

BOARD STATEMENT IN RESPONSE

Airservices' response to ANO Review of Airservices Australia's systems for community engagement (April 2020)

The Airservices Board requested the ANO to undertake a review of Airservices' systems for community engagement generally, and specifically in the context of pending major airport infrastructure developments. The review commenced in July 2019 and the ANO's report was received on 30 April 2020.

Airservices has reviewed the ANO's report and accepted the six recommendations. In response to these recommendations, the following is noted:

- **Recommendation 1: Finalise Airservices' internal review and restructure and develop a suite of policies and procedures** - The restructure has been completed and Airservices' development of policies and procedures is well progressed with completion planned for 30 September 2020.
- **Recommendation 2: Strive to ensure community engagement is in line with best practice and modern standards** - This recommendation is being addressed through Airservices' new Community Engagement Framework due for completion 30 June 2020. In addition, the Airservices' community engagement team has recently completed certificate training through the International Association for Public Participation (IAP2).
- **Recommendation 3: Meet with the ANO quarterly in relation to community engagement activities** - The Airservices' Environment and Community Manager has established a program of regular meetings with the ANO, and discussions have progressed in this regard.
- **Recommendation 4: Finalise the Community Engagement Framework** - The Framework is being progressed as a priority and is due for completion by 30 June 2020.
- **Recommendation 5: Use Airservices' existing aviation network to engage and coordinate more with industry on proposed changes** - The use of these networks is agreed as a positive action and internal discussions are progressing to develop appropriate processes to ensure this occurs.
- **Recommendation 6: Develop a framework for third party proposed changes** – This is agreed as necessary. A Third Party Proposed Changes Framework is planned for implementation by 30 September 2020.

It is noted and appreciated that the ANO has recognised the significant changes Airservices has made over the past 18 months and the progress toward improving our community engagement capacity.

In addition, Airservices is completing a review of a number of documents and public facing information sources, to ensure information is accurate and represents a contemporary view of Airservices' responsibilities and processes.

Airservices thanks the ANO for completing this review of systems for community engagement, and for the opportunity these findings present to further enhance this important aspect of its service provision.

25 June 2020