

ANO INVESTIGATION INTO MULTIPLE COMPLAINTS ABOUT FLIGHT PATHS ASSOCIATED WITH THE BRISBANE AIRPORT NEW PARALLEL RUNWAY (AUGUST 2021)

BOARD STATEMENT IN RESPONSE

Following receipt of complaints regarding aircraft noise resulting from the opening of Brisbane Airport's new parallel runway (in July 2020), the Aircraft Noise Ombudsman (ANO) conducted a multiple complaints review of Airservices' environmental assessment of the impact of the flight paths developed for the new runway and its community engagement with potentially affected residents. The ANO's subsequent report was received on 26 August 2021 and made four recommendations. We have accepted the four recommendations.

Airservices has been working over the last two years to implement significant change to improve our approach to community engagement during the flight path design process, this includes implementing all of the recommendations from the ANO's *Review of Airservices Australia's systems for community engagement* (April 2020). We are committed to ensuring that our engagement with communities who may be affected by proposed changes to flight paths and airspace is clear, proactive, inclusive, accessible, responsive and transparent. We will continue to evolve and enhance our approach to community engagement, and incorporate lessons learnt from each application.

In response to the recommendations made by the ANO, the following is noted:

Recommendation 1: Airservices Post Implementation Review of the Brisbane flight paths includes a community engagement process that provides reasonable opportunities for community contributions and the consideration of community suggested alternatives to the current flight paths.

A Post Implementation Review (PIR) of the Brisbane flight paths has commenced with a draft Terms of Reference released for public comment. This marks the beginning of an extensive community engagement process, which includes reasonable opportunities for community contributions and the consideration of community suggested alternatives to the current flight paths. Lessons learnt from the Hobart and Sunshine Coast PIRs have been taken into consideration. We will keep the ANO informed of progress.

We also welcome the establishment of the *Brisbane Airport Post Implementation Review Advisory Forum* by the Deputy Prime Minister and Minister for Infrastructure, Transport and Regional Development, the Hon. Barnaby Joyce MP. Airservices will engage with this independent community-based group during the PIR process.

Recommendation 2: Airservices review the effect of its managerial separation of flight path design, environmental assessment and community engagement and implement a management structure that includes these functions under the same manager or demonstrate how effective community engagement is incorporated into the flight path change process under the current structure.

In 2020 we adopted a new operating model and structure which enables us to better serve the needs of our customers and meet the expectations of our owner and community. This change included the creation of a senior management role accountable for community engagement, which ensures robust oversight of flightpath changes end-to-end across the enterprise.

Notwithstanding, over coming months we will be undertaking a review of our community engagement. Our focus is on delivering the future airport development pipeline and the evolution of the drone market while ensuring ongoing best practice in this area.

Recommendation 3: Airservices update its Third Party Framework to ensure that Airservices' obligations regarding community engagement are properly acquitted when it enters into cooperative arrangements for community engagement with third parties.

We will continue to evolve our Third Party Framework procedure (which was put in place earlier this year) and incorporate lessons learnt from each application. This will ensure that our obligations regarding community engagement are properly acquitted when we enter into cooperative arrangements for community engagement with third parties. ANO feedback contributes to this continuous improvement. We will ensure that the ability to meet our community engagement obligations continues to be incorporated into the assurance processes embedded in this procedure.

Recommendation 4: Airservices update its policies to ensure that if metrics for the assessment of significance have changed since initial EIS assessment and approval, the originally approved designs and data should be used to produce the relevant applicable metrics, retrospectively. If the original approved data does not support production of the additional metric, for comparison against the final flight path designs, the comparative assessment should clearly explain the reasons for the alternate assessment method selected.

We have documented quantitative and qualitative metrics for assessment of flight path designs. We will review our approach to these metrics to enable direct comparison between concept and final flight path design using our latest standards and measures to inform community engagement requirements.

We thank the ANO for providing this report and its recommendations.

11 October 2021

