



Annual Report  
2018-2019

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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
- community consultation
- information provision

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

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# 1 From the Ombudsman

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1.1 The 2018-19 financial year has been both rewarding and challenging with a considerable increase in complaints as well as a continuation of longer-term projects.

Highlights include:

- 413 complaints handled, including 39 reviewed in detail, of which three led to a change adopted by the agency
- commencement of a multiple complaints investigation into Airservices' community engagement and provision of information in connection with proposed flight path changes at Sunshine Coast Airport consequent to the planned new runway
- commencement of the second compliance audit against Defence's conditions of approval for the Super Hornets at Amberley
- consideration of emerging systemic issues in relation to Airservices' systems for community engagement
- continued monitoring of Airservices' actions to address outstanding recommendations from our *Investigation into complaints about the introduction of new flight paths in Hobart (April 2018)*
- continued work with Defence to address the final recommendation from our *Review of Defence's Aircraft Noise Complaints Management System (November 2016)*, which is aimed at improving the aircraft noise information available through its website
- delivery of a training session with Defence on complaint management.

1.2 As you can see from the highlights above, we have continued to focus on community engagement as a key aspect of aircraft noise management. As I said last year, the high level of airport development and growth across Australia as well as the introduction of the Joint Strike Fighters over the next decade will demand a high level of community engagement awareness, understanding and expertise in both Airservices and Defence.

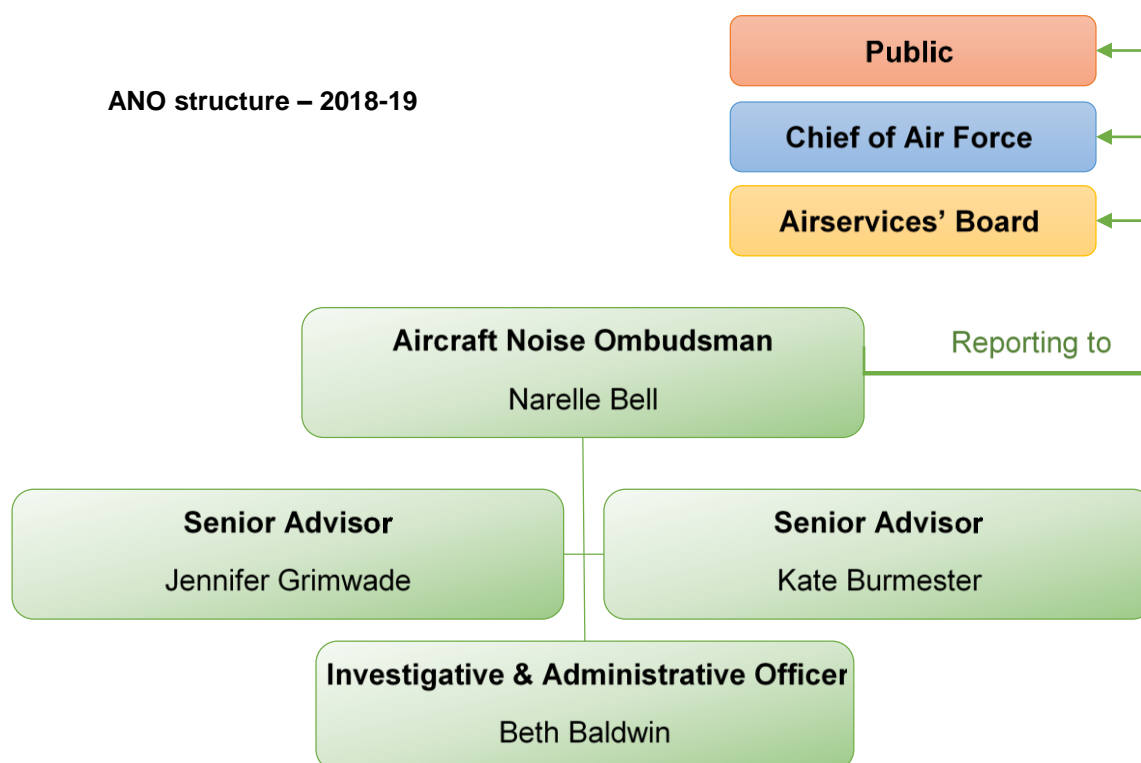
1.3 The aviation sector will need the community's support for the infrastructure and regulation that allows this development and growth – the aviation social contract that I have mentioned many times before. At the same time, we are seeing that the community we are dealing with these days is connected – to information and to each other. They are a sophisticated, technologically savvy and politically mobile community that simply cannot be ignored. Therefore, we acknowledge this makes community engagement a more and more complex undertaking for agencies to grapple with.

1.4 Finally, as an organisation the ANO has been through considerable change over the last year with a close examination of our organisational structure and budget arrangements to enhance our independence. At the same time we had staffing changes including an extended period at reduced capacity, which coincided with an unprecedented influx of complaints. Our new structure and current staffing is displayed over the page.

