



Annual Report

2016-2017

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ANO role

The ANO provides independent administrative reviews of Airservices Australia's and the Department of Defence's management of aircraft noise issues, specifically focussed on three areas:

- Complaint handling
- Consultation
- Information provision

In addition, the ANO may undertake targeted reviews on systemic issues.

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1 From the Ombudsman

1.1 I am very pleased and excited to have been appointed as Aircraft Noise Ombudsman. In the five months since I began in the role I have been fascinated by the wide and varied range of issues that emerge in this field. Although new to aviation, I am not new to looking at the way government or agency decision making affects ordinary people in their daily lives. A background in administrative review, tribunals, legal policy development and the public and community sectors, means I am well acquainted with the consequences of agencies' failure to properly engage with affected communities. Right now, my new-ness to aviation means I can offer some insights from the perspective of an outsider – a perspective I share with most of the community.



“I am determined to deliver an effective and influential ANO service, faithful to the principles that underpin the Ombudsman model”

1.2 I am determined to deliver an effective and influential ANO service, faithful to the principles that underpin the Ombudsman model:

- An Ombudsman is independent – not aligned with or subject to government or government agencies or industry or the community.
- An Ombudsman investigates complaints, facilitates resolutions, publishes reports, supports and promotes relationships, raises issues, improves communication, persuades, influences and makes recommendations.
- An Ombudsman is concerned with transformative change and with incremental continuous improvement.

1.3 The ANO is not, as some residents would hope, a community advocate, but neither are we an industry agent or defender of the status quo. That means that, like any ombudsman, we have a unique perspective: a high and wide view of the range of interests, imperatives and concerns. This also means we have a balanced view of any issue.

1.4 As a specialist ombudsman, we bring particular insight that goes beyond purely procedural or administrative review by drawing on a high level of expertise in aviation, complaint management and investigation experience and an understanding of how government and agencies work. This leads to the identification and pursuit of noise improvements or, far more often, the provision of better explanations in the many cases where no improvements in aircraft noise issues can be identified.

1.5 Community engagement is a key aspect of aircraft noise management on which I intend to have particular focus in the coming years. Effective engagement with the community is essential for public trust and understanding. I want our work with Defence and Airservices to deliver more and better community engagement around aircraft noise issues, especially in this period of extensive development in the Australian aviation sector.

1.6 I would like to acknowledge the enormous contribution that Mr Ron Brent made during his almost six and a half years as Aircraft Noise Ombudsman until his departure in February 2017. As the first Aircraft Noise Ombudsman in Australia, Ron established an office that is widely recognised within the aviation industry and amongst many community members as an independent, credible and respected authority on aircraft noise management. Important achievements of the ANO office during Ron's tenure include transforming the way complaints are handled and shifting the attention in noise management from technical noise parameters to the drivers of annoyance.

“As the first ANO, Ron Brent established an independent, credible and respected authority”

1.7 Additionally, I recognise and celebrate the ongoing contribution of the small but highly skilled and effective ANO team (past and present), who supported Ron throughout his tenure. I consider myself extremely fortunate to be working with this superb team. In supporting the transition to my leadership, the current ANO team of Tim Abberton, Kate Burmester and Kristy Ryan has in every respect been generous, thoughtful, efficient, and patient beyond all reasonable expectations with all of my many questions. I am privileged to have inherited such a highly skilled, dynamic and dedicated staff. They are the life blood of the ANO office.

1.8 I am pleased to summarise some of the ANO's achievements from the 2016-17 financial year:

- ❖ Finalising our second major review for Defence: Review of Defence's Aircraft Noise Complaints Management System (November 2016), including seven recommendations for improving complaint management across the organisation.
- ❖ Seeing the completion by Airservices of its six remaining recommendations from our Investigation into Complaints about the Perth Noise Improvement Proposals (November 2015).
- ❖ Seeing the completion by Defence of its five remaining recommendations from our Review of Australian Super Hornet Flying Operations at RAAF Base Amberley (August 2015), including the much-awaited launch of an online noise complaint form.
- ❖ Identifying and investigating five new potential noise improvements in response to a total of 131 complaints handled by the ANO office. One Airservices opportunity appears likely to deliver a small flight path change later this year that will potentially benefit thousands of coastal Sydney residents, while two Defence opportunities could reduce the number of aircraft overflying nearby residential areas.

“Noise improvement opportunities continued to be identified from complaint investigations by the ANO”

- 1.9 Also of note was an update to the ANO Charter. Following a periodic review, the Board of Airservices Australia and the Chief of Air Force endorsed an amended Charter, effective from November 2016. The amendments included editorial improvements and clarification of the Aircraft Noise Ombudsman's review processes and operations. The current ANO Charter, and all previous versions are available on the ANO website: <http://www.ano.gov.au/about/>.
- 1.10 Through the 2016-17 period, Airservices has been significantly reforming itself through a program called *Accelerate*. This process has led to change in its management of community engagement about aircraft noise issues, including a shift in accountability for engagement from a central head office function to being integrated into the operational Air Traffic Control group. During 2016-17, concerns about Airservices' changed approach to community engagement were expressed to the ANO by a variety of individuals, including the Chairs of some Community Aviation Consultation Groups (CACGs), community representatives, airports and others affected by this issue. The concerns were largely about the quality of information being provided, or that would be provided, following the devolution of responsibility for Airservices' engagement with CACGs to local operational managers, rather than being conducted by the previously centralised skilled community relations team. However, Airservices has been responsive to feedback and is looking for ways to adapt its community engagement approach accordingly, including a plan for training and having senior consultation specialists jointly conducting the engagement with the local operational managers at some major airports.

“The ANO has been closely monitoring Airservices' community engagement”

1.11 The ANO has been closely monitoring the quality and effectiveness of Airservices' community engagement during this time of change. Airservices advised that it is near to finalising a community engagement strategy. The ANO looks forward to

seeing Airservices position itself to provide more and better community engagement about aircraft noise.

- 1.12 Defence has responded to the recommendations of our reviews and is starting to make visible progress with improving its complaints management system and information provision about aircraft noise. Internally Defence has commenced reviewing and refreshing its Aircraft Noise Strategy, taking on board its experiences over the past three years. We have noted the particular challenge Defence faces with having a continuously rotating workforce so that issues that have previously been addressed must be addressed again with a new person in the role. There seems to be limited access to lessons learnt in the past. We will be looking for opportunities to improve Defence's capacity to share and embed its learnings on aircraft noise management and complaint handling.

