QTON No. 63

Legislative Assembly for the Australian Capital Territory
Select Committee on Estimates 2026-2027

Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Mark Parton MLA

Addressed to: Minister for City and Government Services

In relation to: Response times for weekend noise complaints

Hearing: 23 July 2026
Uncorrected Proof Transcript pp 78
Transcript provided: 27 July 2026
Answer Due: 3 August 2026

Mr Matthew Kamarul: took on notice the following question(s):

MR PARTON: And do you know—finally, chair—the typical response time for weekend noise complaints from when a complaint is lodged to when an officer attends and investigates?

Mr Kamarul: I will not have that data to hand, Mr Parton, and I can try and take it on notice. But it varies based on the type of complaint that is received and also potentially the location of the on-call officer at the time. So you could imagine that if an on-call officer was dealing with a noise complaint in Banks at one end of the city, and perhaps then received an on-call complaint regarding a noise complaint at the other end of the city, that officer may be required to travel from completing the first noise complaint inspection to that; that is, at the other end of the city. So it can take some time. Obviously, the second on-call officer can potentially be called in as well. But one, it depends on the availability of the on-call officer. Noise complaints are all triaged as well. I should indicate, Mr Parton, that when we receive the first noise complaint, it comes actually through the contact centres or on-call centres. And they are all treated in the same way, where initially a letter to the person or the entity generating the noise is sent to advise them of the obligations that they have in terms of meeting noise zone standards. So on weekends, it is not always that an on-call officer will specifically attend. It will be triaged through the contact centre. Subsequent calls from the same complainant in relation to the same producer of noise will be escalated through to the on-call officers in the EPA for inspection.

MR PARTON: Mr Kamarul, you have been exceptional

Tara Cheyne MLA: The answer to the Member's question is as follows:

Weekend noise complaints are received through Access Canberra and triaged by contact centre staff for appropriate follow-up. Complaints are assessed and prioritised based on the information available at the time, including the nature of the complaint, potential environmental or community impact, and whether officer attendance is required. The Environment Protection Authority (EPA) has two officers on call each weekend and complaints deemed to require officer attendance are transferred directly to those staff by the contact centre.

Officer response times vary depending on operational circumstances. Relevant factors may include the nature of the complaint, the location of the incident, the availability and location of on-call officers, travel time, and competing operational demands.

The EPA is unable to provide a standard or typical weekend response time. Where attendance is required, the EPA responds as soon as practicable having regard to the circumstances of the complaint and available operational resources.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature: Date: 31/7/26

By the Minister for City and Government Services, Tara Cheyne MLA