

# Bankstown Airport CACG

March 2024

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# Role of the ANO in aircraft noise management

The ANO can review what Airservices Australia (Airservices) or the Department of Defence (Defence) have or haven't done, in relation to aircraft noise.

The ANO can make recommendations to Airservices or Defence for improvements to their processes and information that is shared with the community.

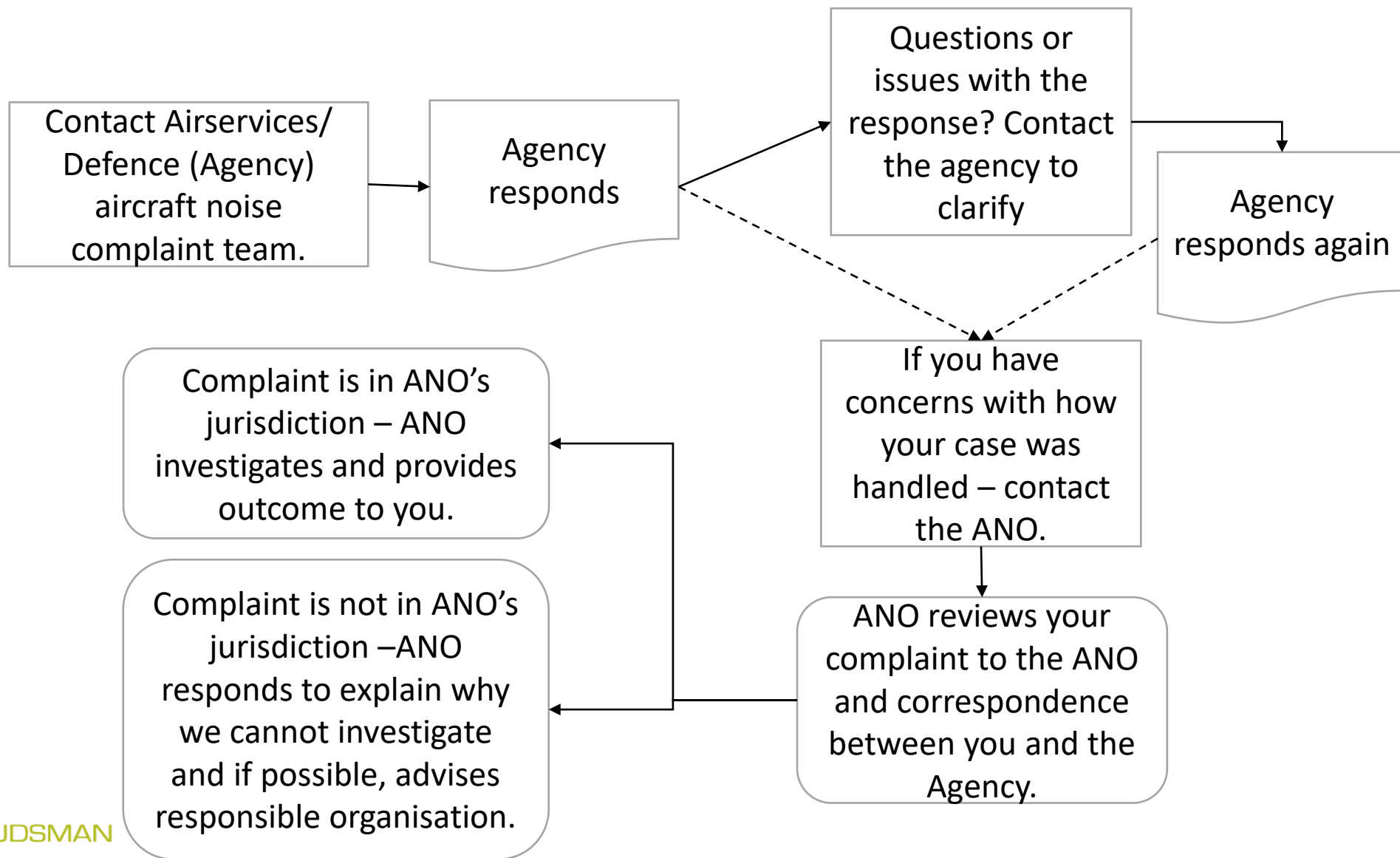
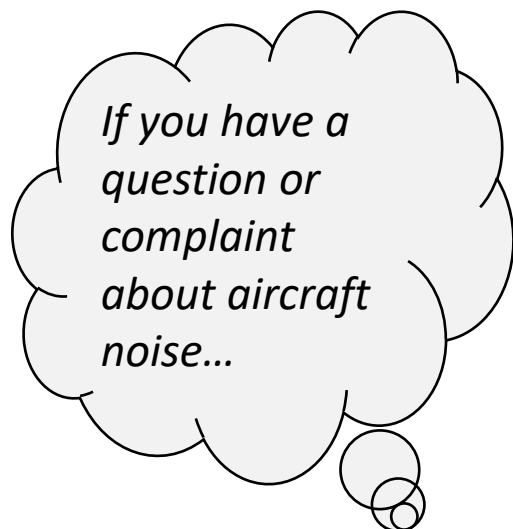
The ANO is independent, impartial and there are no costs to access the ANO's services.