“Defence is reviewing and refreshing its Aircraft Noise Management Strategy”

1.13 A central feature of the ANO role is to seek out opportunities for improvement in the agencies we oversee. This brings with it the need to challenge existing practices, processes and decisions. Necessarily this may involve criticism and, while never directed personally at any individuals, we accept that for the staff involved this can sometimes be difficult. We recognise how challenging this can be and thank the staff of Airservices and Defence with whom we work day-to-day and the leaders who support them. Along with my commencement in this role, there have been staff changes in both Airservices and Defence. Despite these changes, there remains a commitment to working constructively with the ANO. I look forward to building on these relationships and, through them, to ensuring the ANO continues to make valuable contributions to the management of aircraft noise by Defence and Airservices.

1.14 We are also grateful to those individuals in the community who invest their personal time in raising concerns and making suggestions for change. Since I started in this role I have made an effort to meet with people individually as well as through structured community forums. I am routinely impressed by the care and effort that people put into raising their issues and ideas about aircraft noise management. Without an engaged community, we could not do our work to the standard we expect of ourselves.

1.15 I look forward to building on the strong foundations of the ANO in 2017-18.

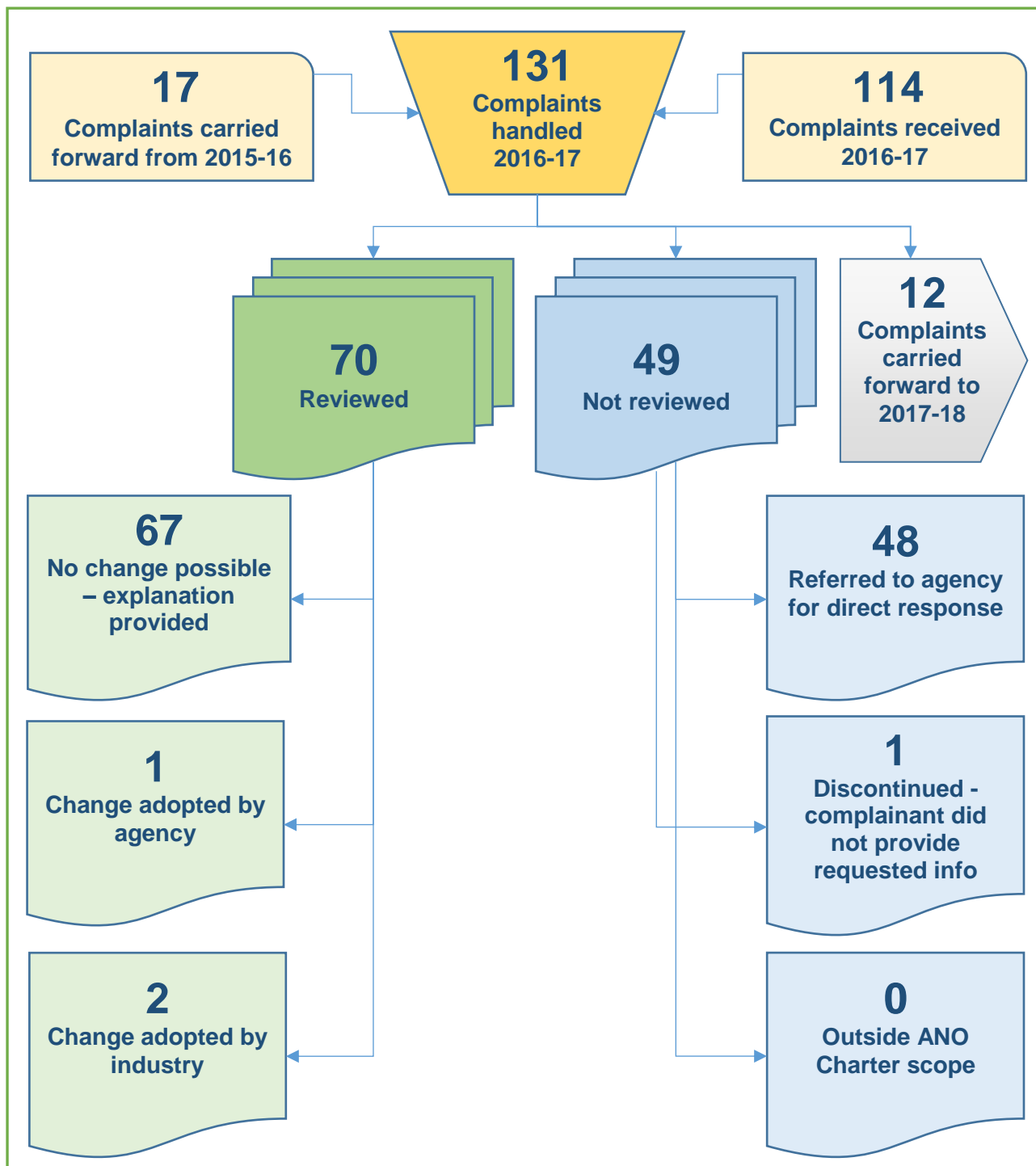


Narelle Bell
Aircraft Noise Ombudsman
31 August 2017

2 Complaints

Complaint statistics

2.1 The ANO received almost half the number of complaints in 2016-17 than in the previous financial year. The following graphic shows how we handled them.



2.2 **Attachment 1** provides a summary of ANO complaint statistics for 2016-17.