- 1.5 I would like to acknowledge the departure of Tim Abberton, Deputy Aircraft Noise Ombudsman, in October last year. Tim made an enormous contribution to the establishment and growth of the ANO office over the last eight years and I thank Tim for his valuable work. We also farewelled Kristy Ryan in April this year, who had provided invaluable administrative support to the team for two and a half years.
- 1.6 I am pleased that our small ANO team is now back to full complement since we welcomed Beth Baldwin to the team as Investigative and Administrative Officer in May and Jennifer Grimwade as Senior Advisor in July. I am very grateful to Kate Burmester, Senior Advisor, who, with me and by her acuity, capacity for hard work and her excellent good humour, kept our small office afloat during an extended period of reduced capacity while we were undertaking the necessary recruitment processes.
- 1.7 With its staff changes, revised organisational structure and budget arrangements, the ANO is entering a new chapter of work, strategically aimed at enhancing the performance of the agencies in complaint management, community engagement and provision of information.
- 1.8 The ANO is now even stronger and in an excellent position to continue to focus on its priorities for the year ahead.

*Narelle Bell*

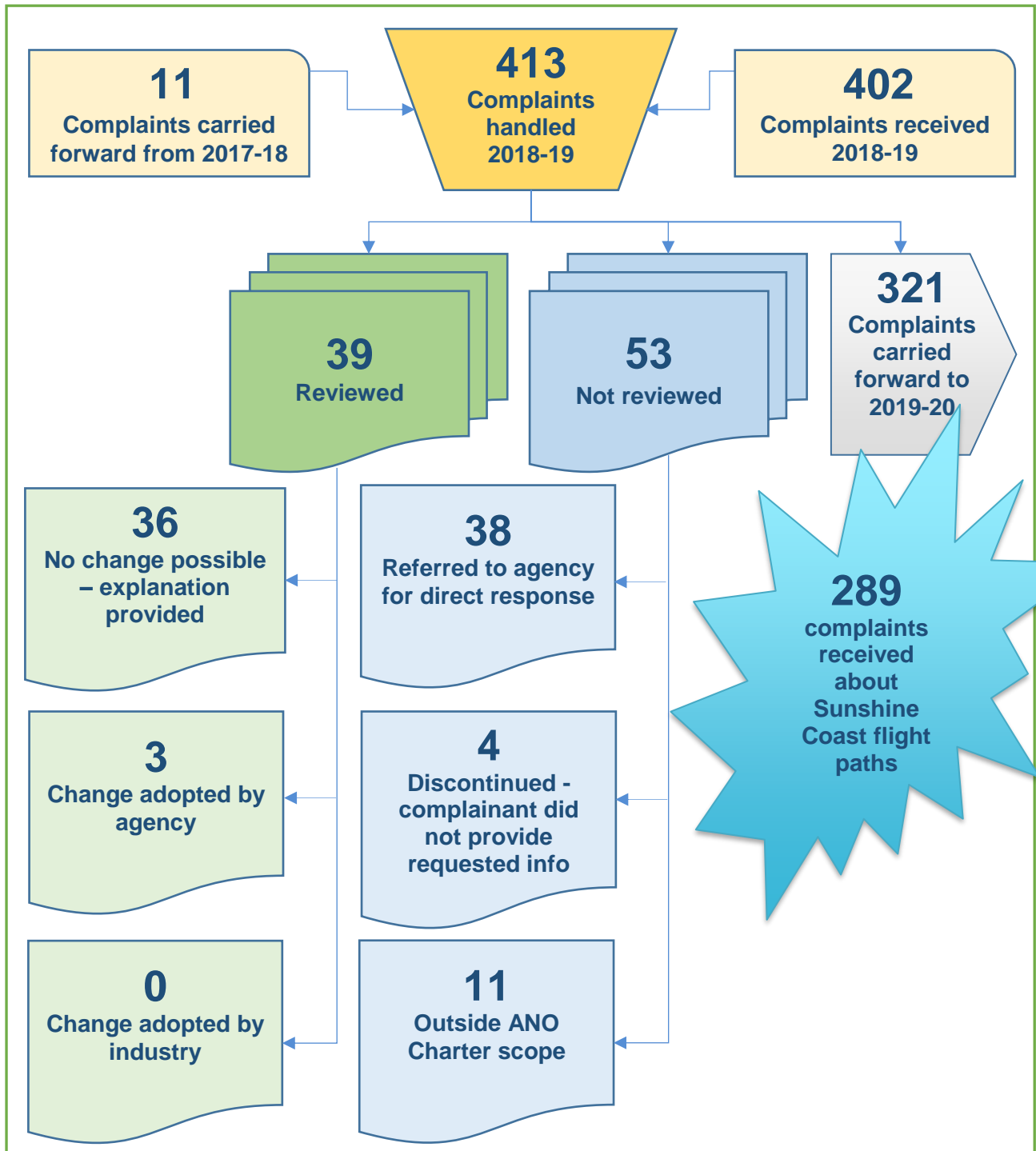
Aircraft Noise Ombudsman  
12 September 2019



## 2 Complaints

### Complaint statistics

2.1 The ANO received 402 complaints in 2018-19, which is up significantly when compared with the previous financial year (103 complaints). The following image shows how the complaints were handled.



2.2 This spike reflects significant reaction by communities to Airservices' consultation, information provision and complaint handling in relation to its proposed flight path designs for the new Sunshine Coast runway.

2.3 **Attachment 1** provides a summary of ANO complaint statistics for 2018-19.

