



Annual Report

2020-2021

Table of Contents

1	From the Ombudsman.....	1
	ANO Structure as at 30 June 2021	2
2	Governance and systems	3
3	Complaints	4
	Complaint statistics	4
4	Community engagement and information provision	8
5	ANO reviews.....	9
6	ANO publications.....	12
7	Financial results.....	13
Appendix 1	ANO 2021-2024 Strategic Plan.....	14
Appendix 2	ANO Complaint Statistics	16
Appendix 3	ANO assessment of action on recommendations	17

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 engagement
- information provision

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

ANO contact

Website: www.ano.gov.au

Email: ano@ano.gov.au

Phone: 1800 266 040

Write to: Aircraft Noise Ombudsman
GPO Box 1985
Canberra City ACT 2601

1 From the Ombudsman

This has been another year of significant change and challenge for the office of the ANO.

On the initiative of the Airservices Board, the ANO moved to a three year funding cycle commencing next year. A corresponding three year strategic plan was also developed and approved. In view of the recent surge in complaints and future major developments in aviation, such as Western Sydney Airport, the ANO's funding has also been increased.

A review of the ANO Charter was completed clarifying some procedures and reinforcing the independence of the ANO's role. The office also implemented a new complaint management system which will help improve efficiency and reporting capacity in future years.

I would like to thank both the Airservices' Board and Chief of Air Force for their support during the year.

The ANO has increased its interaction with Airservices regarding community engagement and commends Airservices' development in this area. While COVID-19 has restricted travel, the ANO has virtually attended and monitored numerous community engagement activities.

Complaints, of course, remain a core function of the ANO. This year the ANO:

- handled 606 complaints, including 62 reviewed in detail, of which 12 led to a change adopted by the agency
- commenced a multiple complaints investigation into the new flight paths at Brisbane Airport and
- finalised two major investigations – an investigation into complaints about the community engagement activities associated with the flight paths over East Melbourne and into complaints about the environmental assessments undertaken and selected flight path changes over Hobart.

There has been further turnover of ANO staff during the year with significant loss of experience and corporate knowledge. My thanks go to former staff who maintained the ANO's high standards under the pressure of an increasing workload, and to the new staff who have stepped into a challenging environment and risen to the occasion.

