

Before you complete this form

Background

Currently, complaints about entertainment sound and noise coming from inside licensed venues may be made to Liquor & Gaming NSW, the relevant council and/or local police.

Councils can reduce the number of avenues for residents and businesses to make these complaints in their local area by notifying Liquor & Gaming NSW that they will take more of a leading role.

If a council has a local plan for managing these complaints, they can simply notify Liquor & Gaming NSW in writing that they want to handle them. In this case, Liquor & Gaming NSW will no longer provide a separate complaint avenue for residents and businesses.

Benefits for the community may include:

- ▲ a clearer way to lodge and respond to complaints, by reducing unnecessary overlapping regulatory responsibilities
- ▲ one commonly agreed approach to managing complaints in the local area - ensuring more consistency in managing complaints and applying any conditions
- ▲ more clarity for residents and businesses that once a complaint is addressed by the council the decision is final.

Councils and NSW Police will still be able to refer complaints to Liquor & Gaming NSW where appropriate (for example, if it relates to existing liquor licence conditions).

Liquor & Gaming NSW will also continue to deal with complaints about noise that may arise from patrons leaving a licensed venue.

What this notice is for

This notice is for local councils to notify Liquor & Gaming NSW that they are opting-in to take the leading role in managing complaints about entertainment sound and noise that is emitted wholly from within licensed premises within their local council area.

Once this notice is lodged and processed, Liquor & Gaming NSW will cease to accept these complaints from local residents and businesses and, if received, will refer the complainant to the relevant council.

How to lodge this form

✉ compliance.info@liquorandgaming.nsw.gov.au

Include 'FM2041 Local Council's notice to manage noise complaints' in the subject line.

Provide all pages of this notice and attachments. There's no need to attach this introduction page.

Need more information?

🌐 liquorandgaming.nsw.gov.au

✉ [Contact us online](#)

☎ 1300 024 720

Your privacy

We will handle your personal information in accordance with the *Privacy and Personal Information Protection Act 1998*. It is being collected by Liquor & Gaming NSW and will be used for the purpose of processing your notification and may be disclosed to other Government agencies for this purpose. General information about your notification may be published on an electronic noticeboard and information about the notification, if granted, on a public register. Providing this information is voluntary, but where relevant information is not provided this may lead to your notification being refused, delayed or not further considered. You have the right to request access to, and correct details of, your personal information held by us. You can access further information on privacy at liquorandgaming.nsw.gov.au.

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Local council's notice to manage noise complaints

Part 1 Notice details

Date of notice

DD / MM / YYYY

Local Council name

Authorised representative details

 Mr
 Ms
 Mrs
 Miss
 Other

First name

Family name

Contact phone

Email

Position

Part 2 Other information we need

Please attach the approved local plan to deal with complaints about entertainment sound and noise emitted wholly from within licensed premises.

Note: an approved local plan to deal with the complaints must be in place before this notification can occur. Liquor & Gaming NSW will not be undertaking any action in relation to the plan, other than verifying that a plan has been approved by the council.

Date arrangement to commence

DD / MM / YYYY

Part 3 Declaration

- ▲ I declare that I am authorised to lodge this notice on behalf of the local council.
- ▲ I declare that the contents of this notice including the attachments are true, correct and complete and that I have made all reasonable enquiries to obtain the information required to complete this notice.
- ▲ I undertake to notify as soon as possible Liquor & Gaming NSW of any change to the information in this notice if the information changes before the notice is fully processed.
- ▲ I acknowledge that under s. 36 of the *Gaming and Liquor Administration Act 2007* and s. 307A of the *Crimes Act 1900* it is an offence to provide false, misleading or incomplete information in this notice.

Full name

Position

Signature

Date

DD / MM / YYYY