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

**Table 1: Complaints received by financial year, with % change from previous year**

	<b>Total fin. year</b>	<b>Ave per month</b>	<b>% Change</b>
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%
Jul 2017-Jun 2018 (12 mths)	103	8.6	↓ 9.6%
Jul 2018 –Jun 2019 (12 mths)	402	33.5	↑ 290.2%

2.5 The sharp increase in complaints received in 2018-19 compared to the previous financial year is largely due to community dissatisfaction with Airservices' community engagement, information provision and complaint handling in connection with proposed flight path changes at Sunshine Coast Airport consequent to the planned new runway. There were 289 complaints received relating to this specific issue leading to a multiple complaints investigation which remains ongoing in the 2019-20 financial year.

2.6 The table below and graphs over the page demonstrate the unprecedented increase in complaints about Airservices – an increase of 309% in 2018-19 compared with 2017-18. Complaints about Defence also increased this year by a more modest 28%, from a small base.

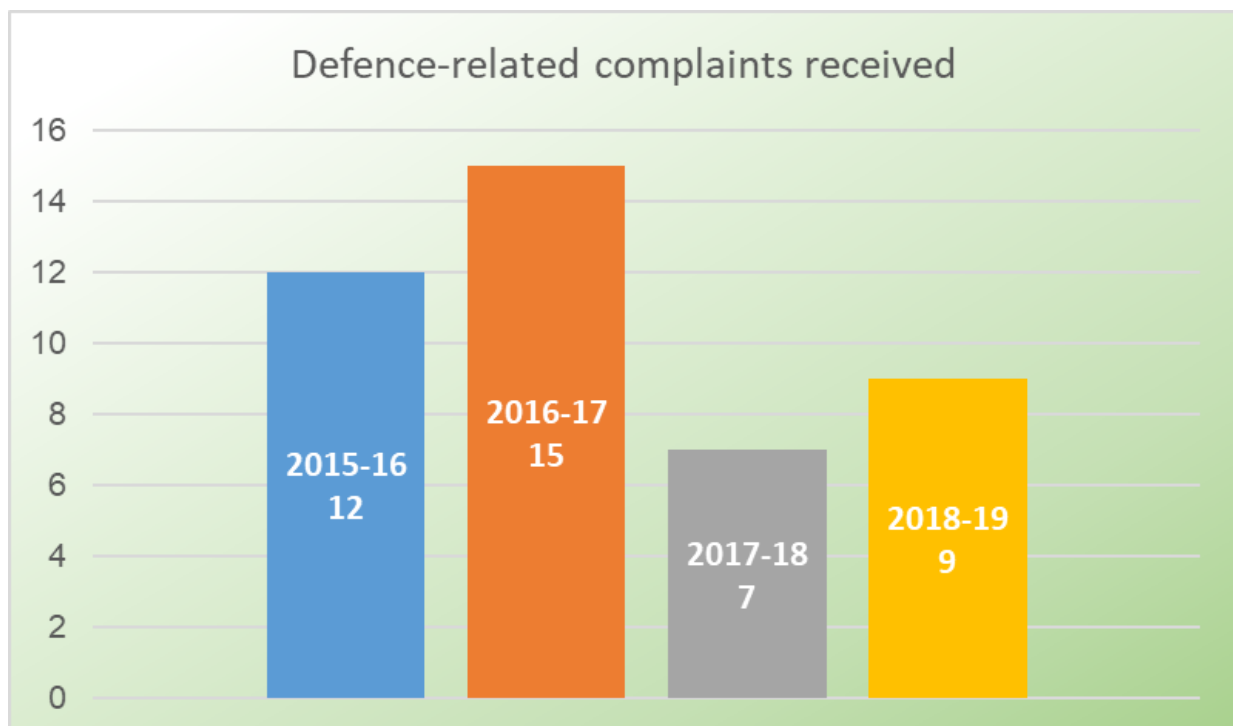
**Table 2: Complaints received by agency in 2016-17 to 2018-19**

	<b>Total Airservices</b>	<b>% Change</b>	<b>Total Defence</b>	<b>% Change</b>
2015-16	242		12	
2016-17	99	↓ 59.1%	15	↓ 25%
2017-18	96	↓ 3.0%	7	↓ 53.3%
2018-19	393	↑ 309.4%	9	↑ 28.6%

**Graph 1a: Complaints received about Aircservices, 2015-16 to 2018-19**



**Graph 1b: Complaints received about Aircservices, 2015-16 to 2018-19**



2.7 The ANO started the financial year with 11 open complaints and received a further 402 complaints during the period. Of the total 413 complaints handled in 2018-19, 92 were closed. Of these, 39 complaints were reviewed in detail, 38 were referred back to either Aircservices or Defence to respond to directly, four were closed without review due to a lack of information from the complainant and 11 were closed as outside the scope of the ANO Charter.

- 2.8 This left 321 open complaints carried forward into the 2019-20 financial year, a majority of which are subject to the ongoing multiple complaints review of Airservices' management of aircraft noise issues in relation to introduction of new flight path changes for Sunshine Coast Airport.

**Table 3: Complaints reviewed versus total complaints handled over time**

	<b>Complaints handled</b>	<b>Complaints closed</b>	<b>Complaints reviewed #</b>	<b>Complaints reviewed %</b>
2015-16	271	254	120	47%
2016-17	131	119	70	59%
2017-18	115	104	65	63%
2018-19	413	92	39	42%

- 2.9 Of the complaints reviewed in 2018-19, only three led to a change and the remaining 36 did not lead to any change (see table below). In the latter cases, the ANO, having investigated the issues, provided a detailed explanation to the complainant about why there was no practical change identified for the short to medium term.