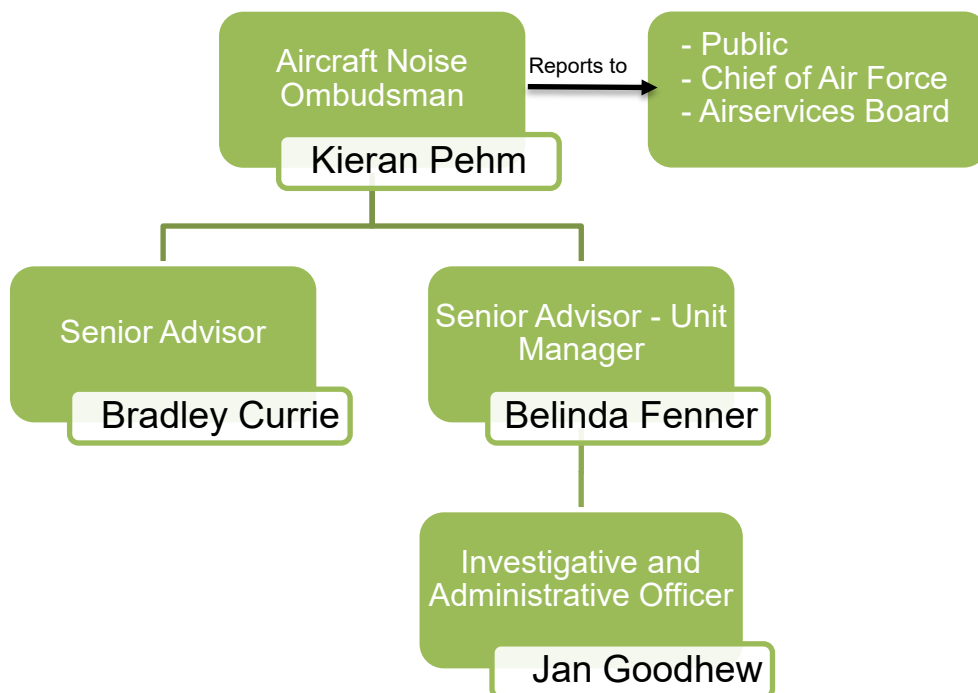


Kieran Pehm

Aircraft Noise Ombudsman

19 August 2021

ANO Structure as at 30 June 2021



2 Governance and systems

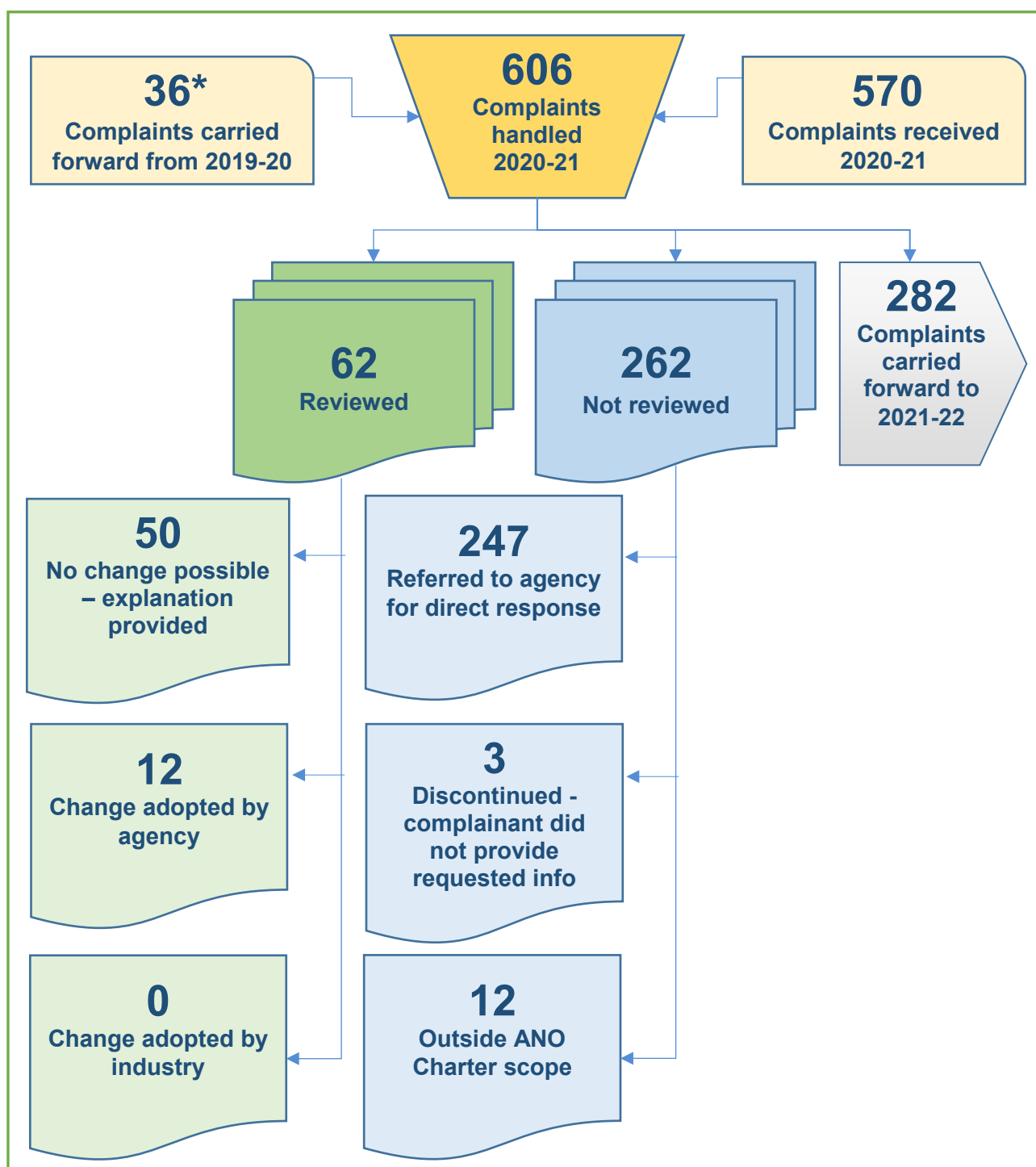
- 2.1 In October 2020, the ANO Charter was updated to clarify and reinforce the independence of the role. The ANO also submitted the ANO 2021-2024 Strategic Plan and Budget to the Chief of the Air Force and the Airservices' Board, which was endorsed as proposed. Refer to **Appendix 1** to view the ANO 2021-2024 Strategic Plan.
- 2.2 The 2021-2024 ANO budget has been increased due to the recent surges in complaints that the ANO has experienced, including those related to Brisbane Airport's new parallel runway. With a large number of major aviation projects anticipated to be completed in the upcoming years, an assessment of predicted demand for the ANO's services suggests that service demand will likely remain the same or increase into the future. The ANO continues to develop the capacity to support the current and anticipated future demands for the service.
- 2.3 In May 2021, the Airservices' Board approved key performance indicators (KPIs) for the ANO. The approved KPIs included complaint handling targets for initial responses to complainants, provision of regular updates as investigations progress and for completion of complaint investigations. To support the tracking of the complaint management KPIs, a major upgrade to the ANO Complaints System (ANOCs) was completed in late June 2021. In addition to supporting KPI tracking, the ANOCs upgrade will also facilitate improved complaint management and reporting capabilities, including improved efficiency of the ANO office.
- 2.4 The completion of the ANOCs upgrade has enabled the ANO office to commence KPI tracking as of 1 July 2021. Reporting against the ANO KPIs will commence from the next quarterly report providing increased visibility of the workload and performance of the ANO office.
- 2.5 Additionally, the ANO office has introduced issue tracking to assist in identification of common complaint themes. Identification of these themes will enable relevant observations to be shared with Airservices or Defence, to assist the agencies to identify opportunities for further improvement in information sharing at the systemic level, in addition to feedback provided on individual complaints.

3 Complaints

Complaint statistics

3.1 The ANO received 570 complaints in 2020-21, which represents a significant increase in complaints received, compared to the 134 complaints received in 2019-20. The following image describes how the complaints were handled.

Figure 1: Complaint handling by the ANO between 1 July 2020 and 30 June 2021



*Calculations as part of preparation of this report identified a previous inaccuracy in the 2019-20 carry-over numbers, which were previously reported as 35.

- 3.2 The ANO started the financial year with 36 open complaints and received a further 570 complaints during the period. Of the total 606 complaints handled in 2020-21, 324 were closed. Of these, 62 complaints were reviewed in detail, 247 were referred back to either Airservices or Defence to respond to directly, 3 were closed without review due to a lack of information from the complainant and 12 were closed as outside the scope of the ANO Charter. This left 282 open complaints carried forward into the 2020-21 financial year.
- 3.3 **Appendix 2** provides a more detailed summary of ANO complaint statistics for 2020-21.
- 3.4 Table 1 below details the number of complaints reviewed compared with the total number of complaints handled over the last five years. This table demonstrates that in the past year, there ANO has had a higher than usual referral rate to Airservices and Defence, predominately related to the new flight paths for Brisbane. The Brisbane flight paths are discussed in detail in Section 5.

