

Mr David Forsyth
Chairman
Airservices Australia
GPO Box 367
CANBERRA ACT 2601

Dear Mr Forsyth

In accordance with the terms of my Charter, I am hereby providing my first annual report since commencing as Aircraft Noise Ombudsman in September 2010. The following is a summary report and more detail is provided in my quarterly reports which are published on my web site.

On 16 December 2009 the Australian Government released the Aviation White Paper 'Flight Path to the Future', which included the establishment of an Aircraft Noise Ombudsman (ANO). My powers and duties are formally defined in a Charter, including enshrining the ANO's independence from Airservices Australia's (Airservices) executive management structures.

My office has been established with independent staff and is located in a small office space in Canberra. While Canberra based, the office operates nationally and has been active in engaging with industry complainants and consultative forums around Australia.

In February 2011, I published my first major review (*Review of Complaints Handling - Airservices Australia*). The review is available on the ANO website and all 18 recommendations have been accepted by Airservices. Primarily, the review recommended a shift in the organisational emphasis from information provision about aircraft noise, to active investigation and resolution of complaints. This will potentially enable complaint information to feed into improvements to aviation programs and services, and ultimately provide better noise outcomes for the Australian public.

From establishment to 30 June 2011, the ANO has received 100 complaints. A significant number of complainants related to Perth Airport (24) and Sydney Airport (21). Seven complaints related to airports not controlled by Airservices.

Of the 100 complaints received, 92 have been closed, however 40 of these relate to systemic issues in Sydney, Perth and Fingal Head (Queensland). While significant work has already been undertaken on these issues, they will be further addressed through future activities to be undertaken by my office.

The 52 remaining complaints that have been closed were the result of the following actions:

- 28 complainants have been advised that no change is possible and a more thorough explanation provided;
- 10 complaints referred to Airservices or another agency to respond directly;
- 5 changes have been adopted by either Airservices, Aircraft operator or Airport;
- 9 complaints closed due other factors (for example, outside scope of the ANO).

In accordance with my Charter, I will also be providing this report to the Minister and subsequently publishing it on the ANO website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ron Brent', with a stylized flourish at the end.

Ron Brent
Aircraft Noise Ombudsman

21 July 2011