**Table 4: Outcome of complaints reviewed by the ANO in 2018-19**

<b>Complaints reviewed and closed:</b>	<b>39</b>	
No change possible - explanation provided	36	92.31%
Change adopted by Airservices/Defence	3	7.69%
Change adopted by airport operator	0	0%
Change adopted by operator	0	0%

- 2.10 One complaint led to changes adopted by Airservices through an enhancement to its information in support of the Hobart Airspace Design Review consultations.
- 2.11 Two Defence-related complaints led to changes by Defence. For one complaint, Defence enhanced its web information in relation to Williamstown airspace activity; and for the other complaint, Defence took on board feedback for improving its complaint handling record-keeping and communications with complainants.



### 3 Noise improvement opportunities

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- 3.1 Investigations into potential noise improvement opportunities that stem from complaints reviewed by the ANO are tracked in the ANO's quarterly reports. These reports are available on the ANO website.
- 3.2 No new noise improvement opportunities were identified in the 2018-19 financial year. However, three opportunities were carried forward that had been identified but not finalised from the previous year. All but one of these three were finalised in 2018-19.

**Table 5: Noise improvements considered in 2018-19**

Noise Improvements Considerations	Total	Airservices	Defence
2017-18 carried forward	3	3	0
2018-19 new	0	0	0
<b>Total considered 2018-19</b>	<b>3</b>	<b>3</b>	<b>0</b>
Improvements made	1	1	0
No changes made	1	1	0
Carried forward to 2018-19	1	1	0

- 3.3 **Attachment 2** summarises the noise improvement opportunities considered in 2018-19.

### 4 Community engagement and information provision

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- 4.1 In 2018-19, ANO staff continued to attend a variety of community and aviation industry meetings across Australia. Attending these meetings as observers provides the ANO staff with direct knowledge of community and industry issues and, in particular, emerging aircraft noise management issues. ANO staff also take the opportunity at these meetings to monitor the effectiveness of community consultation undertaken by Airservices and Defence including their presentation and distribution of aircraft noise-related information. The ANO presence at these meetings also helps to foster a broader understanding and awareness of the ANO's role and aircraft noise management issues.
- 4.2 During the 2018-19 financial year, ANO staff attended eight airport Community Aviation Consultation Group (CACG) (or equivalent) meetings. ANO staff also attended various industry meetings, including presenting at the major annual conferences of the Regional Australian Aviation Association (RAAA) and the Australian Mayoral Aviation Council (AMAC). In these presentations, the ANO emphasised the need for the aviation industry to keep improving its community engagement efforts and to remain open to the possibility of better ways of doing things.
- 4.3 ANO staff presented at the CACG Chair's Forum about continuous improvement in the sphere of community engagement in aviation; to the Perth Airport Municipalities Group on the role of the ANO, its learnings and achievements; and to the Forum of Western Sydney Airport on the role of the ANO and community reactions to aircraft noise.

## 5 ANO reviews

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- 5.1 **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.

### Airservices

#### *Hobart*

- 5.2 Throughout 2018-19, the ANO continued to monitor Airservices' actions to address outstanding recommendations from its *Investigation into complaints about the introduction of new flight paths in Hobart*, published in April 2018. The report made thirteen recommendations for action by Airservices. The Board of Airservices accepted all recommendations and the organisation has been working since then to address these.
- 5.3 Airservices demonstrated its commitment to improving its community engagement in the way it approached its Hobart Airspace Design Review. It conducted community consultations on its proposed airspace design between 31 October 2018 and 21 December 2018 (extended to 7 January 2019 for written submissions). Airservices released its final design at the end of March 2019 and conducted community information sessions on these in May 2019.
- 5.4 Much of the Hobart Airspace Design Review consultation activities were supported by Airservices' consultant, Tania Parkes Consulting (TPC). TPC prepared a summary of feedback gathered through the engagement activities that sought community views. Some members of the community expressed concerns at the time about the report being more than an objective factual summary because it appeared to include analysis, judgements and commentary that reflected the consultant's views and, in some instances, offered counter-argument to the feedback provided by the community. Airservices made minimal changes to address these issues and there remains dissatisfaction among some community members with the final outcome.
- 5.5 There were also some key aspects of Airservices' methodology and decision-making processes during the Hobart Airspace Design Review process that could be improved. Key concerns included the environmental assessment methodology; the lack of documentation to support Airservices' comparative assessment, which led to the decision to preference the "Eastern approach" over the "Western approach"; and a lack of clarity about the feasibility of the "Western approach".
- 5.6 The ANO observed this process closely and received complaints or comments from some members of the community. These and other matters arising from Hobart continue to be monitored and reviewed and, where appropriate, the ANO will make reports and recommendations to the Airservices Board.
- 5.7 Overall, the ANO acknowledges that Airservices committed significant resources to a much more robust design process than it previously had, which showed increased recognition of the importance and value of consulting effectively with the community, as well as more broadly with other stakeholders.