Table 1: Complaints reviewed versus total complaints handled over time

	Complaints handled*	Complaints closed	Complaints reviewed**	Complaints reviewed %
2016-17	131	119	70	59%
2017-18	115	104	65	63%
2018-19	413	92	39	42%
2019-20	455	420	350	77%
2020-21	606	324	62	19%

*Complaints handled – includes all complaints received in the current year or carried over from the previous;

**Complaints reviewed – includes only those complaints investigated (others are not reviewed due to being out of scope or need to be referred to the agency in the first instance)

- 3.5 Table 2 below details the changes in the annual and per month average for ANO complaints received over time.

Table 2: Complaints received by financial year, with % change from previous year

	Total FY	Ave per month	% Change
2016-17	114	9.5	↓ 55.1%
2017-18	103	8.6	↓ 9.6%
2018-19	402	33.5	↑ 290.2%
2019-20	134	11.2	↓ 66.7%
2020-21	570	47.5	↑ 425.4%

- 3.6 The increase in complaints received in 2020-21 compared to the previous financial year is predominately due to the large amount of complaints received relating to the new flight path at Brisbane Airport during the past year. In addition, the COVID-19 pandemic and associated lockdowns over the past year has also resulted in changes in people's routines, particularly for people working from home, resulting in increased awareness of aircraft noise also contributing to the increase in complaints to the ANO.

- 3.7 Table 3 and Figure 2 demonstrate a significant increase in complaints relating to the complaint handling and community engagement practices of Airservices compared to previous years. This included a significant number of complaints in relation to the introduction of new flight paths for Brisbane Airport and in particular, the community engagement activities. In 2019-20, a noticeable increase was observable related to Sunshine Coast Airport proposed new flightpaths. The ANO anticipates that it will continue to see periods of high complaint activity associated with any major change to aircraft operations, such as new runways or major airspace designs. As illustrated in Table 3 and Figure 3, complaints about Defence are at a similar level to last year.

Table 3: Complaints received by agency in 2016-17 to 2020-21

	Total Airservices	% Change	Total Defence	% Change
2016-17	99	↓ 59.1%	15	↓ 25%
2017-18	96	↓ 3.0%	7	↓ 53.3%
2018-19	393	↑ 309.4%	9	↑ 28.6%
2019-20	120	↓ 69.5%	13	↑ 44.4%
2020-21	553	↑ 460.8%	11	↓ 15.4%

Note – The above table does not include the six unidentified 2020-21 cases where neither Defence nor Airservices were identified as the relevant agency.

