

Monday, 9 January 2012

Upper Hunter noise complaints and monitoring
Response given to *Newcastle Herald*

Could you please provide me with the number of noise complaints received by the department's Singleton office for 2010 and 2011? How is the department reducing the impact of noise on Upper Hunter communities?

Department of Planning and Infrastructure response:

The Singleton office opened in October 2010 and received 13 noise complaints that year and 82 noise complaints in 2011.

The office investigates all complaints to ensure ongoing compliance with conditions of approval.

This work is also supported by independent audits, required by most approvals to further ensure noise levels are within consent requirements. In most cases the Singleton office works with both the auditors and residents to determine weather conditions for noise, times for noise etc, and to ensure the scope of the audit covers community concerns.

Depending on the findings of the audit, the department will consider any non-compliance against its breach management procedures but generally works with mine operators to ensure the adoption of best practice noise management techniques where practical.