

Review of Aircraft Noise Information Presentation and Complaint Resolution: Perth

Terms of Reference

<p>Review Objectives</p>	<p>In line with the ANO Charter, the review will address concerns raised by a number of residents, interest groups and other stakeholders in Perth about how Airservices Australia can improve:</p> <ol style="list-style-type: none"> 1. public understanding and information about aircraft noise issues 2. resolution of complaints about aircraft noise, including the identification and management of improvements to aircraft noise outcomes. <p>While this review will focus specifically on Perth, it is anticipated that some findings may have a broader application.</p>	
<p>Review Scope</p>	<p>The review will identify, consider and make recommendations as appropriate on the review objectives:</p> <ol style="list-style-type: none"> 1. to improve public understanding and information about aircraft noise issues: <ol style="list-style-type: none"> a. review currently available information about aircraft noise and its presentation/distribution, and examine options to improve the methods of explaining aircraft noise issues to the public b. consider feedback from complaints and other available indicators of public understanding and reactions to identify opportunities to improve information and understanding about aircraft noise c. consider the relationship between the different roles of Airservices Australia, airport operators and other stakeholders in providing information about aircraft noise 2. to improve resolution of complaints about aircraft noise: <ol style="list-style-type: none"> a. examine how options to improve noise outcomes are considered, and in particular consider how possible small changes to the management of air traffic over Perth are considered and assessed b. examine the allocation of managerial responsibility within Airservices Australia for aircraft noise communications <p>The review will draw on information available from, but not re-investigate matters already specifically considered by, the Senate Rural and Regional Affairs and Transport References Committee Inquiry on the effectiveness of Airservices Australia's Management of Aircraft Noise.</p>	
<p>Report issue</p>	<p>Draft: September 2011</p>	<p>Final: November 2011</p>