



# Annual Report

## 2021-2022

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## 1 From the Ombudsman

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Complaints to the ANO surge when new flight paths are implemented. This occurred following flight path changes at Perth, Hobart, and the Sunshine Coast airports. Historically high numbers of complaints were received last year and this year due to new flight paths in Brisbane.

Previous ANO reports, as well as its report on Brisbane during the current year, show that in the past, Airservices have implemented new flight paths without any input from the community in the design of those flight paths. Its engagement with the community on the impacts of those flight paths has also been wanting.

If potentially affected communities have some involvement in the positioning of flight paths before they are implemented, they are less likely to complain about them when they begin to operate.

As part of its response to community concerns over the new Brisbane flight paths, Airservices commissioned an independent review by Trax International (Trax). The Trax interim report also noted the lack of community engagement in the design of new flight paths and made a suite of suggestions for improvement. The final report by Trax has not been published at the date of writing.

Although Airservices has made recent improvements in this area, including the employment and work of a manager with significant experience in ensuring appropriate community engagement, community input into flight path design remains a major challenge. The ANO will continue to work with Airservices in meeting this challenge.

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

- handled 790 complaints, including 338 reviewed in detail, of which 288 led to a change adopted by the agency
- finalised major investigations into the new flight paths at Brisbane Airport and the historic flight path changes over East Melbourne.

During the year, the office also reviewed its procedures; upgraded its website and introduced key performance indicators. My thanks go to our office manager, Belinda Fenner, and all the ANO staff for their hard work during the year.

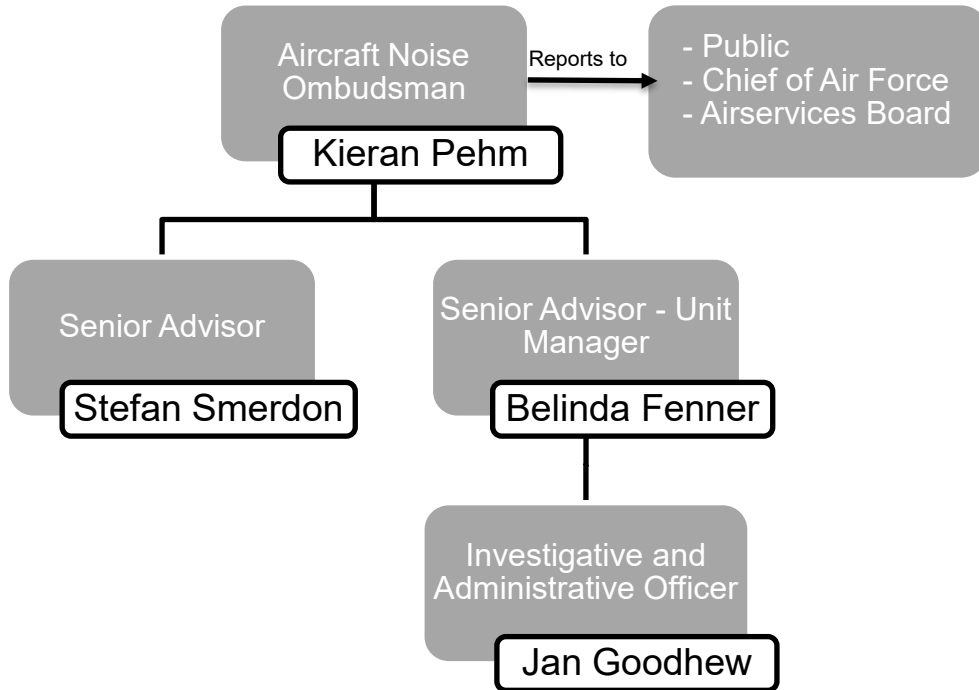
My thanks also to the Airservices Board and Chief of Air Force for their continued support of the ANO.



Kieran Pehm

Aircraft Noise Ombudsman  
10 August 2022

**ANO Structure as at 30 June 2022**



## 2 Governance and systems

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With a large number of major aviation projects projected for the upcoming years, the demand for the ANO's services is likely to remain the same or increase into the future. During the 2021-22 financial year, the ANO office has enhanced its systems and processes to better manage the anticipated increase in demand.

The ANO's online complaint form has been upgraded to allow for the attachment of documents. It provides for the capture of all essential information at first contact and greater use by complainants should improve complaint handling efficiency. Rates of use of the form will be monitored in the next financial year.

In May 2021, the Airservices' Board approved key performance indicators (KPIs) for the ANO, including complaint handling targets. Performance against the KPIs is set out in Section 7. An upgrade of the ANO Complaints System (ANOCs) was completed in late June 2021 providing the capacity to commence KPI tracking on 1 July 2021.

As part of the ANOCs upgrade, the ANO office has also begun recording issues raised by complainants which may provide data relevant to managing the issues giving rise to complaints in future. Key trends from the financial year are discussed under Section 4.

The ANO website was upgraded and modernised in March 2022. These changes make the website more user-friendly, easier to navigate and to read, and also enabled the ANO website to be optimised for viewing on mobile devices.

The ANO office will continue to update content in the coming year, with a focus on improving understanding of the role of the ANO office and other relevant agencies.

### 3 Complaints

The ANO received 508 complaints in 2021-22, which represents a slight reduction in complaints received, compared to the 590 complaints received in 2020-21. The following image depicts how the complaints were handled.

