

ANO NOISE ABATEMENT PROCEDURE MONITORING REPORT - AIRSERVICES BOARD STATEMENT IN RESPONSE

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

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

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 provided a report to the Board on 26 June 2026 containing three recommendations.

The Board thanks the ANO for this review, which confirms improved publicly accessible reporting and one-page reports on investigation activities are now available on Airservices' *Aircraft in Your Neighbourhood* website. The Board notes the ANO's recommendations for further enhancements to address non-adherence and provides the following response.

Recommendation 1 – NAP Adherence: Flight Identification

The ANO has recommended that Airservices consider including the potential for the capability to report non-adherent flights in the Noise and Flight Path Monitoring System (NFPMS) currently under tender.

The Board notes that Airservices is undertaking a tender process to uplift the current NFPMS. Enhancements to NAP adherence monitoring will be considered as part of contractual negotiations with the preferred supplier.

The Board notes that the management review into the effectiveness and clarity of existing NAPs, and into procedures for NAP development, has found that good progress has been made in identifying areas of investigation and improving NAP adherence. This work will continue and reporting will be enhanced and refined where possible under the new NFPMS.

Recommendation 2 – NAP Adherence: Stakeholder Engagement

The ANO has recommended Airservices consider developing a publicly accessible policy detailing the action it will take in response to significant instances of non-adherent flights.

The Board notes the progress made by Airservices in identifying and reporting on NAP adherence. This has been facilitated by ongoing communication on this issue between Airservices and industry stakeholders. This collaborative approach is essential to understanding and ensuring adherence to NAPs where operationally appropriate.

It is the Board's view that the development of a policy detailing actions to be taken in the event

of NAP non-adherence is beyond the remit of Airservices, noting that it is not a regulator and that NAPs are not mandatory. Instead, the Board is satisfied that Airservices will continue to explore with the airlines what additional data may be supplied to assist in assessing adherence, noting that Airservices is not able to compel the supply of such data. Furthermore, Airservices will continue to highlight and seek explanations for NAP non-adherence as part of its regular engagement with airlines.

The Board notes the comprehensive and detailed reporting proposed to be undertaken by Airservices in its new NAP Quarterly Insights Report. The Report reflects feedback received from the ANO during recent monitoring and is currently being reviewed by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department). It is intended to be made publicly available on the Airservices' website in October 2026. It will provide significantly improved transparency in relation to NAP adherence, including a consolidated network wide assessment of adherence to preferred flight paths identified in the NAPs across major Australian airports.

Recommendation 3 – Continued Ongoing Monitoring

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

The Board does not agree with a recommendation for a program of continued targeted monitoring by the ANO at this time. The Board believes it is important to allow sufficient time for recently introduced processes and reporting changes to be fully implemented before assessing their efficacy.

The Board notes that Airservices is subject to ongoing scrutiny by the Department in respect of Airservices' obligation to monitor NAP adherence under *Ministerial Direction 37/99* and its obligation to publish a quarterly report on non-adherence with NAPs in accordance with Initiative 33 of the *Aviation White Paper Towards 2050*. There is regular engagement between the Department and Airservices in relation to NAP monitoring. In particular, Airservices will continue to work with the Department and the airlines on enhancing transparency and reporting on NAP adherence through the new NAP Quarterly Insights Report.

The Board recognises the important role of the ANO in monitoring and reporting on the effectiveness of Airservices' NAP reporting and will consider further specific monitoring once the current changes have been embedded.

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.