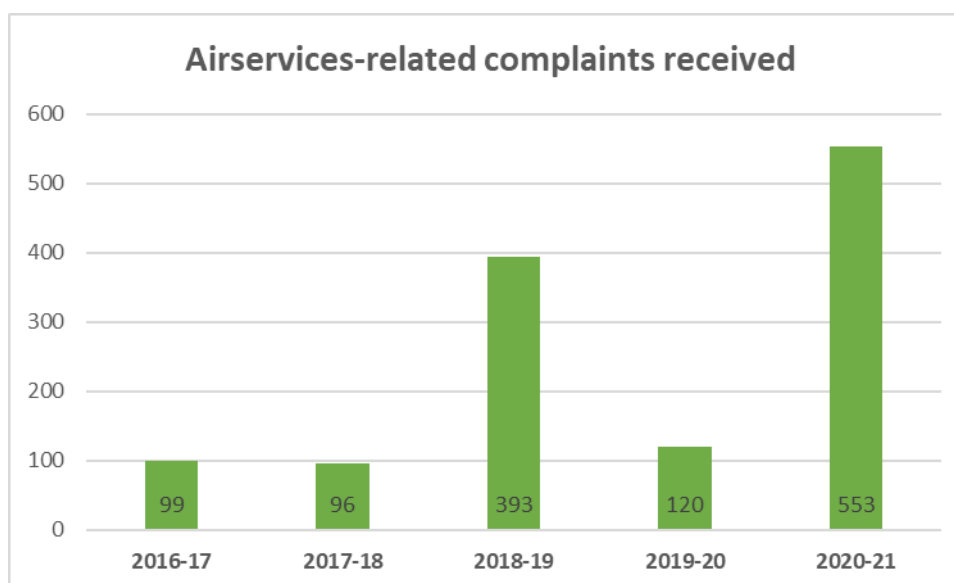


Figure 2: Complaints received about Airservices, 2016-17 to 2020-21

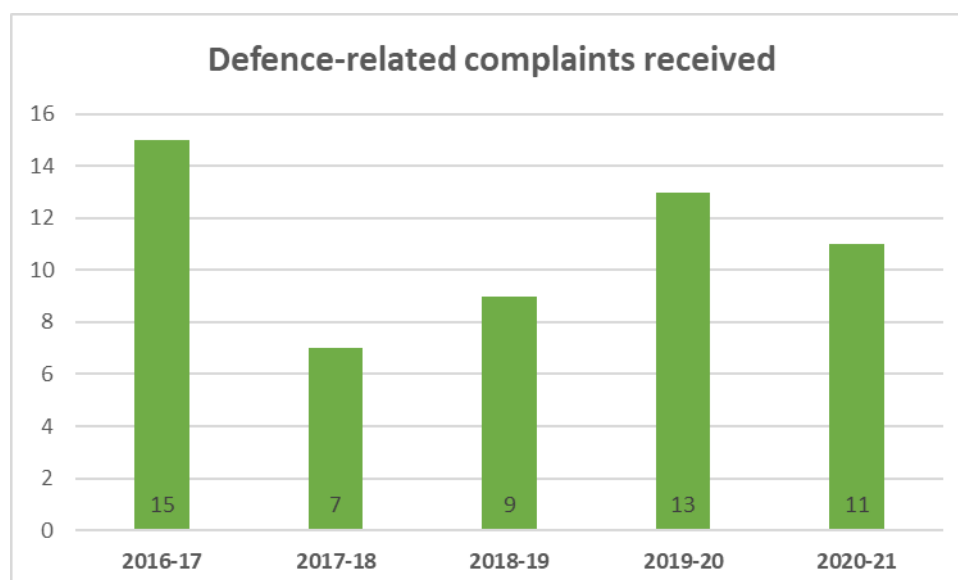


Figure 3: Complaints received about Defence, 2016-17 to 2020-21

- 3.8 The ANO continued to engage with both Airservices and Defence in relation to complaint handling processes. In addition to formal feedback and outcomes associated with ANO investigations, the ANOs office continue to provide feedback and discuss opportunities for improvement with the agencies' complaint handling systems and processes. ANO staff have increased communication with both agencies, to maintain existing relationships with the agencies and contribute to continuous improvement opportunities.
- 3.9 During 2020-21, 12 of the 62 complaints reviewed led to a change (Table 4). The remaining 50 cases did not result in a change, however, the ANO, having investigated the issues, provided a detailed explanation to the complainant about why there was no practical change identified.
- 3.10 All 12 cases closed with a change adopted, related to Airservices. Of these cases, the majority resulted in Airservices providing additional information to the complainant directly or undertaking further discussion with the complainant, regarding a proposed noise improvement.

Table 4: Outcome of complaints reviewed by the ANO in 2020-21

Complaints reviewed and closed:		%
No change possible - explanation provided	50	80.6%
Change adopted by Airservices/Defence	12	19.4%
Change adopted by airport operator	0	0%
Change adopted by operator	0	0%

4 Community engagement and information provision

- 4.1 In 2020-21, ANO staff continued to attend community and aviation industry meetings. Due to the COVID-19 pandemic and the limitations on travel for the Ombudsman and staff, this year meetings were attended via teleconference or an online meeting platform.
- 4.2 ANO staff attended 12 meetings or events involving industry and community stakeholders over the year. Of particular note, the ANO attended a meeting with the United Kingdom's Independent Commission on Civil Aviation Noise (ICCAN), an organisation established by the UK Government as an 'independent non-statutory advisory arms-length body asked to act as the credible and impartial voice on all matters relating to civil aviation noise'. This was the second meeting with ICCAN and offered a valuable opportunity to discuss international trends and practices in the management of aircraft noise.
- 4.3 Further to the industry and community stakeholder events above, ANO staff attended 11 airport Community Aviation Consultation Group (CACG) (or equivalent) meetings. Despite the increase in workload experienced by the ANO office this past year, the change to virtual meetings has enabled the ANO to maintain a high level of attendance.
- 4.4 Attending these meetings as observers provides the ANO staff with direct knowledge of emerging aircraft noise management issues as well as assisting to foster a broader understanding and awareness of the ANO's role and aircraft noise management issues. Additionally, ANO staff take the opportunity at these meetings to monitor the effectiveness of community engagement undertaken by Airservices including their presentation and distribution of aircraft noise-related information.

Airservices' Community Engagement

- 4.5 The ANO continues to work to build a constructive relationship with Airservices in discharging its responsibility to monitor Airservices' community engagement processes, presentation and distribution of aircraft noise related information.
- 4.6 As part of this process the ANO and Airservices have instigated an ongoing monthly meeting between the ANO Senior Advisors and Airservices' Community Engagement Senior Advisors. This meeting is one of a number of strategies that have been introduced to offer the opportunity for more active engagement by the ANO in the evolution of Airservices' community engagement projects throughout all stages of delivery.

5 ANO reviews

- 5.1 **Appendix 3** summarises the ANO's assessment of progress on all recommendations that were either open at the start of or made during this financial year.

Airservices

Brisbane

- 5.2 In December 2020, the ANO commenced a multi-complaint review as pursuant to clause 47 of the ANO Charter. This review was instigated due to the large number of complaints the ANO's office received about Airservices since the opening of the new runway and the new flight paths at Brisbane Airport. The scope of this review includes the following in so far as that relates to aircraft noise:
- Airservices' environmental assessment of the impact of the flight paths associated with the new runway at Brisbane Airport
 - Airservices' engagement with the community as part of the flight design process.
- 5.3 A draft report was provided to Airservices in July 2021 for a response under clause 59 of the ANO Charter. The ANO anticipates that the review will be finalised in the next reporting year.

East Melbourne

- 5.4 The ANO also commenced a multi-complaint review in 2019 of flight path changes over East Melbourne. The ANO completed its assessment of these complaints in October 2020 and referred it to Airservices to attempt resolution, as required under the ANO Charter.
- 5.5 The matter could not be resolved and the ANO finalised its report to the Airservices Board. Airservices Board accepted all 3 recommendations of the ANO.
- 5.6 The ANO published its *Investigation into complaints about the introduction of new flight paths in East Melbourne*, in July 2021. A summary of the recommendations is included in **Appendix 3**.

Hobart

- 5.7 The ANO published its *Investigation into complaints about the introduction of new flight paths in Hobart*, in April 2018 with all recommendations closed in 2019-2020.
- 5.8 Further to the 2018 report, during the past year, the ANO completed an investigation into complaints about Airservices' implementation of new flight paths at Hobart Airport during 2018/19. This investigation was finalised in May 2021 and the outcome provided to the complainants.
- 5.9 No recommendations were made to Airservices, as a result of the investigation.

Sunshine Coast

- 5.10 The ANO published its Investigation into complaints about the introduction of new flight paths in Sunshine Coast, in June 2020. The ANO's report made two recommendations for improving Airservices' community engagement framework and practices which were accepted by the Board of Airservices.
- 5.11 Airservices presented information to demonstrate its actions to address one of the recommendations related to Airservices developing a framework for third party proposed changes. The ANO considered this submission and was satisfied it could be closed in October 2020.
- 5.12 The second recommendation is currently ongoing related to Airservices' conducting a post-implementation review (PIR) of the change. The ANO continues to receive updates from and observe the activities of Airservices in relation to the Sunshine Coast PIR.
- 5.13 Airservices has developed a much more comprehensive PIR process than previously applied including extensive opportunities for community engagement. The ANO has no concern about the time taken and indeed believes it necessary in order to establish good faith with the affected community.