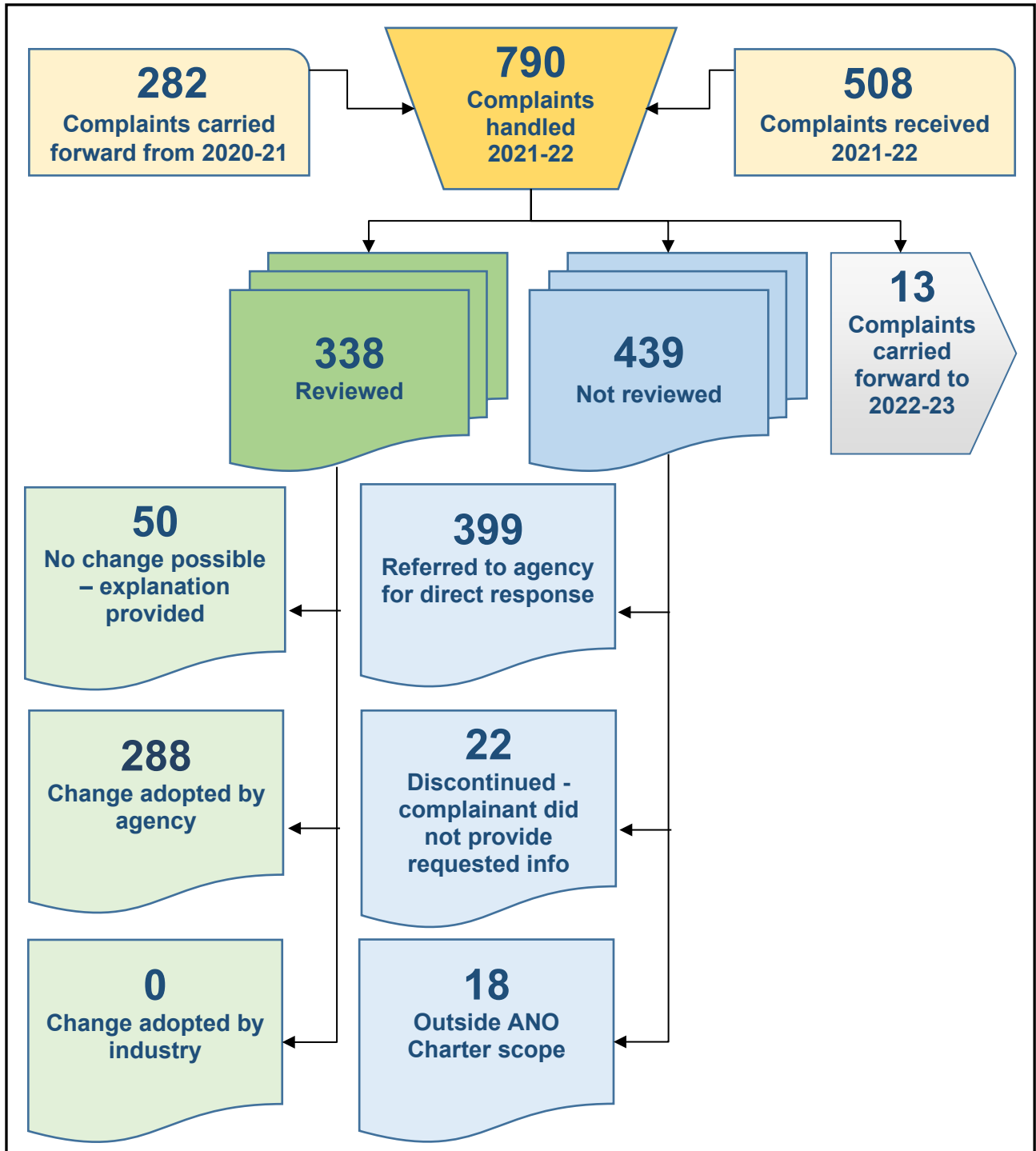


Figure 1: Complaint handling by the ANO between 1 July 2021 and 30 June 2022

The ANO started the financial year with 282 open complaints and received a further 508 complaints during the period. Of the total 790 complaints handled in 2021-22, 777 were finalised during the year. Of these, 338 complaints were reviewed in detail and 399 were referred back to either Airservices or Defence to respond to directly – the ANO Charter requires complaints be first made to Airservices or Defence unless there are special circumstances. A further 18 complaints were closed without review due to a lack of information from the complainant and 22 were closed as outside the scope of the ANO Charter. This left 13 open complaints carried forward into the 2021-22 financial year.

**Appendix 1** provides a complete account of ANO complaint statistics for 2021-22.

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, the ANO continues to have a high referral rate to Airservices and Defence of approximately 56%<sup>1</sup>.

**Table 1: Complaints reviewed versus total complaints handled over time<sup>2</sup>**

	Complaints handled*	Complaints closed	Complaints reviewed**	% of closed complaints reviewed
<b>2017-18</b>	115	104	65	63%
<b>2018-19</b>	413	92	39	42%
<b>2019-20</b>	455	420	350	83%
<b>2020-21</b>	606	324	62	19%
<b>2021-22</b>	790	777	338	44%

\*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)

Table 2 below details the changes in the annual complaints received by the ANO over time.

**Table 2: Complaints received by financial year (FY), with % change from previous year**

	Total FY	% Change
<b>2017-18</b>	103	↓ 10%
<b>2018-19</b>	403	↑ 291
<b>2019-20</b>	134	↓ 67%
<b>2020-21</b>	570	↑ 325%
<b>2021-22</b>	508	↓ 11%

<sup>1</sup> A small portion of complainants are referred to other agencies including the Civil Aviation Safety Authority, and airport owner or operators.

<sup>2</sup> Errors in calculated percentages from previous reporting years have been corrected in Table 1, 2 and 3 for this report.

The high number of complaints received in 2021-22, is predominately due to complaints relating to the new flight paths for Brisbane Airport. Similar complaint numbers in 2020-21, were also primarily related to the new Brisbane flight paths.

