



Amenity

Visual, lighting, character and community amenity.

How to use this handbook

This volume is the practitioner (site and technical) reference for the Amenity factor. It sets out what Amenity governs, every assessment element with its own process and controls, the Queensland and Commonwealth instruments that apply, and the primary metric for each element. It is decision support, not legal advice or a substitute for a site-specific assessment — confirm every regulatory point against the current instrument and, where a threshold is close or a critical exception applies, obtain specialist and legal review.

FIELD	DETAIL
Volume	09 of 17 — Environmental Knowledge Handbooks
Factor	Amenity
Jurisdiction	Queensland, Australia
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Prepared by	QTEN — Queensland Technical Excellence Network
Review	SME, spatial and legal review before reliance

Executive overview

Amenity is where community objection, planning conditions and reputation converge — the lived experience of a place during and after a project. In Queensland amenity is managed chiefly through the Planning Act 2016 and local planning schemes, supported by the nuisance provisions of the Environmental Protection Act 1994 for light, dust and noise spill. The exposures are visual and landscape character, light spill, and disruption to public realm, access and use. The site-manager task is to understand the sensitive views and users, design and stage works to limit intrusion, and manage lighting, hoarding and access with community engagement.

Scope

Amenity resolves into four secondary factors — Community and Place Amenity; Visual and Sensory Amenity; Access and Use; Amenity Management and Engagement — and twenty assessment elements. Every element is set out below with its own process and controls and its primary decision metric; identifiers are shared with the companion Knowledge System workbook and the platform calculators.

Assessment elements & process

Each assessment element below carries what it governs and its key pressures, the appropriate site process and controls, and the primary metric that measures it. Work every element that your project engages.

ASSESSMENT ELEMENT	WHAT IT GOVERNS & KEY PRESSURES	PROCESS & CONTROLS
Residential Amenity <i>Residential amenity impact score</i>	Residential amenity — the lived experience of nearby residents. Pressures: noise, dust, light, traffic, visual intrusion.	Identify affected residents; assess combined amenity impact; apply design, hours and controls; engage and respond to complaints.
Public Realm and Open Space Amenity <i>Public realm amenity score</i>	Public-realm and open-space amenity. Pressures: closures, clutter, loss of quality space.	Maintain quality and access to public space; stage works; reinstate; monitor amenity.