- 5.8 While not everyone was satisfied with Airservices' final decision, the ANO was pleased at that time that Airservices appeared to take on board some of the feedback it received through its consultation process and, where possible, adapted its designs accordingly.
- 5.9 The ANO was of the view that considerable advances had been made by Airservices since it introduced flight path changes in Hobart in September 2017 with little or no consultation with the community. This had serious reputational and resourcing consequences for Airservices but the ANO was optimistic that this progress would be built on and developed.
- 5.10 However, as at 30 June 2019, the ANO was continuing to monitor seven outstanding recommendations from its *Hobart* review<sup>1</sup>. In its Quarterly Report January-March 2019, the ANO was pleased to report that it had closed Recommendation 5 (Airservices should access, through recruitment or otherwise, skilled and experienced subject matter expertise in the practice of community consultation), reflecting Airservices' appointment of an experienced community engagement specialist to the position of Group and Community Engagement Manager. Unfortunately, that person left Airservices after a short time. Consequently, the ANO modified the status of this Recommendation to "Reopened and ongoing" until further recruitment is completed or other action is taken to ensure the necessary skills and experience are embedded in the organisation.

### **Sunshine Coast**

- 5.11 From late April 2019, the ANO received an influx of complaints about Airservices' community engagement and provision of information in connection with proposed flight path changes at Sunshine Coast Airport consequent to the planned new runway.
- 5.12 On 30 May 2019, the ANO advised the Chairman of the Airservices Australia Board that a multiple complaints investigation would be conducted with a view to a report with recommendations. The central issues to have emerged initially about the nature of Airservices' community engagement include:
- timing of engagement with the community and inflexibility in extending the consultation period
  - the limited reach of consultation that did not include all affected communities
  - the quality of on-site consultation sessions
  - the quality of information provided
  - the responses or absences of responses to questions about proposed flight paths
  - the division of responsibility and actions for community engagement between Airservices and Sunshine Coast Council.
- 5.13 This matter has also raised broader questions about the process that should be undertaken by Airservices where it designs flight paths subsequent to changes initiated by a third party. These issues include:

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<sup>1</sup> At the time of finalising this report, four of these seven outstanding recommendations were closed

- the quality, extent, effectiveness and current relevance of a previous community engagement process undertaken by a third party
- the extent to which Airservices should satisfy itself of the appropriateness (including an environmental assessment) of flight path concepts designed by third parties
- the appropriate proportional approach by Airservices to community engagement in the face of the passage of time and consequent changes to population, projected aircraft movements and technical developments
- the alignment of current (targeted) environmental assessments undertaken by Airservices with previous environmental assessments carried out by third parties many years before
- whether a new and purpose-designed process of Airservices assessment and engagement is required in cases where Airservices is not the proponent of flight path changes.

5.14 The ANO will continue to investigate and will report to the Airservices Board in due course.

### ***Systemic Review of Community Engagement***

5.15 As a result of ongoing concerns regarding Airservices' community engagement in relation to specific flight path changes, and at the Board's request, the ANO has commenced a systemic review of the effectiveness of Airservices' community engagement systems. The Review will particularly focus on the organisation's readiness to engage effectively about aircraft noise issues:

- arising through its own change initiatives
- resulting from its own business as usual activities
- specifically in the context of major airport infrastructure projects scheduled over the next decade.

5.16 The ANO will report to the Airservices Board accordingly.

### **Defence**

5.17 No new Defence-related reviews were finalised in 2018-19, although the ANO has been busy during the year progressing a second compliance audit of Defence's *Australian Super Hornet Flying operations, RAAF Base Amberley*.

5.18 Defence is also still working to address the final recommendation from the ANO's Review of Defence's Aircraft Noise Complaints Management System (November 2016), which is aimed at improving the aircraft noise information available through its website.