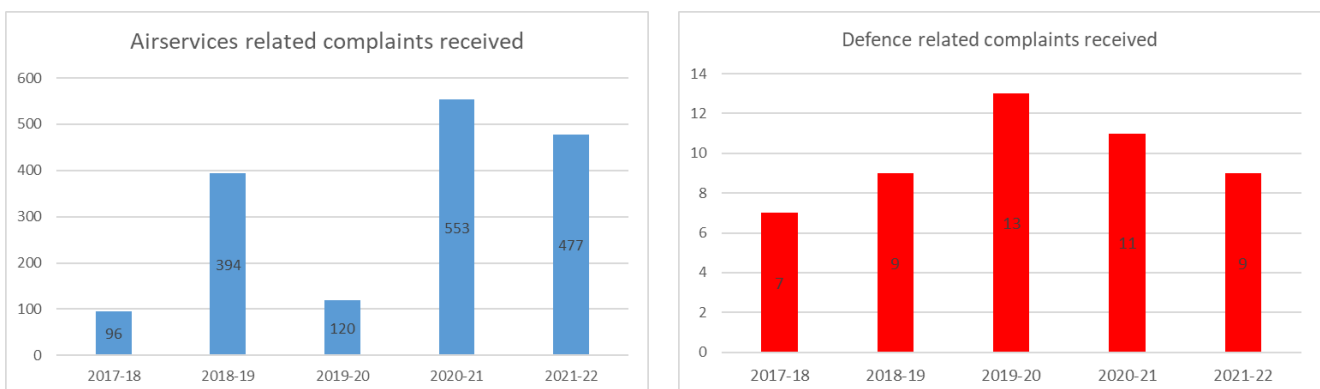
Reductions in restrictions related to the COVID-19 pandemic over the past year has seen a return of flights towards pre-pandemic levels and some changes in destination demand, such as increased domestic travel, has resulted in an increase in aircraft noise compared to previous years in the pandemic. However, pandemic-related changes in people’s routines particularly for people working from home have continued. This has resulted in increased awareness of aircraft noise which has further contributed to an increase in complaints to the ANO.

Table 3 and Figure 2 set out the number of complaints against Airservices and Defence over the past five years. As noted above the high numbers of complaints about Airservices in 2020-21 and 2021-22 numbers reflect the introduction of new flight paths for Brisbane Airport. The high number in 2018-19 reflect the implementation of new flight paths for the Hobart and the Sunshine Coast airports. 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. Complaints related to Defence operations have been declining slightly since 2019-20.

**Table 3: Complaints received by agency in 2017-18 to 2021-22**

	Total Airservices	% Change	Total Defence	% Change
<b>2017-18</b>	96	↓ 3%	7	↓ 53%
<b>2018-19</b>	394	↑ 310%	9	↑ 29%
<b>2019-20</b>	120	↓70%	13	↑ 44%
<b>2020-21</b>	553	↑ 361%	11	↓ 15%
<b>2021-22</b>	477	↓14%	9	↓ 18 %

*Note – The above table does not include complaints where neither Defence nor Airservices were identified as the relevant agency.*



**Figure 2: Complaints received about Airservices (left) and Defence (right), 2017-18 to 2021-22**



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 ANO office continues 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.

During 2020-21, 288 of the 338 complaints reviewed led to a change (Table 4). Having investigated the issues for the remaining 50 complaints, the ANO provided a detailed explanation to each complainant about why there was no practical change identified.

All 288 cases closed with a change adopted, related to Airservices. Of these cases, 271 were the result of the ANO's multi-complaint reviews related to Melbourne and Brisbane finalised in July and October 2021. Of the remaining complaints with a change adopted, this generally related to providing additional information to the complainant, or changes in approach to future information provided to complainants.

**Table 4: Outcome of complaints reviewed by the ANO in 2021-22**

Complaints reviewed and closed:	%	
No change possible - explanation provided	50	14.8%
Change adopted by Airservices/Defence	288	85.2%
Change adopted by airport operator	0	0%
Change adopted by operator	0	0%

## 4 Trends and observations in complaints received

In July 2021, the ANO commenced recording issues raised in complaints.<sup>3</sup> Complaints received are classified by the ANO office under one of three themes - aircraft noise issues; agency specific issues (where the complaint is about the conduct of the relevant agency in their dealings with the complainant) and other issues outside of the remit of the ANO. Figure 3 shows the distribution of the issues raised, with aircraft noise related concerns the most common.

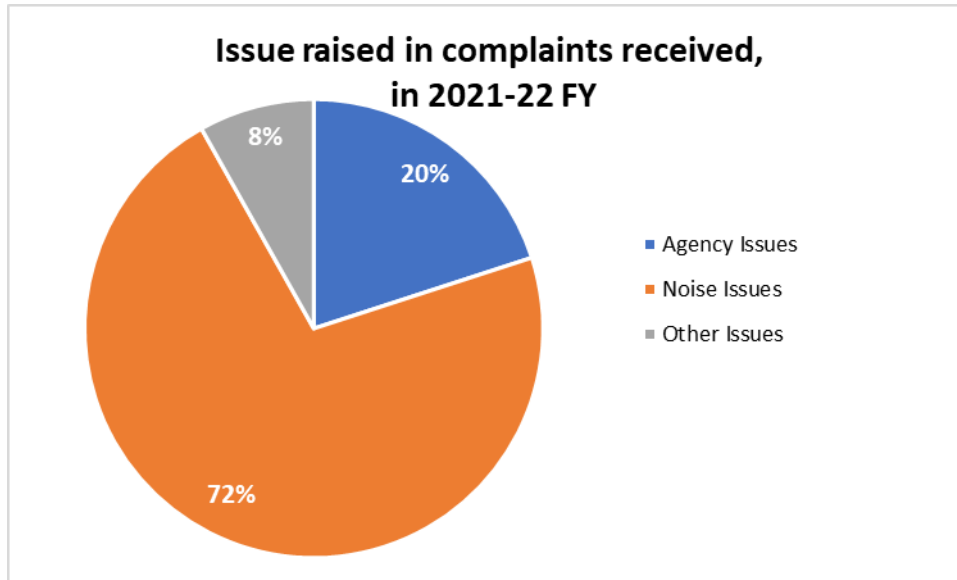


Figure 3: Issues raised in complaints received by the ANO, 2021-22 FY

As shown in Figure 4, complaints about community engagement and flight path changes were the most common under Agency issues and Noise issues, respectively. In this financial year, these concerns related predominantly to a combination of concerns about activities associated with the new Brisbane Runway and flight paths, with a smaller proportion related to the new Sunshine Coast flight paths.

