Council
Industries administered by DESI	Noise	DESI
Light		
Residential	Glare	Council
Commercial	Glare	Council
Industries administered by DESI	Glare	DESI
Dust		
Residential	Dust	Council
Commercial	Dust	Council
Industries administered by DESI	Dust	DESI
Smoke or ash		
Residential	Smoke or particulates	Council
Commercial	Smoke or particulates	Council
Industries administered by DESI	Smoke or particulates	DESI
Fumes or particles		
Residential	Fumes or particulates	Council
Commercial	Fumes or particulates	Council
Industries administered by DESI	Fumes or particulates	DESI
Odour		
Residential	Smell	Council
Commercial	Smell	Council
Industries administered by DESI	Smell	DESI
Minor water contamination		
Residential	Water Pollution	Council
Commercial	Water Pollution	Council
Industries administered by DESI	Water Pollution	DESI