# What that really means to Bankstown Airport CACG

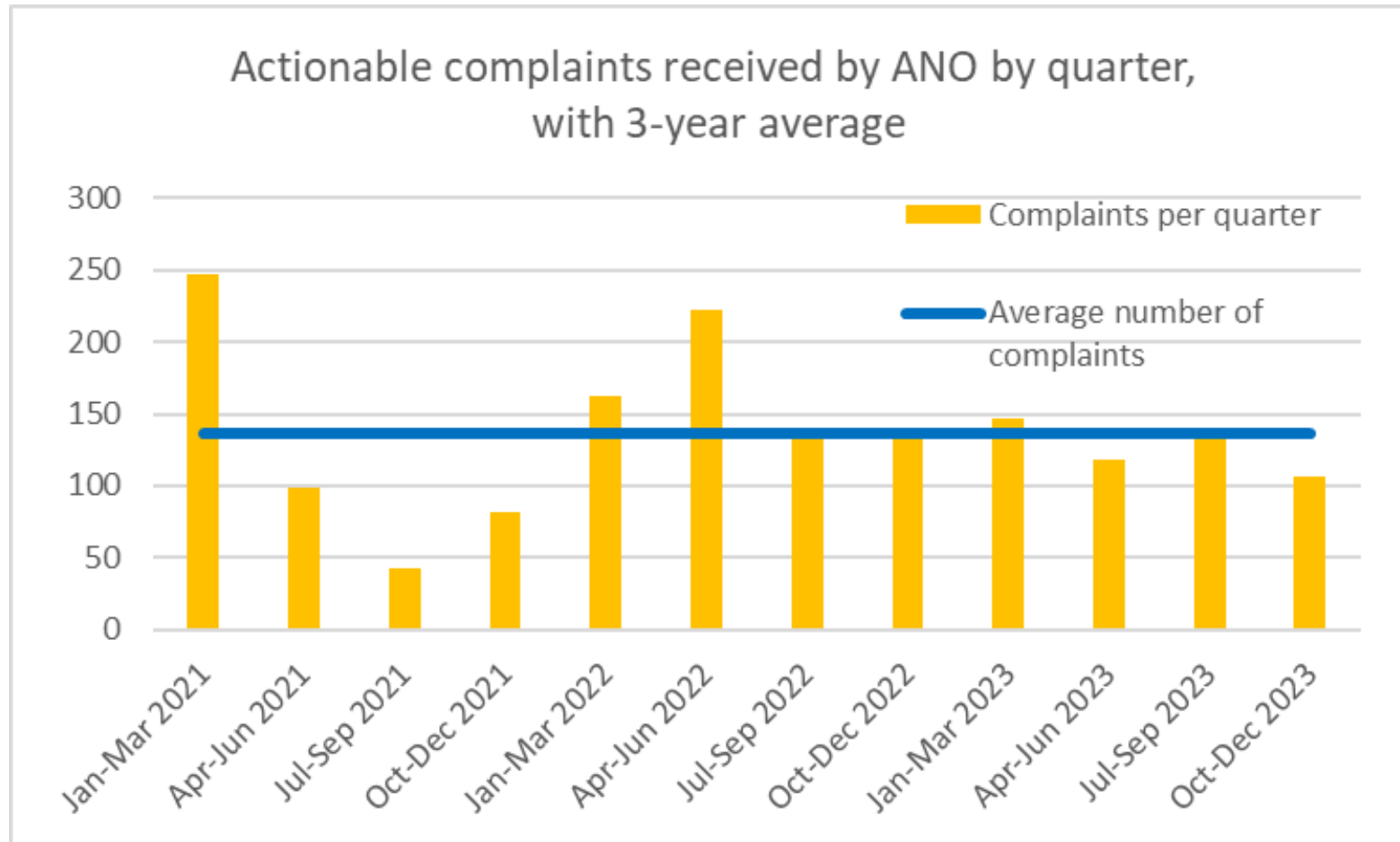
Under the ANO Charter, the ANO :