ASSESSMENT ELEMENT	WHAT IT GOVERNS & KEY PRESSURES	PROCESS & CONTROLS
Recreation and Visitor Amenity <i>Visitor amenity and access index</i>	Recreation and visitor amenity and access. Pressures: closures, disruption to recreation and visitor use.	Maintain recreation access; provide alternatives; time works; engage user groups.
Rural and Landscape Amenity <i>Rural landscape amenity change</i>	Rural and landscape amenity change. Pressures: structures, clearing, changed rural character.	Assess rural-character change; design to fit; retain screening vegetation; mitigate visual change.
Workplace and Institutional Amenity <i>Institutional amenity compliance</i>	Workplace and institutional amenity compliance. Pressures: disruption to schools, hospitals, workplaces.	Identify sensitive institutions; coordinate timing and controls; maintain access and comfort; engage.
Landscape and Visual Character <i>Landscape character impact</i>	Landscape and visual character impact. Pressures: bulk, scale, vegetation loss, hoarding.	Assess visual impact from viewpoints; design response; retain and screen; provide quality hoarding.
Views, Vistas and Scenic Amenity <i>View impact significance</i>	Views, vistas and scenic amenity. Pressures: obstruction of valued views.	Identify valued views; assess significance; design to protect key vistas; mitigate obstruction.
Lighting and Light Spill <i>Light spill and glare compliance</i>	Lighting and light spill compliance. Pressures: construction/operational lighting, glare.	Design directional, shielded lighting; apply curfews and dimming; measure spill; manage fauna-sensitive lighting.
Odour and Sensory Amenity <i>Odour amenity impact</i>	Odour and sensory amenity. Pressures: odour, smoke and sensory nuisance.	Identify sensory sources; control at source; monitor and manage complaints.
Dust, Smoke and Visual Air Effects <i>Visible dust and smoke amenity impact</i>	Dust, smoke and visual air effects on amenity. Pressures: visible dust and smoke.	Suppress dust and control smoke; schedule to weather; respond to visible-emission complaints.
Access, Connectivity and Severance <i>Access and severance impact</i>	Access, connectivity and severance. Pressures: road/path closures, parking loss, severance.	Maintain essential access; provide alternatives and wayfinding; stage works; liaise with affected users and businesses.
Public Space Usability and Comfort <i>Usability and comfort index</i>	Public-space usability and comfort. Pressures: obstruction, noise, loss of shade and seating.	Maintain usable, comfortable public space; provide amenities; reinstate; monitor usability.
Privacy and Overlooking <i>Privacy impact status</i>	Privacy and overlooking. Pressures: new structures overlooking dwellings.	Assess privacy impacts; design to limit overlooking; provide screening; resolve concerns.
Safety, Security and Perceived Safety <i>Amenity safety and confidence score</i>	Safety, security and perceived safety. Pressures: works reducing real or perceived safety.	Maintain safe, well-lit, secure environments; apply CPTED principles; address perceived-safety concerns.
Temporary Disruption and Construction Amenity <i>Construction amenity disruption</i>	Temporary disruption and construction amenity. Pressures: hoarding, noise, dust, access changes during works.	Plan construction amenity; stage and notify; maintain access and cleanliness; reinstate promptly.
Amenity Impact Assessment <i>Residual amenity significance</i>	Amenity impact assessment and residual significance. Pressures: unassessed cumulative amenity impact.	Assess combined amenity impacts; apply controls; determine residual significance; document.
Community Engagement and Social Licence <i>Engagement responsiveness and trust</i>	Community engagement and social licence. Pressures: poor engagement, loss of trust.	Engage early and continuously; be responsive; build and maintain trust; track responsiveness.

ASSESSMENT ELEMENT	WHAT IT GOVERNS & KEY PRESSURES	PROCESS & CONTROLS
Amenity Management Plans and Controls <i>Amenity plan implementation</i>	Amenity management plans and controls. Pressures: plan not implemented.	Prepare and implement an amenity management plan; assign responsibilities; verify implementation.
Complaint, Incident and Conflict Management <i>Response and closure timeliness</i>	Complaint, incident and conflict management. Pressures: slow response, unresolved conflict.	Log and respond to complaints; investigate; correct; close out within target; manage conflict.
Amenity Monitoring and Adaptive Management <i>Monitoring coverage and adaptive response</i>	Amenity monitoring and adaptive management. Pressures: inadequate monitoring, no response.	Monitor amenity and complaints; act on triggers; report and adapt controls.

Regulatory mapping

The instruments most often engaged for Amenity. Confirm currency and application to the specific site and activity before relying on any entry.

INSTRUMENT	JURIS.	WHAT IT DOES	TYPICAL TRIGGER
Planning Act 2016	Qld	Development assessment; amenity, character and use conditions.	Assessable development affecting amenity.
Local planning schemes	Qld	Character, landscape, lighting and amenity codes.	Development within a scheme area.
Environmental Protection Act 1994	Qld	Nuisance provisions for light, dust and noise spill.	Activity causing an amenity nuisance.
Local-government local laws	Qld	Road/footpath occupation, hoarding and works approvals.	Occupying or affecting the public realm.

Assurance & evidence

- **Source currency.** Confirm the instruments, criteria and trigger values cited are current and correctly applied to the site and activity.
- **Records.** For each element engaged, retain the assessment, the controls applied, monitoring against the metric, and any statutory notifications — the evidence that the process was followed.
- **Independent review.** Interpretations, threshold decisions and critical exceptions are reviewed by a suitably qualified person before reliance.

TALK TO QTEN

Managing amenity on a live project? QTEN helps Queensland clients turn this handbook into a defensible, evidence-backed position — scoping, assessment, controls, approvals and review. Bring us your site and we will help you get it right, and prove it.

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