Systemic Review of Community Engagement

- 5.14 In 2018 the Airservices Board requested the ANO conduct a systemic review of the effectiveness of the community engagement systems of Airservices as a result of significant concerns highlighted in the ANO's review of Airservices' introduction of new flight paths in Hobart. The systemic review examined Airservices' readiness to engage effectively with communities 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.
- 5.15 The ANO made six recommendations arising out of these findings, which were accepted by the Airservices Board. The *Review of Airservices Australia's systems for community engagement - Final Report* was published on the ANO website on 30 June 2020.
- 5.16 Airservices presented information to demonstrate its actions to address all 6 recommendations. The ANO considered these submissions and considered the recommendations implemented in October 2020.

Defence

Compliance Audit of Defence's Super Hornet Operations at Amberley

- 5.17 In October 2019, the ANO completed a comprehensive audit of Defence's compliance with the Conditions of Approval for its Australian Super Hornet Flying Operations at RAAF Base Amberley and submitted a report to the Chief of Air Force.
- 5.18 The ANO assessed Defence's level of compliance against each Condition of Approval and each requirement identified from the three associated approved plans. A finding on the level of compliance was made in line with the Compliance Finding categories defined in the Independent Audit and Audit Report Guidelines (2015 Guidelines) that were in force at the time the audit criteria and methodology were approved.
- 5.19 The ANO considered that Defence had complied with the intent of the Conditions of Approval in relation to managing the effects of aircraft noise on the community and the environment. However, it had some work to do to establish effective systems to facilitate the necessary administrative, records management and reporting frameworks required to substantiate its performance against these Conditions and made a total of 9 recommendations.
- 5.20 In May 2020, the ANO prepared an Addendum to the October 2019 report, based on advice from the Department of Agriculture, Water and the Environment ('the Department') that the 2015 Guidelines had been updated in July 2019. In the Addendum, the ANO noted that this update did not result in any amendment, addition or removal of the recommendations made in the original Audit report of October 2019 or its overall conclusion.
- 5.21 In July 2020, 6 recommendations remained open. Defence submitted further evidence demonstrating that it had addressed all the outstanding recommendations made by the ANO. The ANO considered the evidence submitted and closed the remaining 6 recommendations in October 2020.

6 ANO publications

6.1 In addition to its quarterly reports and last year's annual report, the ANO published the following on its website during 2020-2021:

- *ANO Statement - Terms of Reference for Sunshine Coast Post Implementation Review (January 2021)*
- *ANO Report on investigation into East Melbourne flight paths (July 2021)*
- *Airservices' response to ANO Report on investigation into East Melbourne flight paths (July 2021)*

7 Financial results

- 7.1 The ANO operates autonomously in managing its financial accountabilities, with a three-year funding cycle which provides the office with the flexibility to manage expenditure peaks and troughs that may occur across financial years. 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 During 2021-2021, the ANO's actual expenditure was 31% below the budget allocation. The total operating expenditure of the office was \$543,670 against a total budget of \$787,361.06. This under-spend compared to budget reflects reduced expenditure on travel costs throughout the financial year due to the restrictions imposed by COVID-19 and reductions in staff costs associated with position vacancies while recruitment activities were completed. Additionally, delays in the ANOCS upgrade to June 2021 resulted in the upgrade costs being applied in the July-September 2021 quarter. Given the uncertainty of the aviation sector, the ANO remains mindful of the need to be prudent with any expenditure into the 2021-2022 financial year.
- 7.3 Figure 4 below depicts the ANO budget and actual expenditure over the last five years.