- reviews the handling of complaints or enquiries made to Airservices Australia about aircraft noise, including in respect of community engagement and presentation and distribution of information concerning aircraft noise;
- monitors and reports on the effectiveness of community engagement processes relating to aircraft noise undertaken by Airservices and
- monitors and reports on the effectiveness of the presentation and distribution of aircraft noise-related information by Airservices.

# ANO's role in the aircraft noise complaint process



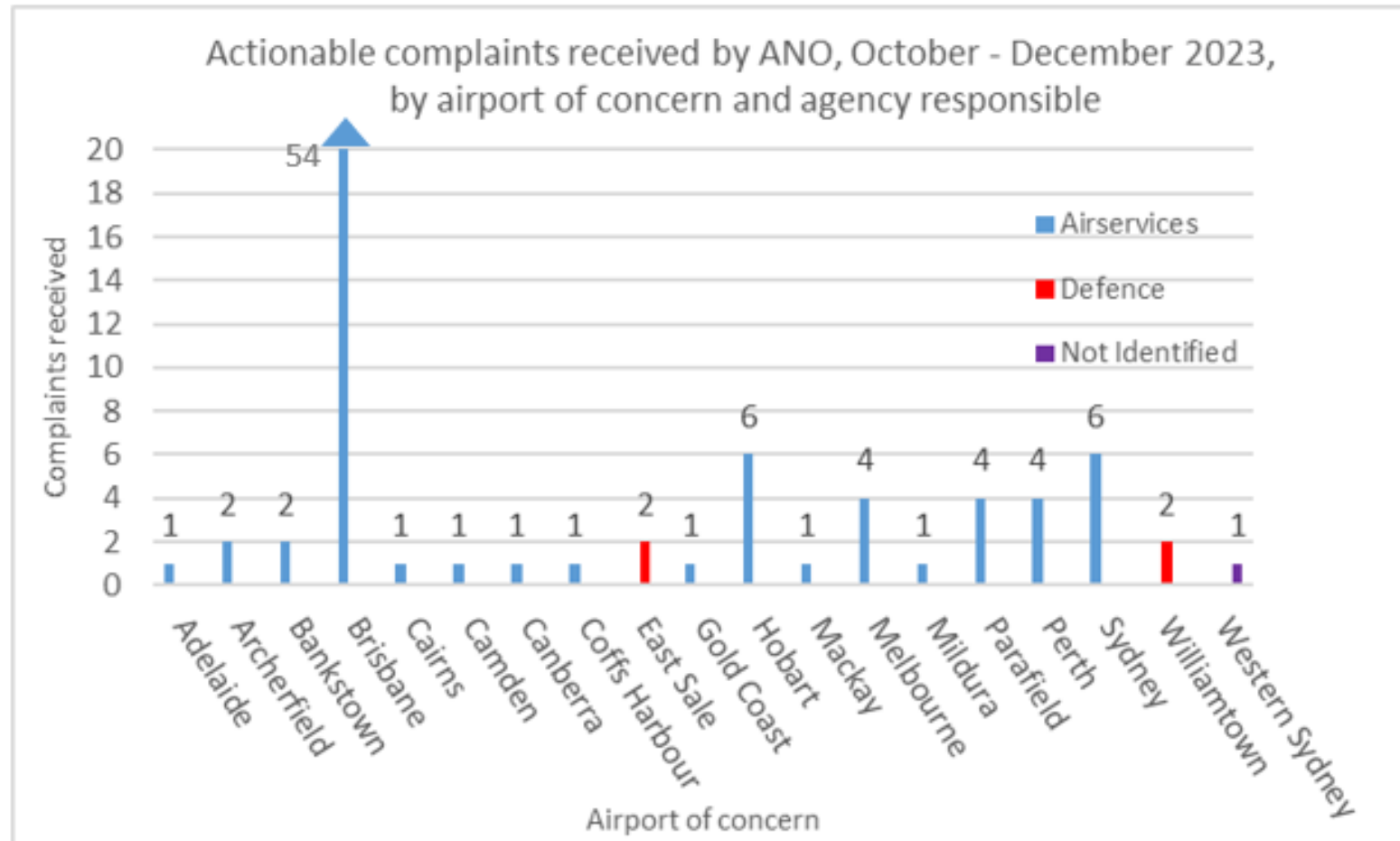
# Trend in complaints received by the ANO - last three years