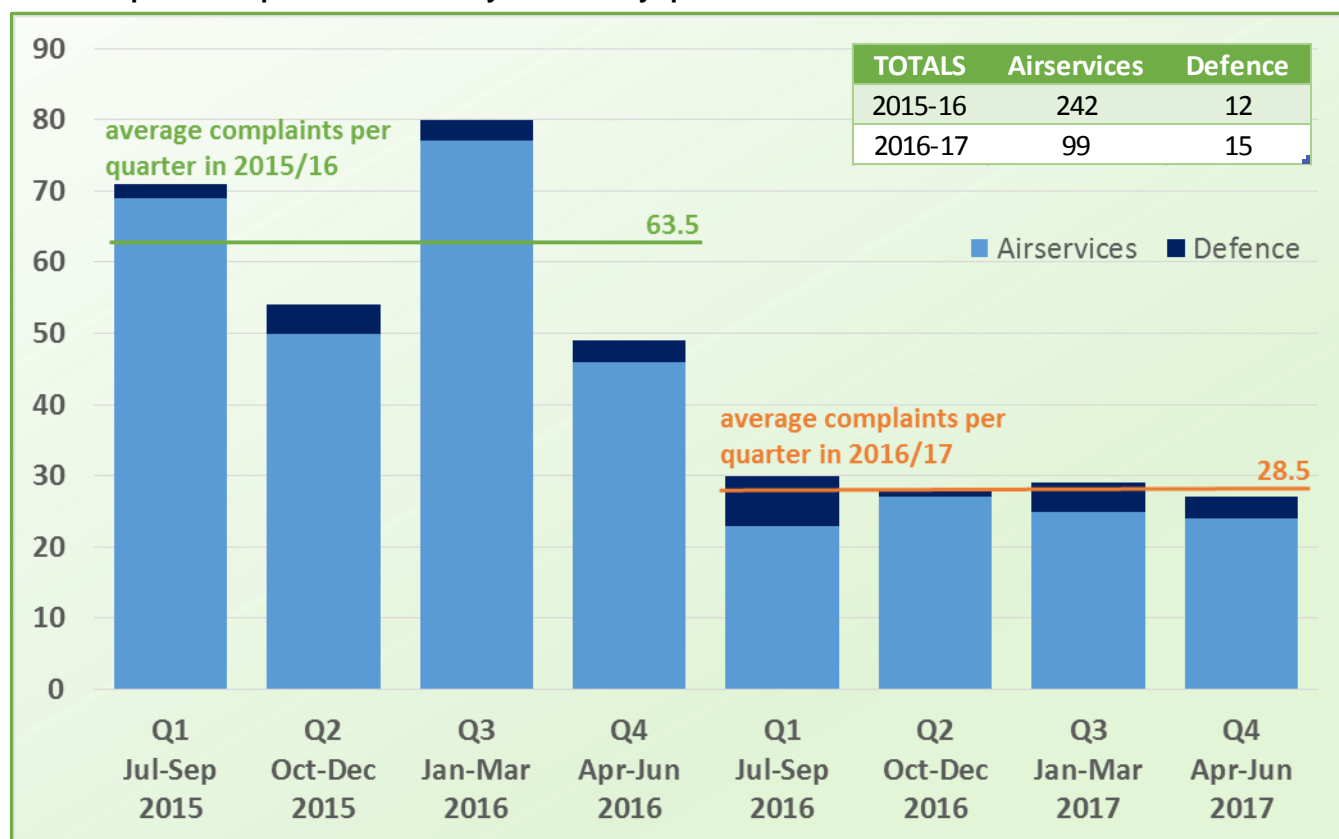
- 2.3 The table below shows the changes in the annual and per month average for ANO complaints received over time.

Table 1: Comparative complaints received by financial year

	Total fin. year	Ave per month	% Change
Sep 2010-Jun 2011 (10 mths)	101	10.1	
Jul 2011-Jun 2012 (12 mths)	109	9.1	↓ 10.1%
Jul 2012-Jun 2013 (12 mths)	88	7.3	↓ 19.3%
Jul 2013-Jun 2014 (12 mths)	106	8.8	↑ 20.5%
Jul 2014-Jun 2015 (12 mths)	239	19.9	↑ 125.4%
Jul 2015-Jun 2016 (12 mths)	254	21.2	↑ 6.3%
Jul 2016-Jun 2017 (12 mths)	114	9.5	↓ 55.1%

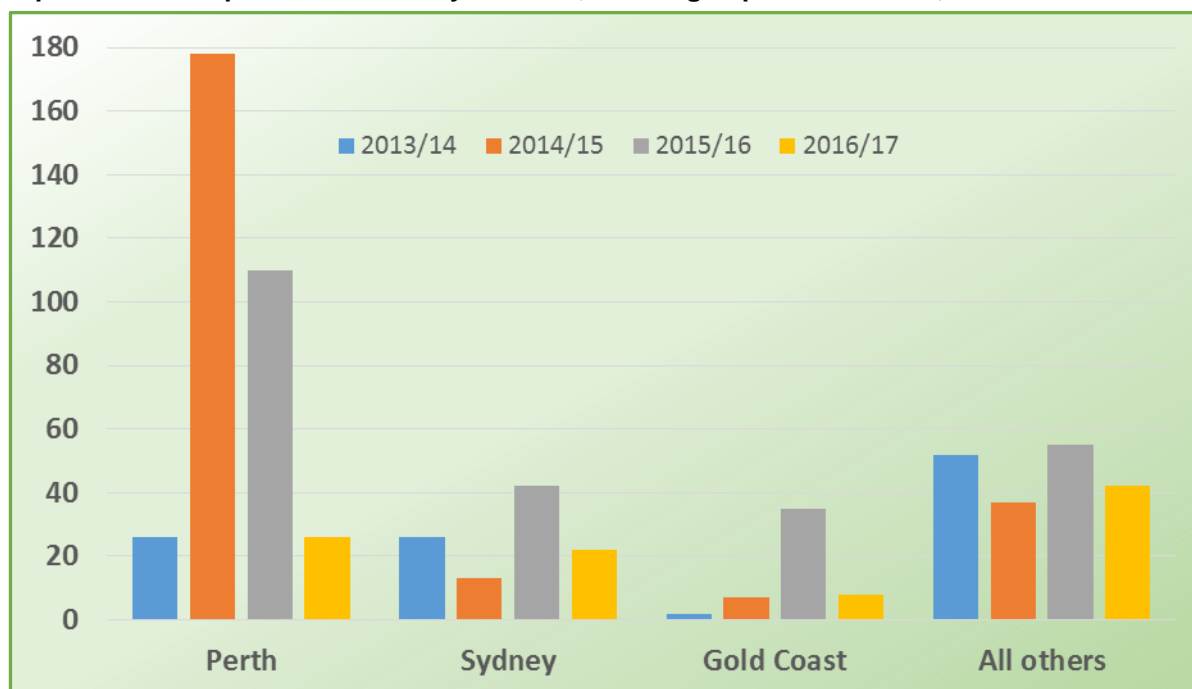
- 2.4 The significant increase in complaints received during the last quarter of the 2014-15 financial year and into the 2015-16 financial year was not sustained into the 2016-17 period. The dramatic reduction in complaints about Airservices translated to a better than halving in the overall average number of complaints received per quarter by the ANO, from 63.5 in 2015/16 to 28.5 in 2016/17 (see graph below).