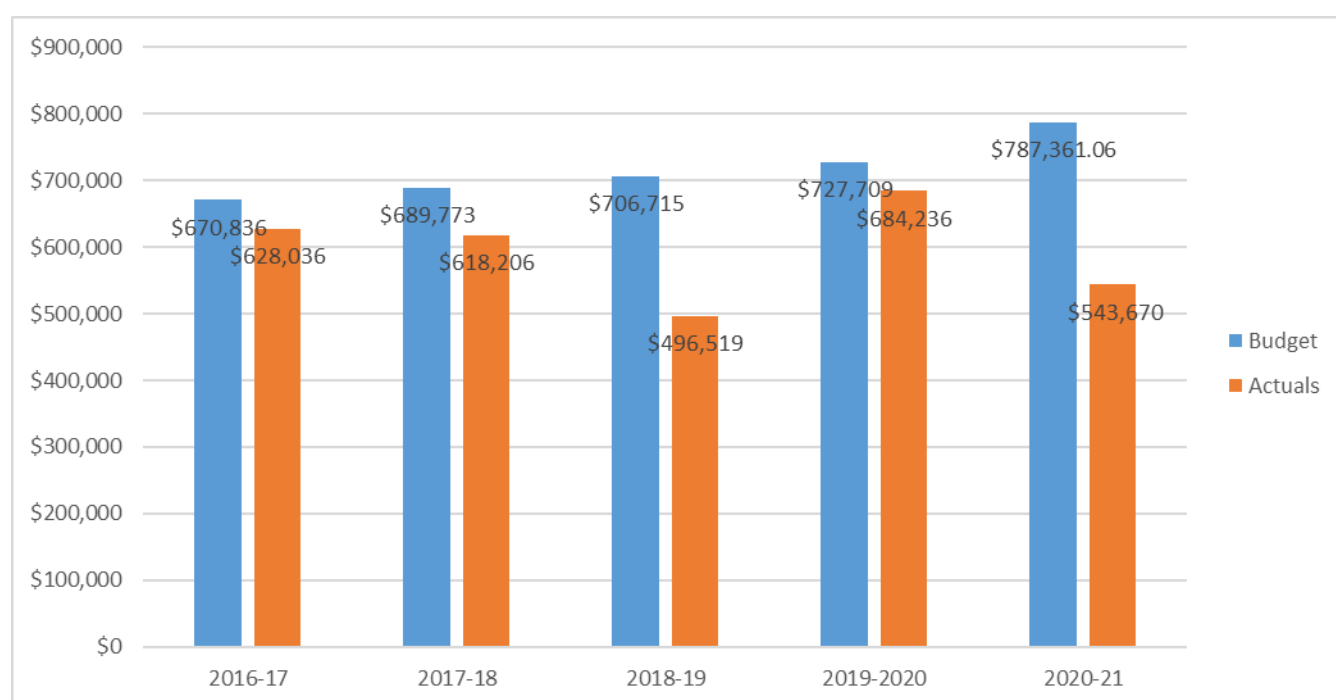


Figure 4: ANO budget and actual expenditure 2016-17 to 2020-2021

Appendix 1 ANO 2021-2024 Strategic Plan



Strategic Plan

1 July 2021 to 30 June 2024

Values:

Independence
Balance
Integrity
Accountability
Accessibility
Efficiency

Purpose:

Partner with Airservices and Defence ('the Agencies') to enhance their administrative actions and decisions in the management of aircraft noise, complaint handling, community engagement and provision of information

To influence enduring systemic improvement in the Agencies' management of aircraft noise

To promote constructive relationships between the Agencies and the community in respect of aircraft noise.

Role and Functions:

- review the handling of complaints and enquiries made to the Agencies about aircraft noise
- monitor, report and contribute to the effectiveness of community engagement processes relating to aircraft noise undertaken by the Agencies
- monitor, report and contribute to the effectiveness of the presentation and distribution of aircraft noise-related information
- undertake targeted reviews of specific aspects of aircraft noise management.

Strategic Objectives:

- Enhance readiness of the Agencies to meet the challenge of the community's response to aircraft noise issues arising from rapid development and change, and otherwise, through:
 - providing effective and balanced investigation and resolution of noise complaints
 - contribute to effective community engagement and provision of information on aircraft noise by the Agencies
 - promoting understanding, within Agencies, with individuals and the broader aviation industry, of the balance of relevant considerations in effective management of aircraft noise
 - identifying systemic issues raised in complaints and investigating, resolving and reporting on those issues promptly and effectively
- Maintain awareness of and competence in best practice complaint management, administrative review and Ombudsman practice

Environment, Risks and Opportunities:

The bulk of our work is complaints driven and responsive to community concerns. Demand for our services is determined, in large part, by the community's response to developments in flight paths, infrastructure, fleet and other changes and, in turn, by the Agencies' anticipation of and response to community concerns. It follows that there is a range of external factors and risks that will impact on our work and the demand for our services. These are beyond our control but recognised as challenges we face and must be prepared to meet. Factors that heighten risk include:

- Impact of COVID 19 on the aviation sector
- Unprecedented scale of aviation infrastructure development over the foreseeable future
- Encroaching development around military and civilian airfields
- Flight path changes (Airservices' program of RNP roll out, changes required to respond to CASA regulatory requirements or audit findings, compliance with international standards)
- Growing community sophistication and political activity through social media requiring increased skill and capacity from Agencies in relation to community engagement
- Ongoing contribution to military exercises
- Defence estate and infrastructure are being updated to meet and sustain new capabilities
- Master Plan processes increasing community awareness of aircraft noise
- Changes in the political and regulatory environment
- Fleet mix changes (drones, helicopters and light aircraft at smaller airfields, new services at noise-sensitive times)
- Maintaining a sustainable and flexible workplace
- ANO staff changes and succession
- Changes to key staff in agencies.

Measures of Success:

- The public is aware of our role and our services are accessible to all
- Our work is undertaken in a timely, effective and efficient manner
- We communicate effectively and constructively with Agencies and with the public
- Our recommendations are accepted, implemented and effective.

Appendix 2 ANO Complaint Statistics

The following summarises the ANO complaint statistics for 2020-2021.

	Total	Airservices	Defence	Unidentified
Complaints carried forward from 2019-20	36	34	2	0
Complaints received	570	553	11	6
Total complaints handled in 2019-2020	606	587	13	6

<u>Closed complaints – reviewed</u>				
No change possible - explanation provided	50	45	4	1
Change adopted by Airservices or Defence	12	12	0	0
Change adopted by airport operator	0	0	0	0
Change adopted by operator	0	0	0	0
Total complaints reviewed and closed	62	57	4	1

<u>Closed complaints – not reviewed</u>				
Referred to agency to respond to directly	247	238	8	1
Complainant did not provide further information	3	2	0	1
Outside Charter scope	12	9	0	3
Total complaints not reviewed and closed	262	249	8	5

Complaints closed during 2020-21	324	306	12	6
-----------------------------------------	------------	------------	-----------	----------

Complaints carried forward to 2021-22	282	281	1	0
----------------------------------------------	------------	------------	----------	----------

Appendix 3 ANO assessment of action on recommendations

During the 2020-2021 financial year, the ANO continued to monitor 6 recommendation Defence had outstanding from the ANO's 2019 review. All 6 recommendations were closed during this financial year.

The ANO continued to monitor 2 recommendations Airservices' had outstanding from the ANO's Sunshine Coast review and 5 recommendations that were outstanding from the ANO's 2020 review of Airservices' community engagement systems. All but one of these recommendations were closed during 2020-2021. The remaining recommendation relates to the Sunshine Coast post-implementation review which is ongoing.

No new recommendations were made during this financial year, with one review completed without recommendation and two investigations in their final stages at the end of the financial year, as described in Section 6 previously. Recommendations from the ANO's East Melbourne review (July 2021) are provided below however reporting against these recommendations will occur in future reports.

The following tables set out the status of all outstanding recommendations and the ANO's assessment of action against each. Recommendations that were previously reported as closed have been removed.

