

ANO INVESTIGATION OF COMPLAINTS ABOUT THE PROPOSED HOBART NOISE ABATEMENT PROCEDURE (NAP) TRIAL REPORT (JULY 2024)

BOARD STATEMENT IN RESPONSE

Following receipt of complaints regarding Airservices Australia's (Airservices) decision in relation to a proposed Noise Abatement Procedure (NAP) trial at Hobart, the Aircraft Noise Ombudsman (ANO) conducted an investigation, providing a report to Airservices Board on 22 July 2024. The ANO's report made one recommendation containing four actions.

Airservices has reviewed the ANO Report and accepts the recommendation and related actions. In response to the four actions in the ANO recommendation, the following is noted:

- 1. That Airservices should prioritise its review of the end-to-end decision-making processes related to flight path changes where related to noise improvement opportunities identified through post-implementation reviews or suggestions made to Airservices by community members.**

Airservices completed an end-to-end review of its decision-making processes in July 2024 and made recommendations which strongly align with the ANO findings and recommended actions. This includes the development of procedures for decision-making on changes resulting from Post Implementation Reviews (PIRs) or community suggestions for noise improvements. The current work to develop a new procedure for PIRs will be expanded to include community suggestions for noise improvements that are submitted to Airservices through other channels (Community Aviation Consultative Groups and our Noise Complaints and Information Service for example). Airservices is committed to completing this work by the end of 2024.

- 2. The procedures developed as a result of the review should ensure that the responsibilities of decision-makers and relevant considerations are clear to all relevant sections of Airservices.**

The new procedures will include clear responsibilities and criteria for decision-making. In addition, Airservices end-to-end review recommended development of a process for decision-making where community views on change proposals are evenly divided, as well as general guidance material and templates to assist in decision-making more generally.

- 3. The procedures should also require publication of the outcome and reasons for the final decision.**

Airservices is committed to transparently sharing information on decisions made in relation to flight path changes and noise improvements. Airservices Community Engagement Standard provides clear commitments in relation to transparency of reporting, and these will be reflected in the new procedures being developed.

- 4. Airservices should also implement appropriate training in the updated processes to ensure understanding and compliance across all sections.**

All personnel involved in the delivery of these changes will be trained on the new processes and procedures within a month of publishing.

Airservices has commenced development of a formal procedure to support the delivery of PIRs and the recommendations that result from these reviews. This will provide clear guidance on the process and

requirements delivery of PIRs for airspace and flight path changes of varying scope and scale, aligned with the commitments of our Community Engagement Standard introduced in September 2023.

We remain committed to ensuring that our engagement with communities who may be affected by aircraft noise and by proposed changes to aircraft operations is clear, proactive, inclusive, accessible, responsive and transparent. The introduction of our Community Engagement Standard is a key initiative that has enhanced our performance in this area.

We thank the ANO for providing this report and its recommendations.

10 September 2024