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**From:** noiseregulation@infrastructure.gov.au

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**To:** Noise Regulation  
[REDACTED]

**Subject:** Submission to noise regulation review [SEC=UNCLASSIFIED]

**Sensitivity:** Normal

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Comment: For the past five years my family and I have lived on the most eastern edge of Crace in Canberra, overlooking the Gungaharra Grasslands. It seems like a lot of the delivery drones pass directly over or very close to our house. As such, we have a good understanding of the noise issues relating to delivery drones.

In summary, I would say that the drones are quite noisy and do have a minor disruption effect on the environment. As such, further regulation of some sort is required, particularly if their frequency of use were to increase.

Here are some points relating to when we do and do not hear them:

- When the house is closed (windows and doors shut), you generally do not hear them if there is some background noise. But if things are quiet then they are possible to hear but the noise is quite low.
- When doors and windows are open then generally you can hear them if there isn't a moderate to strong background noise. They are loud enough to often draw the attention of people inside but don't interfere with any internal noises.
- If you are outside then they are very noticeable. Depending on the wind you can usually hear them before you see them. When they pass overhead then I would classify the noise as loud but not disruptive (as in they don't block out local noise, like a conversation). But they are loud enough that generally it will draw the attention of whoever is outside, and so it is disruptive in that sense.
- The above comments relate to drones flying/passing overhead but not in the delivery stage. There is a house in the street behind us that regularly gets deliveries (about 50 or so meters away). Obviously when this occurs it is even noisier but when it gets to the lowest part of the delivery the sound appears to be slightly blocked/muffled by the surrounding houses.
- Generally we notice the deliveries on the weekend, which aligns with when we are most at home and probably when most deliveries are made.

While drones are generally not as noisy as other outdoor neighbourhood devices (say a lawn-mower being used &#39;next door&#39;), the fact that deliveries can (or will) occur across the entirety of the day and are sometime quite frequent (and maybe become more so), then we believe that further regulation is required to minimise the noise.

We are not sure what regulation is required but some suggestions are:

- Make the drones quieter when in operation.
- The drones could fly at a higher altitude before their delivery descent.
- Limit their hours of operation.
- Restrict/broaden their flight path so that they cannot continually fly over the same flight path, thereby disrupting the same residences below.

I hope this has been of use.

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Confidential?: No

submitted via infrastructure.gov.au