Defence - Compliance Audit of Australian Super Hornet Flying Operations at RAAF Base Amberley (October 2019)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – Defence should establish robust administrative systems that ensure it obtains the required approvals for changes to its activities prior to implementing those changes. These systems should ensure annual reviews are conducted that would enable the identification and early rectification of any non-compliances.	<p><u>Closed:</u> Defence has demonstrated that it has established the Australian Super Hornet Conditions of Approval tracking spreadsheet to track items of compliance and required approvals which enables a central location and consolidated repository for all Australian Super Hornet compliance requirements relating to noise management. This spreadsheet includes an annual Review Schedule for Australian Super Hornet Documents.</p> <p>Defence also provided evidence that it has established a website publication tracker to ensure that records are saved to show compliance with the publication of plans, strategies and reports on the Defence Aircraft Noise website.</p> <p>Defence has also provided evidence that it has developed guidance documents to support these administrative systems.</p>

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 3 – Defence should:</p> <ol style="list-style-type: none"> review its draft version 4.0 Noise Management Plan in light of the findings of this audit report, the questions and comments made to date by the Department of the Environment and Energy, and in consideration of any other changes or assumptions that may be now relevant; ensure the revised Noise Management Plan retains a level of detail that is appropriate to its purpose as a public account of Defence's planned noise management activities and includes an appropriate requirement to regularly review the plan in light of any outcomes of its Noise Monitoring Program; set out clearly the changes compared to the version 3.0 Noise Management Plan and outline the reasons for these; and re-submit the revised version 4.0 Noise Management Plan for approval in line with Condition 8 of its approval 	<p><u>Closed:</u> Defence advised the Noise Management Plan (NMP) v4.0 has been reviewed and rewritten in consultation with the Department of Agriculture, Water and the Environment (DoAWE). The NMP V4.0 has been updated to include:</p> <ul style="list-style-type: none"> a sufficient level of detail about Defence's planned noise management activities a review mechanism to review the NMP on an annual basis a table that details and compares changes between the current and new version of the NMP <p>Defence has re-submitted the revised version to the DoAWE for approval.</p>
<p>Recommendation 4 – Defence should regularly review its Noise Management Plan, with consideration to be given to relevant matters, including but not limited to:</p> <ol style="list-style-type: none"> any foreseeable variations approved by the SADFO-Amberley; any changes to Super Hornet flying operations limitations or planning assumptions, which occur as a result of evaluation of the noise monitoring outcomes and the complaints process detailed in the Noise Monitoring and Complaints Handling Strategy; and the results of audits of compliance with its Conditions of Approval for Australian Super Hornet Flying Operations 	<p><u>Closed:</u> Defence advised the NMP v4.0 has been reviewed and rewritten in consultation with the DoAWE.</p> <p>Defence has advised that all reviews of the NMP will give consideration to all relevant matters and auditable criteria contained within the plan will be tracked via the Australian Super Hornet Conditions of Approval spreadsheet.</p> <p>Defence has submitted it to the DoAWE for approval.</p>
<p>Recommendation 5 – Defence should use its Annual Super Hornet Noise Reports to explicitly evaluate noise outcomes against the noise modelling undertaken for the Public Environment Report 2009, and also for any subsequent approved noise modelling undertaken</p>	<p><u>Closed:</u> Defence has provided the 2019 Annual Noise Report for the Australian Super Hornet. The Report includes an evaluation of the noise modelling from the 2009 Public Environment Report as well as the numbers within the updated ANEF.</p> <p>This report is publicly available on the Defence Aircraft Noise page of the Department of Defence website</p>

Ongoing recommendations	ANO assessment of agency response
Recommendation 6 – Defence should table its Annual Super Hornet Noise Reports at the Amberley Consultative Working Group (ACWG) meetings and ensure this is minuted	<u>Closed:</u> The ANO has closed this recommendation on the basis that Defence has committed to tabling the Australian Super Hornet Annual Noise Reports at the first available Amberley Consultative Working Group meeting. Due to COVID-19, the ACWG is postponed until further notice. This report is publicly available on the Defence Aircraft Noise page of the Department of Defence website.
Recommendation 8 – Defence should identify and implement an effective method for publicly reporting on its actions in response to recommendations made in relation to its Conditions of Approval for Australian Super Hornet Flying Operations.	<u>Closed:</u> Defence has conducted its annual review of its Noise Monitoring and Complaints Handling Strategy and has published it on its website.

Airservices – Investigation into complaints about the introduction of new flight paths in Sunshine Coast (April 2020)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – Airservices should develop a framework for third party proposed changes that: <ol style="list-style-type: none"> provides robust and dependable governance arrangements to manage its early and ongoing engagement with third parties establishes clear lines of accountability and documents these arrangements as they evolve ensures an effective consultative process, which includes monitoring the adequacy of any third party consultations being relied on. 	<u>Closed:</u> Airservices has produced a Third Party Framework. This included review of the structure and first draft by the ANO and provision of the final draft. The procedure provides: <ul style="list-style-type: none"> robust and dependable governance arrangements to ensure effective management of interface between Airservices and third party proponents mechanisms to establish clear roles and responsibilities to deliver the change proposal provision of guidance documentation and criteria to support third party planning and delivery of environment and community elements of the change process for assurance reviews to ensure the adequacy of third party actions in meeting Airservices' environmental assessment and community engagement obligations.

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 2 – Airservices should, as soon as practicable, design an effective post-implementation review (PIR) process for the Sunshine Coast flight path designs, that does not perpetuate design constraints requiring alignment with EIS concepts, and which encompasses:</p> <ul style="list-style-type: none"> a) consideration of identified community-suggested alternatives b) a community engagement process that provides for genuine opportunities for community contributions to influence decisions c) application of the latest version of Airservices' National Operating Standard (NOS) Environmental Management of Changes to Aircraft Operations (AA-NOS-ENV-2.100). 	<ul style="list-style-type: none"> • <u>Ongoing</u> –After considerable community engagement, Airservices finalised the terms of reference for the PIR on 1 February 2021. Airservices has updated and finalised the Community Engagement Plan (CEP) for the PIR process, including a realigned PIR timeline. Airservices has advised that it has completed the short-term noise monitoring site feasibility study and engagement with the community on appropriate locations. Community suggested alternative submissions to the flight paths will be open from 23 August until 19 November 2021.