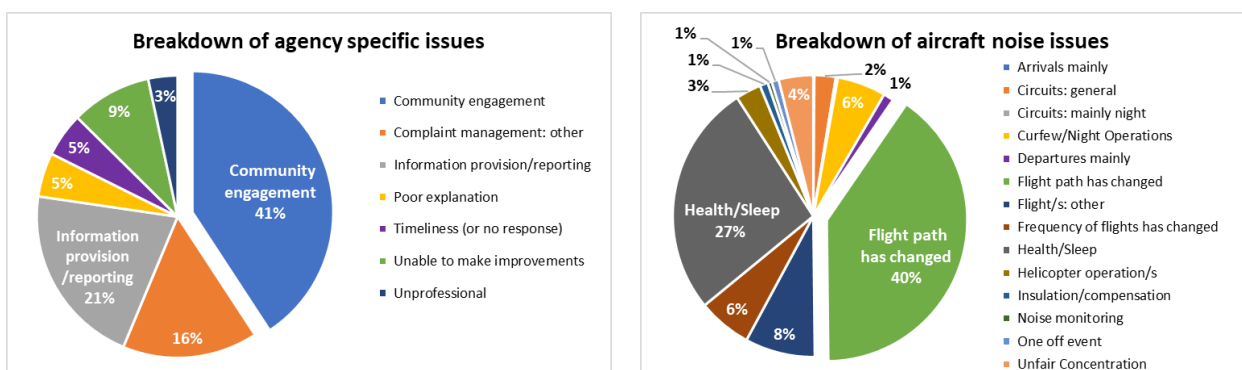
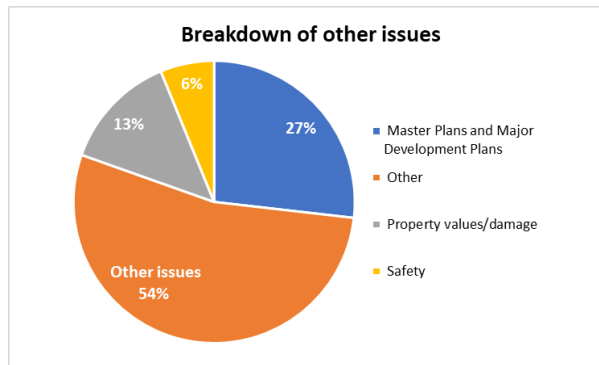


Figure 4: Agency-specific issues (left) and aircraft noise related issues (right) raised in complaints received by the ANO, 2021-22 FY

<sup>3</sup> It is expected that the number of issues raised will be greater than the number of complaints, as complainants normally raise a number of issues per complaint. For each complaint, the ANO office identified the main issues raised in the complaint. This will generally be an average of three issues per complaint.

Figure 5 below shows other issues raised by complainants that were outside the remit of the ANO. Over 50% of other issues raised related to requests for greater regulation, enforcement of existing noise abatement procedures or fly neighbourly agreements, or dissatisfaction with existing aviation regulation.



**Figure 5: Issues outside of the ANO’s jurisdiction, raised in complaints received by the ANO, 2021-22 FY**

## **5 Community engagement and information provision**

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In 2021-22, ANO staff continued to attend community and aviation industry meetings. Due to the ongoing COVID-19 pandemic, most of this year's meetings were attended via teleconference or an online meeting platform. ANO staff attended 7 meetings or events involving industry and community stakeholders over the year.

Further to the industry and community stakeholder events above, ANO staff attended 8 airport Community Aviation Consultation Group (CACG) (or equivalent) meetings. Attending these meetings as observers enables the ANO staff to monitor the effectiveness of community engagement undertaken by Airservices including their presentation and distribution of aircraft noise-related information. Additionally, these meetings provide the ANO staff with direct knowledge of emerging aircraft noise management issues, as well as fostering a broader understanding and awareness of the ANO's role and aircraft noise management issues.

### **Airservices' Community Engagement**

The ANO continues to foster a constructive relationship with Airservices in discharging its responsibility to monitor Airservices' community engagement processes, presentation, and distribution of aircraft noise related information. This includes regular monthly meetings between the ANO Senior Advisors and Airservices' Community Engagement Senior Advisors. Additional meetings between the Airservices' Head of Community Engagement and the ANO occur at least once per quarter, depending on community engagement activities in progress. These meetings offer the opportunity for more active engagement by the ANO in the evolution of Airservices' community engagement projects throughout all stages of delivery.

## 6 ANO reviews

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**Appendix 2** 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***

In December 2020, the ANO commenced a multi-complaint review into the new runway and flight paths at Brisbane Airport. The ANO report *Investigation into complaints about the flight paths associated with the Brisbane Airport new parallel runway*, including 4 recommendations, was accepted by Airservices' Board in October 2021. The four ANO recommendations focused on improving Airservices' flight path change and community engagement practices. Airservices have provided updates against all 4 recommendations during the year, with implementation of 3 recommendations ongoing.

Under Recommendation 4, the ANO recommended that Airservices update its policies to ensure that if metrics for the assessment of significance have changed since an Environmental Impact Statement was approved, a comparative assessment should either be developed utilising the current metrics or an alternate assessment method, including reasoning for the alternate methodology selected. Airservices submitted information demonstrating that it had updated internal policy documents to address this recommendation. The ANO has considered this submission and was satisfied that the changes addressed the intent of the recommendation. This recommendation was closed in May 2022.