Graph 1: Complaints received by the ANO by quarter in 2015-16 and 2016-17



- 2.5 In 2015, Airservices introduced some flight path changes in Perth and the Gold Coast that triggered relatively high levels of complaint from those areas. Additionally the announcement of the Western Sydney Airport site at Badgerys Creek in August 2015 generated higher levels of concern from the Sydney and Blue Mountains areas. In 2016-17, these locations have continued to be the source of many complaints, however the total numbers are back down to the levels prior to the changes of 2015-16.

Graph 2: Civil complaints received by the ANO, showing airport of concern, 2013-14 to 2016-17



- 2.6 The ANO started the financial year with 17 open complaints and received a further 114 complaints during the period. Of the total 131 complaints handled in 2016-17, we closed 119. Of these, we reviewed 70 complaints in detail, referred 48 back to either Airservices or Defence to respond to directly, and closed one more without review due to a lack of information from the complainant.

Table 2: Complaints reviewed versus total complaints handled

	Complaints handled	Complaints reviewed #	Complaints reviewed %
2011-12	120	88	73%
2012-13	120	82	68%
2013-14	128	75	59%
2014-15	253	58	23%
2015-16	271	120	44%
2016-17	131	70	53%

- 2.7 Of the complaints reviewed in 2016-17, most did not lead to any change (see table below). In such cases, the ANO, having investigated the issues, provides a detailed explanation to the complainant. It should be noted that there are five complaints still under review because a potential opportunity for a noise improvement has been identified in each case. These cases have not yet been closed so are not reflected in the statistics below.

Table 3: Outcome of complaints reviewed by the ANO in 2016-17

Complaints reviewed and closed:	70	
No change possible - explanation provided	67	95.8%
Change adopted by Airservices	1	1.4%
Change adopted by airport operator	1	1.4%
Change adopted by operator	1	1.4%

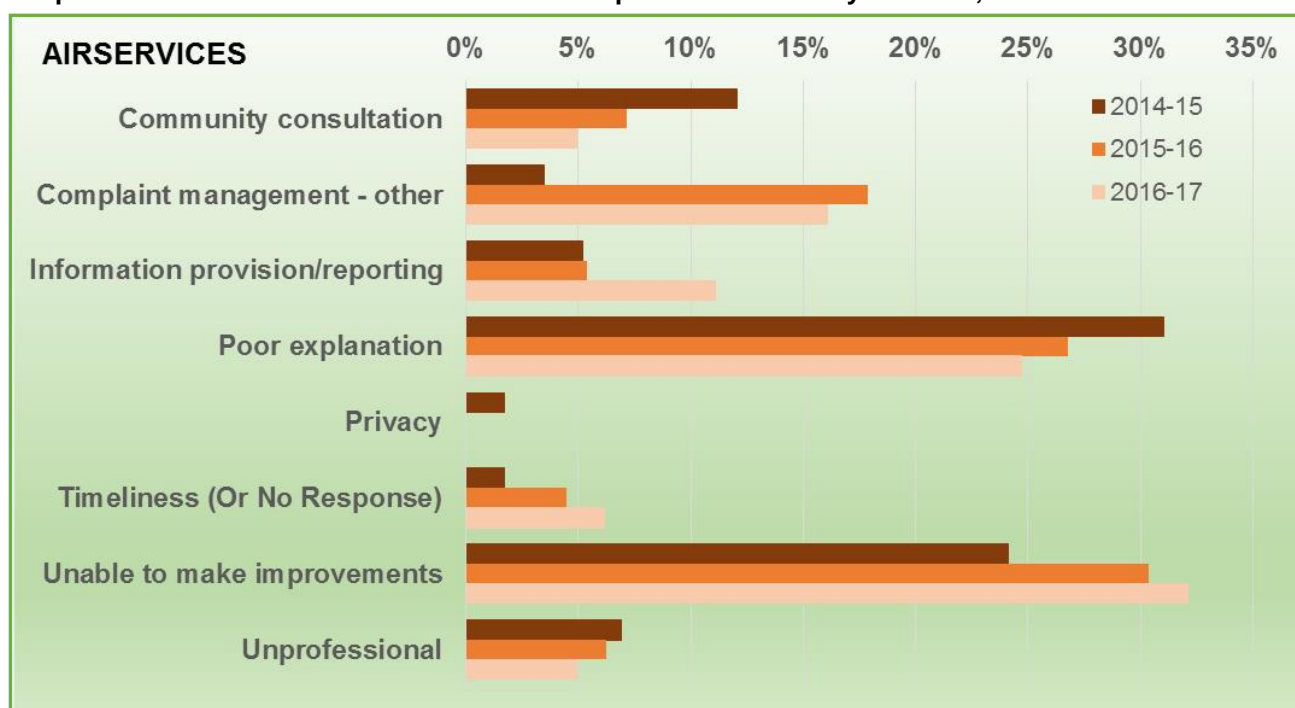
- 2.8 The complaint that led to a change by Airservices arose from community reactions to an altered approach path into the Gold Coast Airport, introduced in late August 2016. While Airservices had undertaken community consultation about the changes proposed, the potential noise and overflight impacts were not clearly presented. The community did not realise that there would be impacts so had not expressed any concerns about the proposed changes. When the changed procedures began to be used, the impacts were clearly noticeable by the newly affected communities, leading to a significant level of community concern. Airservices was responsive to this and acknowledged the errors in its communications materials. Importantly, Airservices quickly identified and introduced a noise abatement procedure to minimise use of the new approach path so that additional noise impacts on the community are avoided except as a last resort.
- 2.9 The change adopted by an airport operator was made in the Hervey Bay area, where the local council who operates the airport undertook to establish a Fly Neighbourly Agreement with the operators whose flight training activities were impacting on the community. A Fly Neighbourly Agreement is a voluntary set of rules or a 'code of conduct' agreed between aircraft operators and airports to reduce disturbance caused by aircraft. Such agreements exist at many locations and, despite not being enforceable by law, they are generally adhered to by aircraft operators. The agreement would cover hours of operation and flight routes to lessen the impact of noise generated by the aircraft on residents.
- 2.10 In Adelaide there has been ongoing concern about emergency services helicopters operating at night over the suburbs. These concerns continue. However, following our review of a complaint on this matter in August 2016, the operator did undertake to ensure its training activities were undertaken prior to 11pm. In an effort to manage community expectations and reduce annoyance associated with the unavoidable impacts of its activity, the operator was also developing plans to better inform local residents of training schedules and what can be expected during emergency flights.

Issues analysis

2.11 Issues were recorded only for those complaints that were reviewed by the ANO and reflect what the complainant reported as the main issue(s) in dealing with either Defence or Airservices. The aim in collecting this data is to allow the ANO to better identify systemic issues and to target areas for improvement.