Airservices – Review of Airservices Australia's systems for community engagement – Final Report (April 2020)

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 1 – Airservices should finalise its internal review and restructure of its Environment and Community Group including establishing a fully developed and settled suite of procedures and policies for community engagement, with a scheduled review and evaluation mechanism.</p>	<p><u>Closed:</u> Airservices has advised that its review and restructure of the Environment and Community Group was completed in March 2020 with the appointment of the new Environment and Community Manager. The Flight Path Design Manager, Airports and Environment Manager and Community Engagement Manager report to this role.</p> <p>Airservices has updated the following documents and supporting templates reissued prior to 30 September 2020:</p> <ul style="list-style-type: none"> • <i>ENV-PROC0011 - Community Engagement Procedure - Complete rewrite to incorporate feedback from the ANO Systems and Sunshine Coast reviews</i> • <i>C-TEMP0350 - Community Engagement Plan Template</i> • <i>C-TEMP0351 - Community Engagement Report Template</i> • <i>C-TEMP0352 - Social Impact (Hot Spot) Analysis Template</i> • <i>ATS-MAN-0010 – Airspace Design Manual – updated to include application of Flight Path Design Principles.</i> <p>Airservices has finalised its review of its Flight Path Design Principles after a national consultation and public comment period. The principles took effect from 1 October 2020 and will apply to all flight path changes initiated from that date. Airservices will report publicly on how the principles have been considered.</p>

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 2 – Airservices should continue to strive to ensure its community engagement practice is in line with modern standards and methods of community engagement and draws on experience in other industries and countries. In particular, Airservices should consider emerging methods of community engagement such as ‘deliberative engagement’ as an effective tool on the broader spectrum of community engagement.</p>	<p><u>Closed:</u> Airservices has advised that its Community Engagement Framework (CEF) was developed with reference to the International Association for Public Participation Australasia (IAP2) Core Values for the Practice of Public Participation and Quality Assurance Standard. It also references the Australian Public Service Framework for Engagement and Participation which provides a benchmark for Airservices in terms of the spectrum of engagement for Australian government agencies and defines the following four levels of engagement: Share, Consult, Deliberate, Collaborate.</p> <p>The CEF provides a series of commitments to the community through which Airservices will deliver best practice engagement. This is actively being applied to current projects.</p> <p>With reference to deliberative engagement, Airservices has committed through the CEF and related procedures:</p> <p><i>‘Where appropriate, we deliberate with community and other stakeholders throughout a complex change management process to ensure that the range of stakeholder concerns are consistently understood and considered, and that competing values and trade-offs associated with concept and final flight paths are examined. We may use avenues such as Stakeholder Panels and/or focus groups.’</i></p>
<p>Recommendation 3 – Airservices should meet with the ANO on a quarterly basis in relation to its community engagement activities and its presentation and distribution of aircraft noise related information.</p>	<p><u>Closed:</u> The ANO meets quarterly with Airservices’ Chief of Customer Experience and Strategy, and with the CEO. Airservices’ Community Engagement Manager engages regularly with the ANO regarding community engagement activities to provide briefings, updates and to seek advice on Airservices’ approach to engaging on more complex changes or in sensitive communities.</p> <p>The ANO and Airservices’ Environment and Community Manager meet often and regularly to discuss emerging issues and other matters of interest.</p>

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 5 – Airservices should use its existing network of aviation industry meetings and groups to engage and coordinate more with the aviation industry on planned community engagement activities, in particular accessing the industry's knowledge of local conditions and concurrent community engagement activities.</p>	<p><u>Closed:</u> Airservices has advised its Environment and Community Manager now attends the following industry forums to provide updates on the current flight path change program and to seek feedback on industry involvement:</p> <ul style="list-style-type: none"> • Major Airport Development Project Control Group (internal Airservices meeting to discuss projects at major airports across the country) • National Operations Services Enhancement Forum (involves airlines and major airports) • Industry Operations Forum (General Aviation and regional airports) <p>In addition, the Customer Engagement Manager and Environment and Community Manager meet weekly to discuss current flight path change proposals and associated engagement requirements. Early engagement with industry (airlines) is being undertaken as part of the Williamstown Traffic Management Plan.</p>
<p>Recommendation 6 – Airservices should develop a framework for third party proposed changes that:</p> <ol style="list-style-type: none"> a) provides robust and dependable governance arrangements to manage its early and ongoing engagement with third parties b) establishes clear lines of accountability and documents these arrangements as they evolve c) ensures an effective consultative process, which includes monitoring the adequacy of any third party consultations being relied on. 	<p><u>Closed:</u> This recommendation was considered so important that it was also made in the ANO's Sunshine Coast report and its implementation is reported on above.</p>

Airservices – Investigation into complaints about flight paths over East Melbourne (July 2021)

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 1 – I recommend Airservices continue its efforts to engage with the complainants to resolve their complaints including careful consideration of the alternate flight path suggested by them.</p>	<p><i>Reporting of the status of these recommendations will be addressed in future reporting.</i></p>
<p>Recommendation 2 – Airservices provide a copy of this report to Essendon Airport and invite it to review the community membership of its Community Aviation Consultation Group and consider the adequacy of the representation of communities affected by aircraft noise.</p>	

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 3 – As part of its regular attendance at other airports’ CACG meetings, or equivalents, Airservices should present the findings of this report and invite the CACGs to review the adequacy of their representation of their community membership given that the aircraft noise from “smart tracking” flight paths and sightseeing operations affects areas at considerable distances from airports.</p>	