Of particular note, the ANO welcomed the appointment of Trax International by Airservices to conduct an independent review of the Brisbane flight paths. Trax International released an interim report which identified opportunities related to the ANO's recommendations 1 and 2. The ANO will continue to monitor Airservices' implementation of these opportunities. In addition to conducting an independent review of Brisbane flight paths, Trax International facilitated community focus groups in June 2022, with a final report incorporating the community inputs to be released in August 2022.

#### ***East Melbourne***

The ANO commenced a multi-complaint review in 2019 of flight path changes over East Melbourne. The ANO suspended activity while Airservices attempted to resolve the complaints. The ANO published its *Investigation into complaints about the introduction of new flight paths in East Melbourne* and Airservices' response on the ANO website in July 2021. The report made three recommendations.

During the financial year, Airservices shared the ANO's findings with CACGs, including Essendon Field Airport CACG. This included highlighting communities outside of the airport's immediate proximity which are impacted by aircraft noise based on Airservices' complaint data and inviting the CACGs to review their current membership. Based on information provided by Airservices to the ANO, the ANO closed recommendations 2 and 3, in October 2021 and April 2022, respectively.

Recommendation 3 remains open as Airservices continues to assess the viability of alternative flight paths proposed by the complainants.

### ***Sunshine Coast***

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. At the end of June 2021, one recommendation remained open.

Airservices presented information to demonstrate its actions to address the remaining recommendations related to Airservices' conducting a post-implementation review (PIR) of the change. Airservices has developed a much more comprehensive PIR process than previously applied including extensive opportunities for community engagement. The ANO considered this submission and was satisfied it could be closed in October 2021.

### **Defence**

The ANO undertook no major reviews of Defence in 2021-22, with the recommendations from the 2019 Compliance Audit of Defence's Super Hornet Operations at Amberley, closed in the previous financial year.

## 7 Key performance indicators

The ANO office introduced KPIs in July 2021. The following sections detail KPI compliance levels for the 2021-22 financial year, in relation to the complaint handling processes. A summary of compliance against these KPIs is available in **Appendix 3**.

KPIs for complaints received by the ANO office are divided based on whether the complaint is a single complaint or part of a multi-complaint review.<sup>4</sup> Regardless of whether a complaint is part of a multi-complaint review or not, the ANO office aims to finalise all complaints within 12 months and 50% within 6 months.

### Acknowledgement of complaints

The ANO has a KPI of 2 days and 3 days to acknowledge complaints related to single complaints and multi-complaints, respectively. During the financial year, one individual complaint was not acknowledged within the target period however due to complaint numbers during the year 100% compliance was achieved for this KPI. The ANO has since implemented systems to enable automated acknowledgement of complaints submitted by email and the ANO online complaint form. Implementation of automated acknowledgements has resulted in immediate acknowledgement and information on the complaint process for complainants. It has also led to increased efficiency for the ANO team enabling time and focus to be prioritised on the progression of reviews.

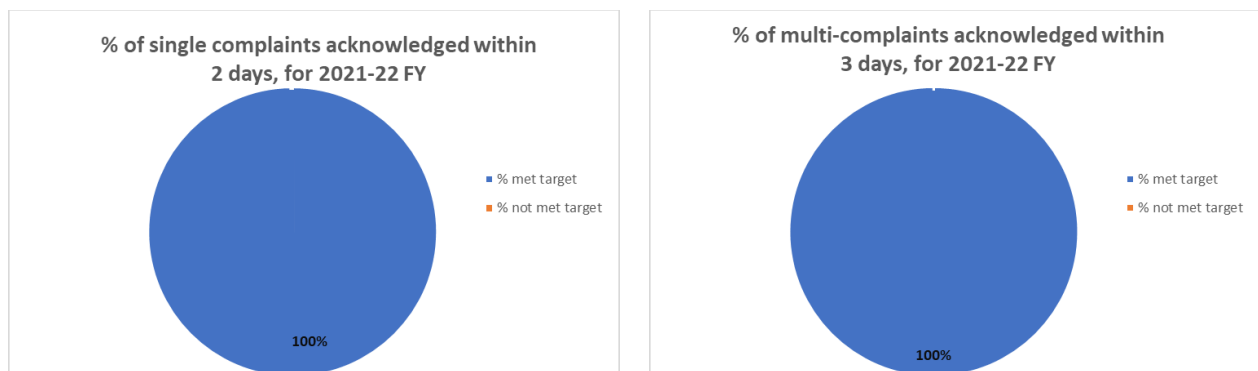


Figure 6: % of single and multi-complaints acknowledged within target period, for 2021-22 FY.

### Determination of complaints

Once a complaint is received, the ANO has 14 days for single complaints, or 21 days for multi-complaints, to determine whether the complaint is within the scope of the ANO Charter. As shown in Figure 7, 100% compliance was achieved for this KPI, with a determination for one individual complaint occurring outside of the target timeframe during the year.

<sup>4</sup> Separate KPI's for complaints within a multi-complaint review reflect the more complex nature of multi-complaint reviews and that these reviews will generally involve the consideration of large amounts of evidence. This results in these complaints generally remaining open longer than individual cases.

