

ANO NOISE ABATEMENT PROCEDURE REVIEW

BOARD STATEMENT IN RESPONSE

The Aircraft Noise Ombudsman (ANO) recently concluded a review of Airservices Australia's Noise Abatement Procedure (NAP) reporting and monitoring process.

The terms of reference agreed with the Airservices' Board for the review were as follows:

Commencing in October 2025, the ANO will conduct a review of Airservices' systems and processes in place at that time for reporting and monitoring on NAPs within the control of Airservices. The review will seek to confirm:

1. *if Airservices' contemporary practice sufficiently acquits the requirements of Ministerial Direction 37/99 to monitor and report on NAPs,*
2. *if the information reported publicly is clear and understandable to the community, and*
3. *if the process to monitor and investigate non-adherence to NAPs is sufficient to improve NAP outcomes.*

The ANO will immediately alert the Board through the Chair of the Board Sustainability Committee if, during the review, it observes any material issues which it believes require prompt action by Airservices. A report will be provided to Airservices' Board in December 2025 providing the ANO findings and identifying areas requiring further review or improvement.

The ANO provided a report to the Board on 11 November 2025 containing two recommendations.

The Board would like to thank the ANO for this review which confirms Airservices is compliant with Ministerial Direction 37/99 in relation to NAP reporting, notes improvements already made and recommends further enhancements. The Board has considered the ANO recommendations and provides the following responses.

Recommendation 1 – Creating NAP Adherence

The ANO has recommended Airservices consider means to create adherence among aircraft operators through the development of programs to incentivise the use of NAPs, including identification of flights not adhering to NAPs in public reporting, and issuing penalties to non-adherent operators.

The Board notes that Airservices Australia, as an Air Navigation Services Provider, does not have the legislated functions that would enable the issuing of penalties or incentives to aircraft operators.

Airservices agrees with the ANO that further mechanisms to increase aircraft operator adherence to NAPs, where operational reasons do not prevent this, may be warranted. This is a policy issue for Government.

The Board notes that a management review has commenced into the effectiveness and clarity of existing NAPs and into our procedures for NAP development, which we expect to enhance NAP adherence outcomes into the future.

Recommendation 2 – Ongoing Monitoring

The ANO has recommended the Airservices' Board agree to terms of reference for monitoring the effectiveness of Airservices' monitoring and public reporting of compliance with NAPs.

The Board accepts this recommendation and has agreed the following terms of reference:

Commencing immediately and concluding no later than 30 June 2026, the ANO will conduct ongoing monitoring of the development and implementation of procedures regarding Airservices' monitoring, reporting and compliance with Noise Abatement Procedures (NAPs) at the 10 major Australian airports (Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra, Gold Coast, Cairns, Sunshine Coast). Specifically, the ANO's monitoring will address:

- a) *Airservices' reporting to the Secretary of the Department of Infrastructure under Ministerial Direction 99/37;*
- b) *Airservices' public reporting on compliance with NAPs; and*
- c) *Airservices' response to non-compliance with NAPs.*

To facilitate the effectiveness of the ANO's monitoring:

- *Airservices' Head of Community Engagement will keep the ANO informed of progress including in relation to Airservices' engagement with relevant internal and external parties; and*
- *the ANO will advise the Head of Community Engagement of potential improvement opportunities as soon as they are identified in order to enable sufficient time to consider and if practicable, implement these initiatives.*

The ANO will provide a report to the Board by 30 June 2026 under Part 8 of the ANO Charter.

We again thank the ANO for this review and are committed to working positively with the ANO to further enhance the public reporting of NAPs across our major airports.