2.12 For Airservices, the graph below shows reported issues arising from complaints about Airservices that were reviewed by the ANO and closed in the 2016-17 financial year compared with the two previous financial years. Given the significant difference in the number of reviewed cases each year, the number of issues is shown as a percentage of the reviewed cases for each year.

Graph 3: Airservices issues identified from complaints reviewed by the ANO, 2014-15 to 2016-17

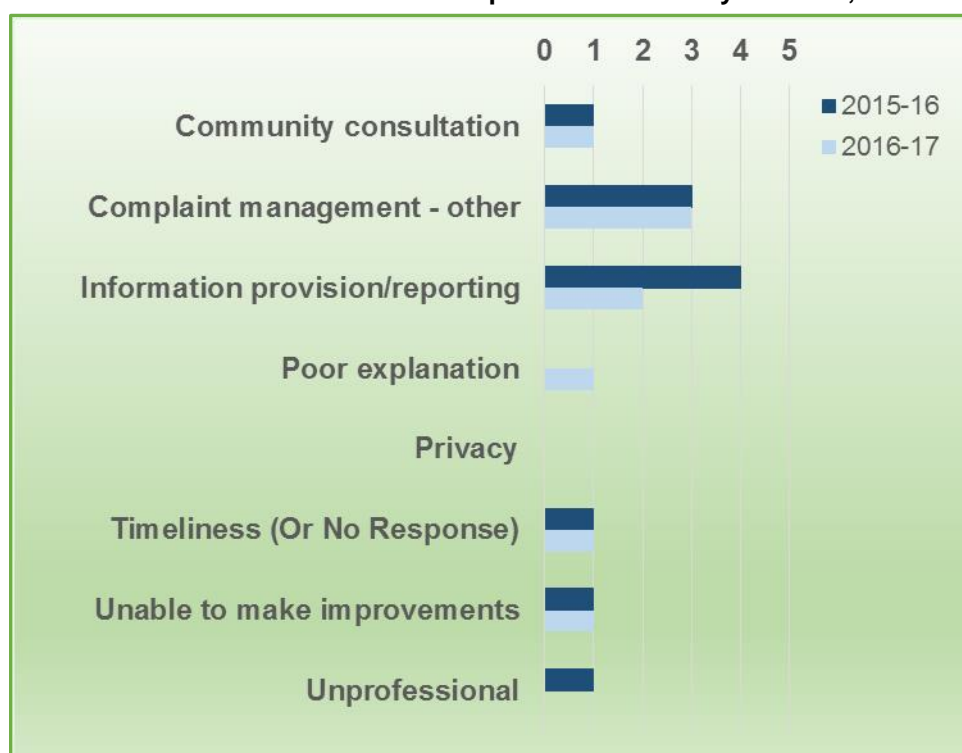


2.13 The previous graph shows that in the past financial year, as in previous years, the two main issues for complainants who escalate their concerns about Airservices to the ANO were about receiving poor explanations or Airservices not being able to make improvements. The continuing trend of the 'poor explanation' category reducing, while the 'unable to make changes category' increases suggests that Airservices may be improving overall in its explanations in those instances where there is nothing that can be done to reduce the noise. The complainants are seeking confirmation from the ANO of this determination and in almost all instances, the ANO cannot identify improvement and endorses the outcome of the complaint as handled by Airservices.

2.14 There is a notable increase in complaints about information provision/reporting, although in total numbers of complaints these figures are small. Analysis suggests that the information concerns relate either to the information provided not aligning with the complainant's experience or to the reporting of complaints not reflecting the number of contacts from complainants of a particular area. Aircraft noise complaint reporting is something the ANO office is continuing to consider and provide feedback on.

2.15 For Defence, the ANO reviewed just six cases in total during 2016-17. Within this small sample, the dominant issues, as displayed on the graph below, were “complaint management - other” and “information provision/reporting”. The former issue related mainly to complainants experiencing difficulty initially reaching the right person (or area) within Defence who could respond to their complaint or enquiry. The latter issue reflected separate concerns from two residents about Defence’s Australian Noise Exposure Forecast (ANEF) maps for Darwin and Williamtown.

Graph 4: Defence issues identified from complaints reviewed by the ANO, 2015-16 to 2016-17



2.16 The ANO is aware that ANEF maps have a very specific land-use planning purpose and are highly technical in nature. This can lead to confusion for members of the public, who are likely to find it difficult to interpret the information. For this reason, the ANO cautions against placing too much emphasis on the ANEFs as a tool for publicly communicating expected noise impacts.

3 Noise improvement opportunities

- 3.1 Investigations into noise improvement opportunities that stem from complaints handled by the ANO (or from ANO attendance at community consultation meetings) are tracked in our quarterly reports. These reports are available on our website and **Attachment 2** summarises the noise improvement opportunities considered in 2016-17.
- 3.2 Five new noise improvement opportunities were identified in the past year, in addition to two that had been identified but not finalised from the previous year. In Adelaide, the emergency services operator has undertaken some minor changes and in Point Cook, Defence has addressed a number of information and complaint handling issues, with the noise improvement opportunity still being investigated. The other opportunities remained under investigation at the end of 2016-17.

4 Community engagement and information provision

- 4.1 As in previous years, the ANO office has continued to attend a variety of community and aviation industry meetings across Australia during the past twelve months. By going to these meetings we gain a first-hand perspective of community and industry issues. We take the opportunity to monitor Airservices' and Defence's information presentation and consultation activities, and to identify emerging aircraft noise issues. It also helps to increase awareness of the ANO role, our recent activities, and the opportunities we are pursuing to improve noise outcomes.
- 4.2 This year ANO staff attended 16 Airport Community Aviation Consultation Group (or equivalent) meetings. We also attended various industry meetings, including the major annual conferences of the Australian Airports Association (AAA), the Australian Mayoral Aviation Council (AMAC), and the Aviation Industry Noise Forum.
- 4.3 The ANO was also invited to present at the New Zealand Airports Association's Annual Conference, and at the International Civil Aviation Organisation's *Committee for Aviation Environmental Protection - Working Group* on aircraft noise.