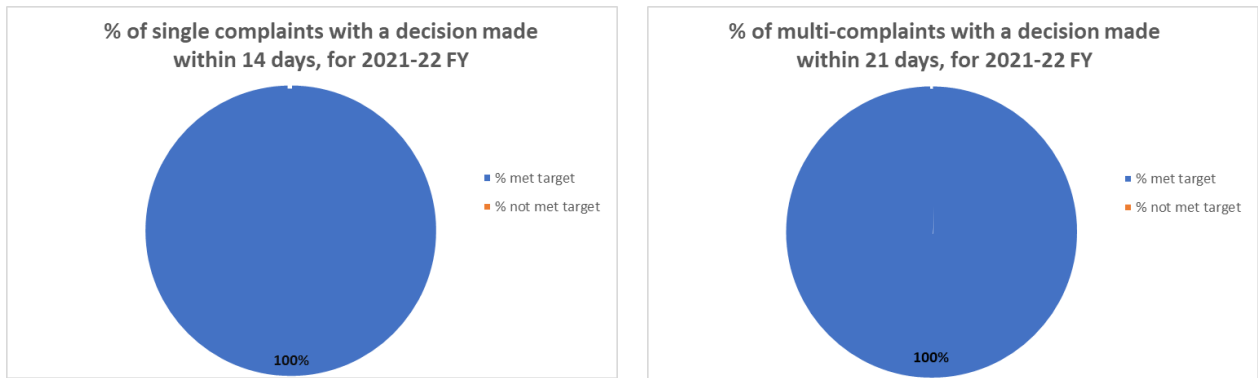


Figure 7: % of single and multi-complaints with a decision made within target period, for 2021-22 FY.

### Progress reports to complainants

The ANO office is committed to providing regular updates to complainants on progress, during the course of an investigation.<sup>5</sup> As shown in Figure 8 below, there were some occasions during the past year where the 28 day target was not achieved for a complainant update.

Three individual complaints (2%) failed this target for one scheduled update. For two of these complaints, the ANO review was nearing finalisation and the decision was made to wait for the outcome to advise the complainant.

The majority of multi-complaints handled by the ANO during the past year related to the Brisbane multi-complaint review. As the Brisbane multi-complaint report was submitted to Airservices' Board in September 2021 and nearing publication, the ANO office delayed its September 2021 update to complainants until the Brisbane report was made public. The ANO released the Brisbane report to complainants on 12 October 2021. This reflects the 95% of multi-complaints which failed an update during the year.

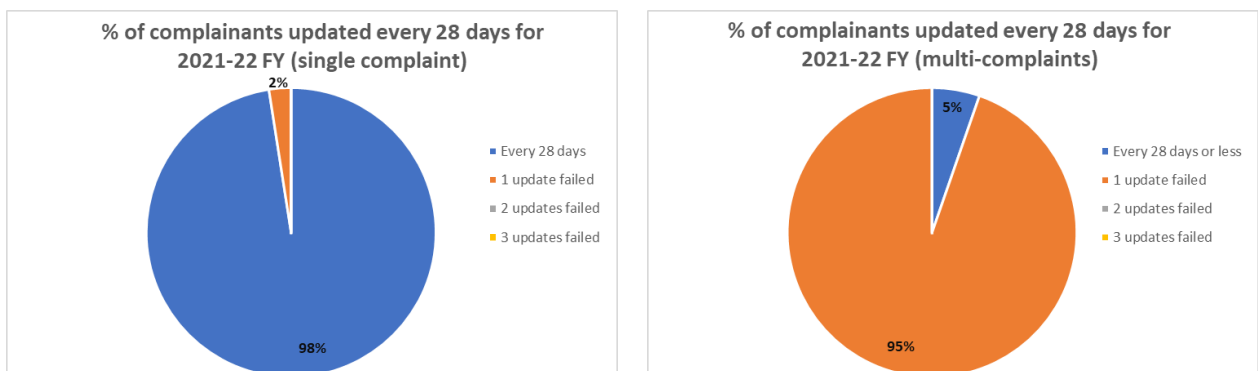


Figure 8: % of single and multi-complainants updated within target period, for 2021-22 FY.

<sup>5</sup> For both individual complaints and multi-complaint reviews, the KPI target is for updates to occur every 28 days or less.



### Time taken to finalise complaints

As shown in Figure 9 below, all single complaints were closed in the identified target windows, with the majority closed within 3 months of receipt. The number of single complaints closed in under 3 months reflects the high number of referrals to Airservices and Defence which the ANO has handled in the past year, as well as the complexity of complaints received. The ANO office has noticed an increase in more complex complaints being made in the latter half of the financial year and anticipates that the length of time complaints remain open may increase slightly over the coming year, reflecting a requirement for more detailed reviews.

The ANO’s objective is to complete and close multi-complaint reviews in 12 months or less, with a target for 50% of complaints to be closed within 6 months. Closed data for multi-complaints in the 2021-22 financial year, predominately reflects the complaints associated with the Brisbane multi-complaint review, undertaken between December 2020 and October 2022. The Brisbane multi-complaint review incorporated 5 existing Brisbane complaints when the review commenced and continued to add members to the review throughout the review period. The East Melbourne multi-complaint review commenced in late 2019 and the three associated complaints remained open for a number of months in 2020 and early 2021, while Airservices’ worked with the complainants to resolve their concerns, prior to the ANO progressing to a report.

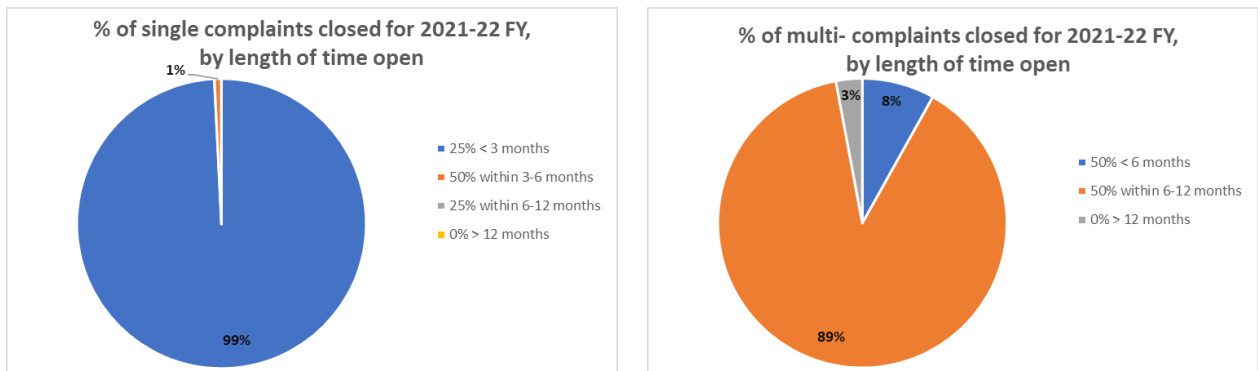


Figure 9: % of single and multi-complainants closed in the 2021-22 FY, by length of time open