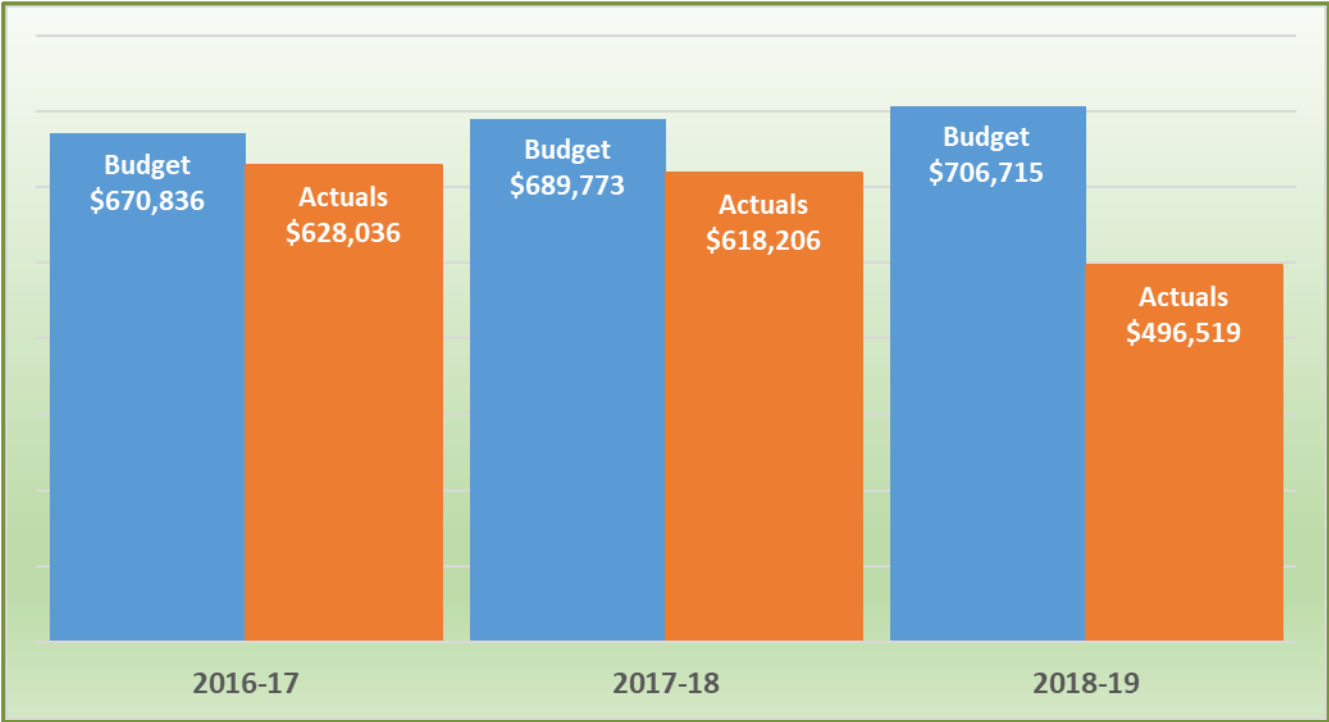
## 6 ANO publications

6.1 The ANO published its quarterly reports and last year’s annual report on its website during 2018-19.

## 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 In February 2019, the ANO received approval for a three year budget allocation covering the period 2018-19 to 2020-21. This means the ANO no longer needs to seek funding annually, allows for flexibility in managing expenditure peaks and troughs across financial years and further strengthens the office’s independence.
- 7.3 During 2018-19, the ANO effectively managed its budget, with actual expenditure almost 20% below the budget allocation. The total operating expenditure of the office was \$496,519 against a total budget of \$706,715. The under-spend compared to budget largely reflects reduced expenditure on staff costs and travel due to the extended period during which the office operated at half its full complement following delays in finalising the new structure and recruiting. With staffing now at full complement, the new staff pursuing foundation professional development, and several major reviews in train, it is expected that the ANO’s expenditure during the coming 2019-20 financial year will catch up on much of this under-spend from 2018-19.

Graph 2: ANO budget and actual expenditure 2016-17 to 2018-19



## Attachment 1 ANO Complaint Statistics

The following summarises the ANO complaint statistics for 2018-19.

	Total	Airservices	Defence
Complaints carried forward from 2017-18	11	10	1
Complaints received 2018-19	402	393	9
<b>Total complaints handled in 2018-19</b>	<b>413</b>	<b>403</b>	<b>10</b>
<b><u>Closed complaints - reviewed</u></b>			
No change possible - explanation provided	36	35	1
Change adopted by Airservices or Defence	3	1	2
Change adopted by airport operator	0	0	0
Change adopted by operator	0	0	0
<b>Total complaints reviewed and closed</b>	<b>39</b>	<b>36</b>	<b>3</b>
<b><u>Closed complaints - not reviewed</u></b>			
Referred to agency to respond to directly	38	37	1
Complainant did not provide further information	4	3	1
Outside Charter scope	11	11	0
<b>Total complaints not reviewed and closed</b>	<b>53</b>	<b>51</b>	<b>2</b>
<b>Complaints closed during 2018-19</b>	<b>92</b>	<b>87</b>	<b>5</b>
<b>Complaints carried forward to 2019-20</b>	<b>321</b>	<b>316</b>	<b>5</b>

## Attachment 2 Noise improvement opportunities

A focus of ANO investigations into complaints is to evaluate whether the handling agency fully explored the potential to improve noise outcomes and provided sound reasons for its determinations. The following table summarises potential noise improvement opportunities arising from complaints reviewed by the ANO or through ANO monitoring during the 2018-19 financial year.

### Noise improvement opportunities considered during 2018-19

Complaint received by ANO	Description of initiative	Current status
Jun 2017	Perth: changes to northern smart tracking approach path to reduce noise impacts for residents	<p>This suggestion was first raised by residents during the consultation exercise prior to the new path being introduced in Sept 2015. At that time Airservices elected to implement the path as designed and undertook to look at the opportunity to reduce noise impacts as part of an upcoming post-implementation review. In the PIR, Airservices again deferred consideration of the change pending other change initiatives and referral to the Airport's technical noise working group.</p> <p>Since that time, the ANO has continued to seek updates from Airservices. In early 2018, Airservices advised that its noise modelling and a targeted environmental assessment indicated its proposed modification to the smart tracking approach would provide the best overall aircraft noise outcome. However, it elected not to pursue the change immediately, pending Perth Airport's finalisation of its Master Development Plan for the new parallel runway. Airservices advised that this was "to enable a proper assessment of the impact of the MDP, and its associated new runway flight paths, on the proposed Smart Tracking approach modification." This approach, Airservices advised, "ensures the proposed modification is not completed in isolation from the proposed flight paths for the new runway in Perth, potentially resulting in a requirement to further modify the Smart Tracking approach and unnecessarily burdening the community".</p> <p>The ANO has sought an update and will continue to seek further information until a final decision is made.</p>
Jun 2017	Wagga Wagga: changes to circuit operations	<p>The ANO received a complaint about Airservices not being able to pursue any changes to reduce the noise impacts of frequent circuit training flights over residential areas to the north of the airfield. The ANO sought advice from the airport operator, Wagga Wagga Council, about whether the sparsely populated area to the south could be used more often, when practical.</p> <p>The Council undertook to consider a change to the circuit direction and is developing a <i>Fly Friendly</i> procedure to accommodate this, subject to final approvals. The ANO has finalised its consideration of Airservices management of the noise issues. Any potential opportunities to reduce noise impacts now reside with Council to manage as appropriate.</p>
Oct-Nov 2017	Hobart: flight path changes introduced	<p>The ANO received multiple complaints about Airservices' introduction of new flight paths across Hobart, some of which were over new areas that had previously had only occasional overflights. In October 2017, we initiated a major investigation, culminating in a report that was published in April 2018. Meanwhile Airservices was working to address the significant community concerns and in March 2018, Airservices made a change to one of the new flight paths to reduce the number of residents overflown.</p> <p>Additionally, Airservices undertook a full review of all of the Hobart airspace to determine the best flight path design to minimise noise impacts while meeting its operational safety objectives and air traffic management efficiency goals. This airspace design review was finalised in March 2019, with the resultant new flight paths to be effective from November 2019.</p>