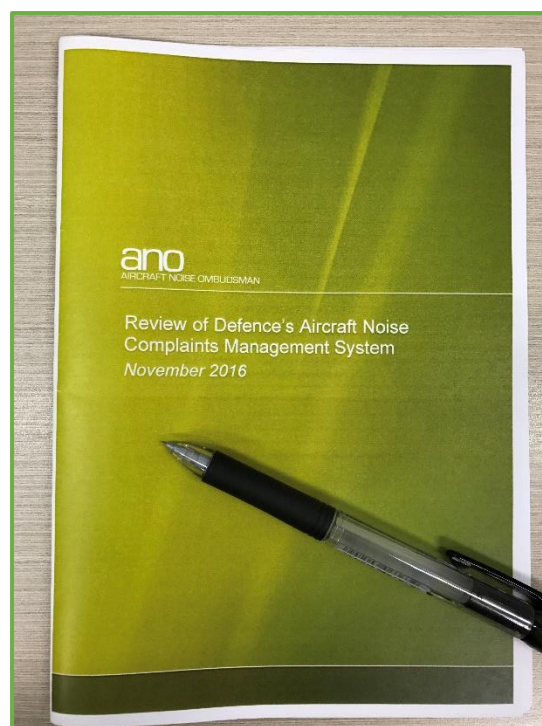
5 ANO reviews

Airservices

- 5.1 The ANO did not undertake a formal review of Airservices in 2016-17. During the period, Airservices addressed the six remaining recommendations made in our review: Investigation into Complaints about the Perth Noise Improvement Proposals (November 2015). All recommendations from this review are now closed.

Defence

- 5.2 The ANO delivered our foreshadowed Review of Defence's Aircraft Noise Complaints Management System in November 2016. The review assessed the effectiveness of Defence's handling of complaints about aircraft noise against the requirements for 'Operation of the Complaint Management System' set out in Chapter 8 of the Australian /New Zealand Standard 10002:2014 "Guidelines for complaint management in organizations".
- 5.3 The review made seven recommendations to improve Defence's complaints management system, which Defence is working on, including:
- Defence to use complaint data to identify and pursue noise improvement opportunities, enhance public consultation and improve information provision.
 - Defence to improve public information about the complaints process.
 - Defence to review and improve web based information on aircraft noise.
 - Defence to improve complaint management processes for written responses to residents.
 - Defence to share data, experience and learnings across bases to maximise noise improvement opportunities and enhance complaint management across Defence.
- 5.4 Defence also continued to address the five remaining recommendations made in our first review, Review of Australian Super Hornet Flying Operations at RAAF Base Amberley (August 2015). All recommendations from this review have now been closed, including the much-awaited launch of an online noise complaint form.
- 5.5 **Attachment 3** summarises the ANO assessment of progress on all recommendations that were either open at the start of or made during this financial year.



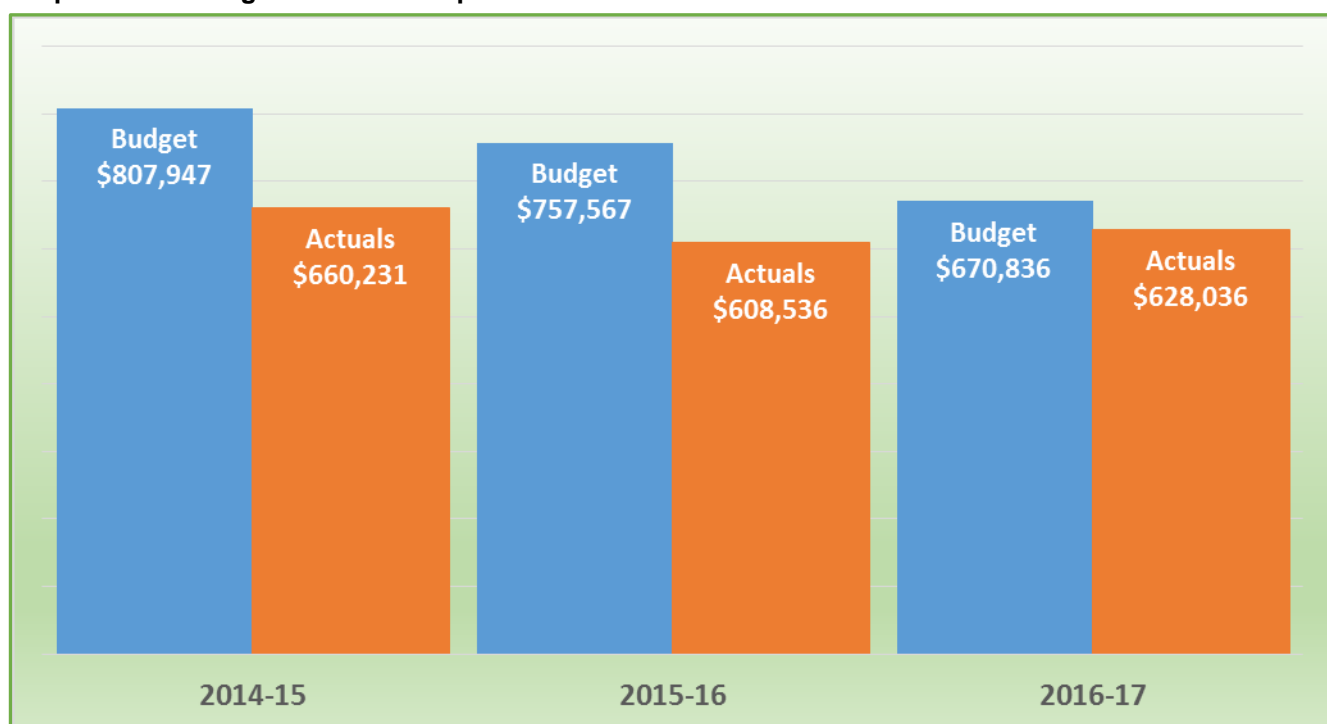
6 ANO publications

- 6.1 In addition to our quarterly reports and last year's annual report, the ANO published the following on our website during 2016-17:
- 30 November 2016 - Review of Defence's Aircraft Noise Complaints Management System
 - 14 December 2016 - Revised ANO Charter
 - 16 December 2016 – notice of ANO Charter amendment
 - 3 February 2017 - Appointment of Aircraft Noise Ombudsman
- 6.2 Aircraft Noise Ombudsman Ron Brent also published an article in the August-September issue of the Airports International magazine, called *Airports' Permission to Grow: Addressing Aircraft Noise*.
- 6.3 Further, an article about the ANO's presentation in September 2016 to the New Zealand Airports Association (NZAA) was published in the November 2016 issue of the NZAA's Magazine.