## 8 Financial results

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. For the current funding cycle, this included additional funding for temporary staffing as required, to accommodate sudden changes in complaint numbers. In line with the ANO Charter, the ANO independently determines how funds and resources are allocated within the budget provided by Airservices and Defence.

During 2021-2022, the ANO’s actual expenditure was 39% below the budget allocation. The total operating expenditure of the office was \$543,118 against a total budget of \$895,477. 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.

Figure 10 below depicts the ANO budget and actual expenditure over the last five years.

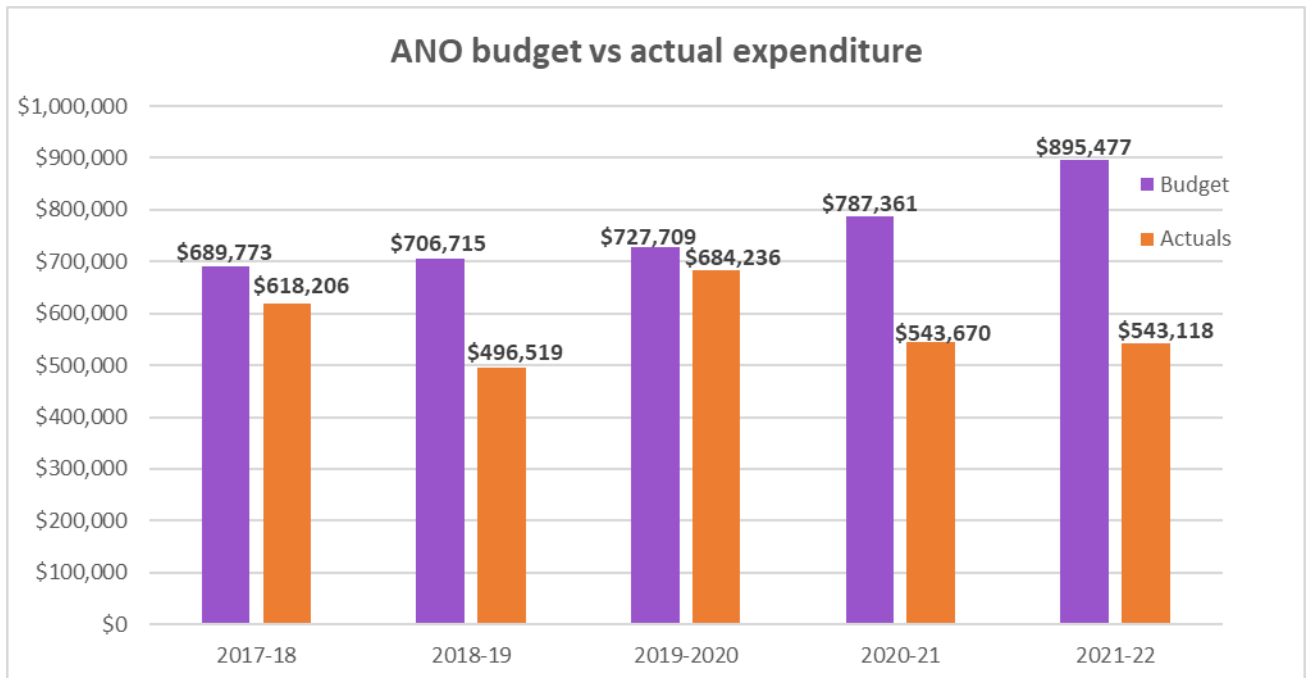


Figure 10: ANO budget and actual expenditure 2017-18 to 2021-2022

## Appendix 1 ANO Complaint Statistics

The following summarises the ANO complaint statistics for 2021-2022.

	Airservices	Defence	Unidentified	TOTAL
Complaints carried forward from 2020-21	281	1	0	282
Complaints received	477	9	22	508
<b>Total complaints handled in 2021-2022</b>	<b>758</b>	<b>10</b>	<b>22</b>	<b>790</b>
<b><u>Closed complaints – reviewed</u></b>				
No change possible - explanation provided	47	3	0	50
Change adopted by Airservices or Defence	288	0	0	288
Change adopted by airport operator	0	0	0	0
Change adopted by operator	0	0	0	0
<b>Total complaints reviewed and closed</b>	<b>335</b>	<b>3</b>	<b>0</b>	<b>338</b>
<b><u>Closed complaints – not reviewed</u></b>				
Referred to agency to respond to directly	388	3	8	399
Complainant did not provide further information	17	0	5	22
Outside Charter scope	8	1	9	18
<b>Total complaints not reviewed and closed</b>	<b>413</b>	<b>4</b>	<b>22</b>	<b>439</b>
<b>Complaints closed during 2021-22</b>	<b>748</b>	<b>7</b>	<b>22</b>	<b>777</b>
<b>Complaints carried forward to 2022-2023</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>13</b>

## Appendix 2 ANO assessment of action on recommendations

During the 2021-2022 financial year, the ANO continued to monitor one recommendation Airservices' had outstanding from the ANO's Sunshine Coast review (April 2020). This recommendation was closed during the financial year.