## Attachment 3 ANO assessment of action on recommendations

During the 2018-19 financial year, the ANO continued to monitor: one recommendation Defence still had outstanding from the ANO's *Review of Defence's Aircraft Noise Complaints Management System (November 2016)*; as well as the recommendations Airservices had outstanding from the ANO's *Investigation into complaints about the introduction of new flight paths in Hobart*, published in April 2018.

The following tables summarise the action taken by Defence and Airservices during the 2018-19 financial year to address each of the outstanding recommendations.

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

Ongoing recommendations	ANO assessment of agency response
<b>Recommendation 3</b> – 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. Defence is also reviewing the web information to address the issues identified in the review.

### ***Airservices - Investigation into complaints about the introduction of new flight paths in Hobart (April 2018)***

Ongoing recommendations	ANO assessment of agency response
<b>Recommendation 1:</b> Airservices should incorporate consideration of potential noise impacts from the commencement of flight path design and integrate that consideration throughout the design process.	<u>Closed</u> – Airservices has provided substantial evidence of actions taken including the updating of relevant flight path change procedures. In addition, key staff have been trained in the new requirements.  ANO considers that Airservices has addressed this recommendation
<b>Recommendation 2:</b> Airservices should review its environmental assessment criteria to ensure they are appropriate as a quantitative measure for analysis against the EPBC Act requirements and for assessment of social impact.	<u>Ongoing</u> * – Airservices has briefed the ANO on its actions to address this recommendation, including: <ul style="list-style-type: none"> <li>- reviewing its environmental assessment referral criteria to ensure it is appropriate and aligned to the EPBC Act requirements;</li> <li>- developing a social impact criteria for aircraft noise management, to be completed by June 2019.</li> </ul> The ANO is considering the information provided to determine whether the actions are adequate to address the intent of this recommendation.

\* This recommendation was ongoing at 30 June 2019, but at the time of writing it is closed



Ongoing recommendations	ANO assessment of agency response
<p><b>Recommendation 3:</b> Airservices should ensure that its additional analysis of social impact to form part of the Environmental Assessment:</p> <p>(a) includes a clearly defined purpose;</p> <p>(b) includes explicit commentary on social impact taking into account particular community history, context and sensitivities; and</p> <p>(c) incorporates a critically analytical assessment of the potential impact on the community of proposed change referring to both qualitative and quantitative values.</p>	<p><u>Ongoing</u> – Airservices has briefed the ANO on its actions to address this recommendation, including:</p> <ul style="list-style-type: none"> <li>- it has amended its Environmental Assessment template to document the more detailed social impact information required;</li> <li>- its subsequent stakeholder engagement plans will incorporate the appropriate social impact analysis and context;</li> <li>- it has contracted a social impact specialist firm to strengthen its community engagement planning;</li> <li>- this focus is already included in the re-engagement with Hobart stakeholders and the community.</li> </ul> <p>The ANO is considering the information provided to determine whether the actions are adequate to address the intent of this recommendation.</p>
<p><b>Recommendation 4:</b> In undertaking its Environmental Assessments and preparing reports on those assessments, Airservices should:</p> <p>(a) ensure that all assessment criteria, for both EPBC Act purposes and for assessment of social impact, are clearly explained in its documentation in a way that makes clear their purpose, whether they are primary or secondary, the assessment methodology, and the consequences that follow if a threshold is exceeded;</p> <p>(b) explicitly document any assumptions made and explain the basis for each assumption;</p> <p>(c) explicitly document its consideration of change proposals against its stated criteria;</p> <p>(d) undertake a more nuanced assessment of whether a change is ‘significant’ in social impact or under the EPBC Act requirements, taking into account both quantitative and qualitative values so that a non-binary and more informative approach is taken to assessment against criteria; and</p> <p>(e) refer to or document all relevant information that forms the basis of its environmental assessment and conclusions in a single explanatory Environmental Assessment report.</p>	<p><u>Ongoing</u> – Airservices has advised that its actions to address this recommendation are ‘in progress’, and that its response is the same as for Recommendation 3.</p> <p>The ANO is considering the information provided to determine whether the actions are adequate to address the intent of this recommendation.</p>