7 Financial results

- 7.1 The ANO operates autonomously in managing its financial accountabilities. In line with the ANO Charter, the ANO independently determines how funds and resources are allocated, within the budget provided by Airservices and Defence.
- 7.2 As with previous years, the ANO has managed its budget effectively, with actual costs again within the annual budget, which was again lower than allocated in the previous financial year. In 2016-17, the total operating expenditure of the office was \$628,036 against a total budget of \$670,836.
- 7.3 Costs include all staff salaries and entitlements, travel and administrative overhead costs. The small under-spend compared to budget mainly reflects savings made in staff costs, travel and incidentals.

Graph 5: ANO budget and actual expenditure 2014-15 to 2016-17



Attachment 1 ANO Complaint Statistics

The following summarises the ANO complaint statistics for 2016-17.

	Total	Airservices	Defence
Complaints carried forward from 2015-16	17	15	2
Complaints received 2016-17	114	99	15
Total complaints handled in 2016-17	131	114	17

<u>Closed complaints - reviewed</u>			
No change possible - explanation provided	67	61	6
Change adopted by Airservices or Defence	1	1	0
Change adopted by airport operator	1	1	0
Change adopted by operator	1	1	0
Total complaints reviewed and closed	70	64	6

<u>Closed complaints - not reviewed</u>			
Referred to agency to respond to directly	48	40	8
Complainant did not provide further information	1	1	0
Outside Charter scope	0	0	0
Total complaints not reviewed and closed	49	41	8

Complaints closed during 2016-17	119	105	14
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Complaints carried forward to 2017-18	12	9	3
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Attachment 2 Noise improvement opportunities

One of the core focuses of our investigations into complaints is to look for the potential to improve noise outcomes. The following table summarises the noise improvement opportunities stemming from complaints received by the ANO or part of ongoing ANO monitoring during the 2016-1 financial year.

Noise improvement opportunities considered during 2016-17

Complaint received by ANO	Description of initiative	Current status
Mar 2016	Sydney: adjustment to flight paths over water during curfew hours	The ANO asked Airservices to consider if a better noise outcome can be achieved for coastal residents south of Sydney Airport affected by flights departing during the curfew. Following ANO analysis and feedback, Airservices has re-visited its initial investigation into the feasibility of changing the standard instrument departure. Airservices considers a change may now be possible and has commenced the formal change process, including detailed procedure design, necessary assessments and relevant consultation. This work continues to proceed smoothly. Barring any unexpected issues, a change is likely to be introduced later this year that will potentially benefit thousands of coastal Sydney residents.
Apr 2016	Adelaide: options to reduce the impacts of helicopter operations, especially during curfew hours	The ANO received a complaint about helicopter activities over residential areas late at night. The ANO met with various stakeholders to understand more about the nature of the late night emergency services helicopter operations at Adelaide Airport to determine if any opportunities were available to reduce the noise impacts while meeting operational needs. Although some concerns continue, the operator did undertake to ensure its training activities were undertaken prior to 11pm. It was also developing plans to better inform local residents of training schedules and what can be expected during emergency flights in an effort to manage community expectations and reduce annoyance associated with the unavoidable impacts of its activity.
Nov 2016	Pallarenda: ATC procedure changes to reduce overflight of residential areas	The ANO is pursuing with Defence a possible noise improvement for residences in the Pallarenda area north of RAAF Base Townsville. The ANO has asked Defence to give detailed consideration to options to reduce the number of aircraft overflights by both civilian and military aircraft departing Townsville Airport to the north. In early July, the ANO team visited Townsville to progress this matter with Defence. A number of potential changes have been identified that could reduce the overflight of Pallarenda. Defence will explore the feasibility of these potential changes in detail and undertake the necessary consultations with operators before determining if and how any changes may be introduced.

Continued on next page

Complaint received by ANO	Description of initiative	Current status
Feb 2017	Brisbane: adjustment to arrival flight path to reduce overflight of residential areas	<p>Following a suggestion from a resident of Clear Mountain (north of Brisbane Airport), the ANO has asked Airservices to give consideration to a possible noise improvement. The suggestion is that moving the Standard Terminal Arrival Route from the north-west to Brisbane Airport's main runway to approach from further west would potentially result in a significant reduction in the number of residential areas overflown.</p> <p>Airservices has done a preliminary investigation and advised the ANO that the proposal is not practical at this time, due to the new airspace design work being already well advanced for introduction of the new parallel runway. To divert resources to another earlier change, that will then be superseded relatively soon after introduction, is not practical. However, the opportunity to incorporate noise improvements into the design of the new parallel runway approach paths is being pursued by Airservices, including for the Clear Mountain area.</p>
May 2017	Point Cook: flying orders amendment	In response to complaints received about a recent exercise, Defence is investigating the opportunity to change flying orders at RAAF Base Williams in Point Cook to encourage helicopters to operate over less noise sensitive areas.
May 2017	Hobart: relocation of flying training area	Airservices has agreed to consider an alternative area for General Aviation training to reduce impacts on nearby residential areas. Consideration needs to be given to potential overflight of new residential areas by aircraft transiting to an alternative training area. The investigation is at an early stage.
June 2017	Perth: changes to northern smart tracking approach path to reduce noise impacts for residents	This suggestion was first raised by residents prior to the new path being introduced in Sept 2015. At the time Airservices advised that the 12-month trial would be conducted with the path as designed and consideration of options to change the path would be part of the Post Implementation Review (PIR) process. The PIR report noted that "the Perth Aircraft Noise Technical Working Group will consider the input from...residents when reviewing the use and design of Smart Tracking during 2017". The ANO understands that Airservices has initiated discussions and is considering potential improvements for efficiency as well as noise benefits.

Attachment 3 ANO assessment of action on recommendations

During the 2015-16 financial year the ANO finalised two major reviews:

- Defence: Review of Australian Super Hornet Flying Operations at RAAF Base Amberley (August 2015)
- Airservices: Investigation into Complaints about the Perth Noise Improvement Proposals (November 2015)

At the start of the 2016-17 financial year, Defence had five recommendations not yet closed and Airservices had six. All of these recommendations have now been addressed and are closed.

During 2016-17, the ANO finalised another major review for Defence:

- Defence: Review of Defence's Aircraft Noise Complaints Management System (November 2016)

The following tables summarise the action taken during the 2016-17 financial year to address each of the outstanding recommendations.