A total of 7 new recommendations were made during this financial year with 3 recommendations from the ANO's East Melbourne review (July 2021) and 4 recommendations from the ANO's Brisbane review (October 2021). Three of these recommendations remain open at the end of June 2022, one related to East Melbourne and 3 related to the ANO's Brisbane review.

The following tables set out the status of all recommendations open during 2021-22 and the ANO's assessment of action against each. Recommendations that were previously reported as closed have been removed.

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

Ongoing recommendations	ANO assessment of agency response
<p><b>Recommendation 2</b> – 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"> <li>a) consideration of identified community-suggested alternatives</li> <li>b) a community engagement process that provides for genuine opportunities for community contributions to influence decisions</li> <li>c) application of the latest version of Airservices' National Operating Standard (NOS) Environmental Management of Changes to Aircraft Operations (AA-NOS-ENV-2.100).</li> </ul>	<p><b>Closed:</b> After considerable community engagement, Airservices finalised the terms of reference for the PIR on 1 February 2021.</p> <p>Airservices has updated and finalised the Community Engagement Plan (CEP) for the PIR process, including a realigned PIR timeline.</p> <p>The PIR process has been designed without restraint (aside from safety being the priority) that encompasses the particular expectations set out by the ANO.</p>

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

Ongoing recommendations	ANO assessment of agency response
<p><b>Recommendation 1</b> – 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><b>On hold:</b> Airservices advised that they continue to work with the East Melbourne Group (EMG) on the EMG's suggestion. The suggestions (3) have been assessed to determine if they are safe and flyable. Airservices have confirmed that the proposed changes are at the stage where community and industry consultation would be required.</p> <p>Due to Melbourne Airport's Major Development Plan (MDP) and Master Plan 2022 (MP) consultation (January – May 2022), Airservices have advised that this work is on hold until after that consultation activity, including</p>

Ongoing recommendations	ANO assessment of agency response
	confirmation of any changes to the MDP reflecting community feedback, is complete. The complainants have complained about the delay and the ANO will assess compliance with the recommendation following its assessment of the complaint.
<b>Recommendation 2</b> – 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.	<b>Closed:</b> Airservices have advised that it has completed this action, including following up with Essendon Airport CACG with CACG presentations, complaints hotspot information and formal correspondence.
<b>Recommendation 3</b> – 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.	<b>Closed:</b> Airservices have advised that it has sent correspondence including the report findings and 3-years of complaints hotspot information to all of the Airport Community Groups / CACGs which Airservices regularly attend. This has included presentations to all but one community group, where briefing was provided to the Chair instead.

***Airservices – Investigation into complaints about the flight paths associated with the Brisbane Airport new parallel runway (October 2021)***

Ongoing recommendations	ANO assessment of agency response
<b>Recommendation 1:</b> 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.	<b>Ongoing:</b> Since the last quarterly report, Trax International who are conducting an independent review of the Brisbane flight paths, have completed 14 face-to-face community engagement sessions and one online session. Airservices’ are expecting to receive the Trax International Final Report which incorporates the community input from those sessions in July 2022.  Airservices engagement with the community is scheduled to continue through 2022. This will include discussions with the community in the same locations as the Trax workshops, in September 2022, to discuss Trax International’s recommendations and Airservices response. Additional opportunities for community feedback on the draft PIR report, once available, will also be offered.

Ongoing recommendations	ANO assessment of agency response
<p><b>Recommendation 2:</b> 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.</p>	<p><b>Ongoing:</b> Airservices provided details of its progress against this recommendation in late April, confirmation that it did not intend to alter its management structure. It did, however, advise of internal reforms such as the Airspace Governance Group and other cross division mechanisms designed to include the consideration of environmental and community concerns at earlier stages of flight path design. The Trax interim report also makes a number of suggestions towards the same end and Airservices’ Implementation Approach identifies these as requiring further consideration regarding feasibility.</p> <p>Given the overlap of the Trax suggestions with the ANO’s concerns in this area, it is considered prudent that the ANO continue to monitor the effectiveness of Airservices internal mechanisms, to address this recommendation during the next quarter, including any flight path changes which progress during that period, as well as the Trax final report and Airservices response.</p>
<p><b>Recommendation 3:</b> 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.</p>	<p><b>Ongoing:</b> Airservices commenced the update of the Third-Party Framework. Airservices and the ANO will meet in the next quarter, in order that the ANO can review and provide feedback on the proposed changes, prior to finalisation of the updated Framework.</p>
<p><b>Recommendation 4:</b> Airservices update its policies to ensure that if metrics for the assessment of significance have changed since the 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.</p>	<p><b>Closed:</b> Airservices have reviewed and provided a draft of the policy document NOS 2.100 to the ANO this quarter, which included additional guidance for future changes approved via EIS. With consideration of Airservices changes to this policy document, the ANO has closed this recommendation.</p>

## Appendix 3 ANO Key performance indicators

The following table summarises the performance of the ANO against the identified complaint handling KPIs for the 2021-22 FY.

Complaint type	Key performance indicator	Benchmark	% Met target (2021 22 FY)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction within 14 business days	Within 14 business days	100%
	Update to complainant on progress of complaint	Every 28 days	98%
		1 update failed	2%
		2 updates failed	0%
		3 updates failed	0%
	Time from complaint received to closed	25% < 3 months	99%
		50% within 3-6 months	1%
		25% within 6-12 months	0%
		0% > 12 months	0%
Complaints in a multi-complaint review	Acknowledgement of complaint	Within 3 business days	100%
	Decision on whether complaint is within jurisdiction	Within 21 days	100%
	Update to complainant on progress of complaint	Every 28 days or less	5%
		1 update failed	95%
		2 updates failed	0%
		3 updates failed	0%
	Time from complaint received to closed	50% < 6 months	8%
		50% within 6-12 months	89%
0% > 12 months		3%	