Ongoing recommendations	ANO assessment of agency response
<p><b>Recommendation 5:</b> Airservices should access, through recruitment or otherwise, skilled and experienced subject matter expertise in the practice of community consultation. Leadership should give prominent support to this expertise so as to promote its influence and effect on Airservices' better performance in community consultation.</p>	<p><u>Reopened and Ongoing</u> – Airservices has:</p> <ul style="list-style-type: none"> <li>- engaged a community engagement consultant to provide social impact and consultation advice for the duration of the Hobart Airspace Design Review;</li> <li>- recruited a Community Engagement Manager with extensive community engagement experience and skills to lead the Engagement team. <u>However, the departure of this Manager soon after her appointment means this action remains to be implemented;</u></li> <li>- recruited other engagement staff with strong backgrounds in modern community engagement principles;</li> <li>- increased the capability of the community engagement team through training and access to community engagement specialists and expertise.</li> </ul> <p>The ANO considers these actions, once completed, would address the recommendation.</p>
<p><b>Recommendation 6:</b> Airservices should abandon its stated policy of making the Community Aviation Consultation Groups the primary site of its community consultation and instead, with the input and leadership of a skilled practitioner of community engagement, develop a community consultation strategy and guidelines to inform individual detailed strategies for individual changes.</p>	<p><u>Closed</u> – Airservices has demonstrated through its community engagement activities, in Hobart and in other changes across Australia through 2018 and into 2019 that its engagement strategies are tailored to the individual circumstances of the proposed changes, in line with its updated guidelines.</p>
<p><b>Recommendation 7:</b> Airservices should develop a policy that, on those occasions when incorrect statements are made to the community or other stakeholders, it will acknowledge the error and remedy it.</p>	<p><u>Closed</u> – Airservices' current values and procedures support a culture of acknowledging errors and taking appropriate action. Recent activities and awareness of the issues associated with the Hobart changes support closure of this recommendation.</p>
<p><b>Recommendation 8:</b> Airservices should ensure that, before deciding to propose a change and to commence to engage with a community about that change, it has acquainted itself with the context and recent history of that community and takes those matters into account, as far as practicable, in its decision making and in its engagement design.</p>	<p><u>Ongoing*</u> – Airservices has advised that its actions to address this recommendation are 'in progress', and that it has links to the development of social impact criteria.</p> <p>The ANO is considering the information provided to determine whether the actions are adequate to address the intent of this recommendation.</p>
<p><b>Recommendation 9:</b> Airservices should, as part of its community consultation activity, approach the assessments and other material on which it bases its consultations from a critically analytical perspective so as to ensure that all relevant matters have been considered and the information provided to the community is timely, correct, relevant, transparent, comprehensive, consistent and logically sound.</p>	<p><u>Ongoing*</u> – Airservices has advised that its actions to address this recommendation are complete.</p> <p>Airservices has provided additional evidence of its actions in response to this recommendation that the ANO is currently considering before determining whether this recommendation can be closed.</p>

\* This recommendation was ongoing at 30 June 2019, but at the time of writing it is closed

Ongoing recommendations	ANO assessment of agency response
<p><b>Recommendation 10:</b> In its Hobart SIDS and STARS Review, Airservices should consult with the community well in advance of settling its findings and recommendations. Airservices should take immediate steps to obtain the community's views on the most practical and effective ways to arrange this consultation.</p>	<p><b>Closed</b> – Airservices has undertaken a number of community engagement sessions through May and June 2018, during which it has sought community views on how to consult on its Airspace Design initial findings, now scheduled for October 2018. The draft Community Engagement Plan and Social Impact Overview documents indicate that Airservices is pursuing a change process that incorporates steps to obtain community views.</p> <p>The ANO considers Airservices has addressed this recommendation.</p>
<p><b>Recommendation 11:</b> Where significant issues arise from complaints, Airservices should advise complainants and other stakeholders at the earliest possible stage of efforts being made, including investigation, to address concerns.</p>	<p><b>Closed</b> – Airservices has advised that the experience at Hobart highlighted the need for Airservices' staff to regularly familiarise themselves with existing policies and procedures, particularly if these policies have been refined or changed. Airservices revised its <i>Noise Complaints and Information Service Procedures for Managing Aircraft Noise Complaints and Enquiries C-PROC0336</i>, with Version 2 effective from 13 April 2018, including the requirement that complainants are kept informed about investigations. Training with all relevant staff was undertaken at this time.</p> <p>The ANO is satisfied that the procedures and training address this recommendation.</p>
<p><b>Recommendation 12:</b> Where Airservices identifies through complaints inconsistencies in information provided to residents and other stakeholders, Airservices should take early action to correct information given.</p>	<p><b>Ongoing*</b> – Airservices has advised that it has taken a number of actions that it considers address this recommendation, and that its response is the same as for Recommendation 7.</p> <p>Airservices has provided additional evidence of its actions in response to this recommendation that the ANO is considering before determining whether this recommendation can be closed.</p>
<p><b>Recommendation 13:</b> Airservices should not pre-empt the outcome of internal investigations in its responses to complaints by advising complainants that there is unlikely to be any change.</p>	<p><b>Closed</b> – Airservices' updated procedures <i>Noise Complaints and Information Service Procedures for Managing Aircraft Noise Complaints and Enquiries C-PROC0336 Version 2 Effective 13 April 2018</i> include specific reference to keeping complainants informed of the progress of investigations and advising the outcomes at the end of the investigations process. Training with all relevant staff has been undertaken.</p> <p>The ANO is satisfied that the procedures and training address this recommendation.</p>

\* This recommendation was ongoing at 30 June 2019, but at the time of writing it is closed