Review of Australian Super Hornet Flying Operations at RAAF Base Amberley (Aug 2015)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – Defence should adopt appropriate record management practices to ensure identified gaps in record-keeping are addressed.	<u>Completed</u> – Defence has demonstrated improved record management practices that align with its published Noise Management Plan.
Recommendation 4 – Defence should as soon as possible <ol style="list-style-type: none"> 1. conduct a review of the state of implementation against the recommendations of the Vipac report completed in 2011. 2. report the findings of this review to the Commonwealth Environment Department in accordance with the Conditions of Approval. 	<u>Complete</u> – Defence has demonstrated that a review of action taken following the recommendations of the 2011 Vipac report has been conducted and that the findings were reported to the Commonwealth Environment Department.
Recommendation 6 – Defence should review the reporting requirements in the Noise Management Plan and establish systems to ensure adherence to the requirements.	<u>Completed</u> – Defence has demonstrated that it promulgates information and reports that align with the requirements of Noise Management Plan.
Recommendation 8 – Defence should ensure that future quarterly reports include information to support the requirements of the current version of Noise Monitoring and Complaints Handling Strategy.	<u>Complete</u> – Defence has published version 1.1 of the Noise Monitoring and Complaints Handling Strategy and quarterly reports reflect the requirements of this version.
Recommendation 10 – Defence should expedite establishment of an online complaint lodgement capability.	<u>Completed</u> – Defence launched its online complaint capability on 12 July 2017.

Investigation into Complaints about the Perth Noise Improvement Proposals (Nov 2015)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1: Airservices should explain the discrepancy in its public information when compared to their detailed Environmental Assessment and, if found to be in error, correct all public information and, as far as practicable, advise all individuals who had received incorrect data of the correction.	<u>Complete</u> – Airservices has corrected its public website information and released the Post Implementation Review (PIR) for the Preferred Runways change reflecting the corrected data. Links to the PIR were also sent directly to individuals who had contacted the Noise Complaints & Information Service.
Recommendation 6: Airservices should ensure that its post-implementation review of the preferred runways change addresses whether the change actually represents an overall noise improvement for Perth, considering the impacts across all areas that have been affected by the change. If the change does not deliver an overall noise improvement for Perth, Airservices should revert to previous arrangements or propose an alternative that is expected to deliver a noise improvement.	<u>Complete</u> – Airservices has released the PIR for the Preferred Runways change reflecting an incremental overall noise improvement.
Recommendation 9: Airservices should review the feedback from the ANO about its Environmental Assessments and incorporate better analysis of aircraft noise issues and impacts in its environmental assessment processes. This should include introduction of a robust process of critical review before finalisation of assessments.	<u>Complete</u> – Airservices has updated its National Operating Standard for 'Environmental Management of Changes to Aircraft Operations'. The ANO has reviewed this document and considers the requirements of this recommendation are addressed in the new version.
Recommendation 12: Airservices' post-implementation review should provide an explanation for why the change was implemented on a permanent basis despite the Environmental Assessment conclusion, and also assess the adequacy of community consultation undertaken.	<u>Complete</u> – Airservices has released the PIR for the Preferred Runways change, which outlined that the change was implemented on a permanent basis as an intended means of reflecting current operational requirements and practices. Additionally the PIR includes discussion of the community consultation undertaken.
Recommendation 20: Airservices should produce a proposal assessment for each change that provides a comprehensible outline of any change proposal, including the pros and cons, key considerations, the conclusion and the final decision Airservices has made. Relevant material that underpins the decisions should also be published for those seeking greater detail.	<u>Complete</u> – Airservices has updated its National Operating Standard for 'Environmental Management of Changes to Aircraft Operations'. The ANO has reviewed this document and considers the requirements of this recommendation are addressed in the new version.
Recommendation 21: Airservices should ensure its Environmental Assessments for changes in air traffic arrangements reflect a thorough and transparent analysis of all key issues relevant to aircraft noise impacts, and specifically reflecting the key issues and concerns of communities.	<u>Complete</u> – Airservices has updated its National Operating Standard for 'Environmental Management of Changes to Aircraft Operations'. The ANO has reviewed this document and considers the requirements of this recommendation are addressed in the new version.

Review of Defence's Aircraft Noise Complaints Management System (November 2016)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – Defence should expand the focus of complaint investigation beyond compliance checking to also identify and pursue opportunities for noise improvements, improved community engagement and better public information.	<u>Ongoing</u> – Defence has advised that work is underway to amend its internal complaint processes to incorporate the recommended improvements.
Recommendation 2 – To help in managing complainant expectations, Defence should improve the public information about the complaints process to address the information requirements outlined in the Standard and as identified within the report.	<u>Ongoing</u> – Defence has advised that the Standard has been reviewed and public information about the complaints process is expected to be published by the end of 2017.
Recommendation 3 – Defence should review the Defence Aircraft Noise web information and, taking account of comments in this report, make improvements to information provision, presentation and functionality.	<u>Ongoing</u> – Defence has advised that it has made some changes already, including launching its online complaint form. Plans for a broader refresh are underway.
Recommendation 4 – To support the timely release of written responses, Defence should: <ul style="list-style-type: none"> a. document the procedures to be followed in the event of written complaints (whether received through post, email or an online form), ensuring such procedures incorporate a timely acknowledgement of the complaint b. streamline any necessary review and approval processes for written responses to complaints c. consider the provision of training and support material for staff that will be responding to complaints, in particular via email following the introduction of electronic complaint submission. 	<u>Ongoing</u> – Defence has advised that process review and refinement is underway.
Recommendation 5 – Defence should adhere to its existing requirements for complaint recording and tracking.	<u>Ongoing</u> – Defence has advised that work is underway to amend its internal complaint processes to incorporate the recommended improvements and improve adherence to existing requirements.
Recommendation 6 – Defence should update its localised recording systems and the OA39 form as appropriate to incorporate: <ul style="list-style-type: none"> a. Closing date b. A place to record consideration of noise improvement opportunities, community engagement improvements and public information improvements c. Undertakings or follow up action required (including who is accountable for delivery). d. A mechanism for tracking any undertakings or follow up actions through to completion. 	<u>Ongoing</u> – Defence has advised that work is underway to amend its internal complaint processes to incorporate the recommended improvements.

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Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 7 – Defence should:</p> <ul style="list-style-type: none"> a. ensure that complaints not readily ascribed to a base are managed as effectively as other complaints b. share data, experience and learnings across bases to maximise noise improvement opportunities and enhance complaint management across Defence. 	<p><u>Ongoing</u> – Defence has advised that initial consideration has been given to how to address this recommendation, with more detailed plans to be developed.</p>