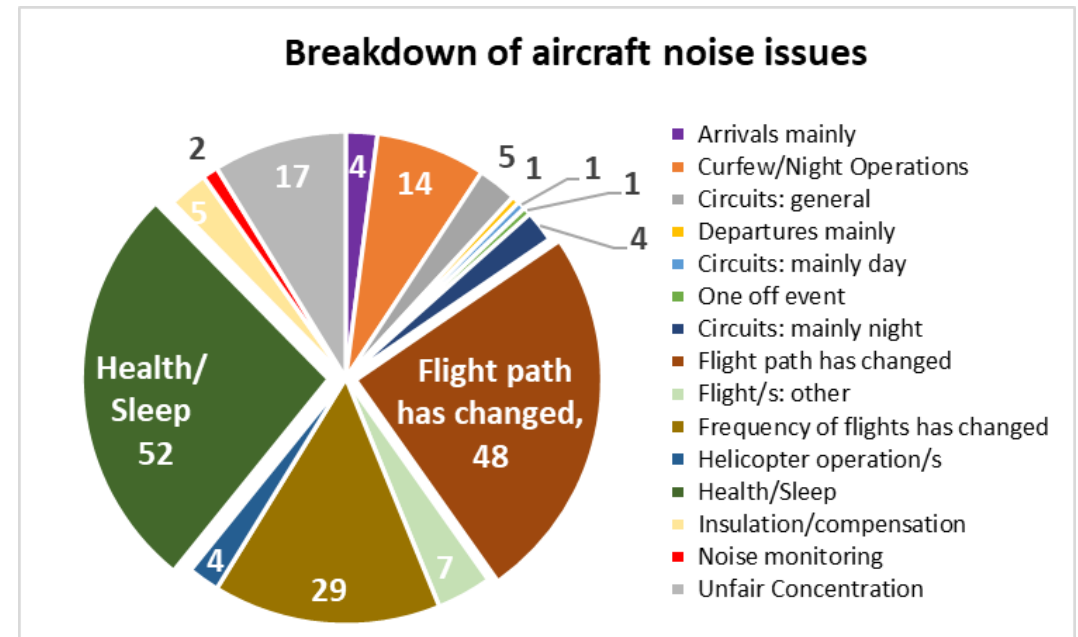
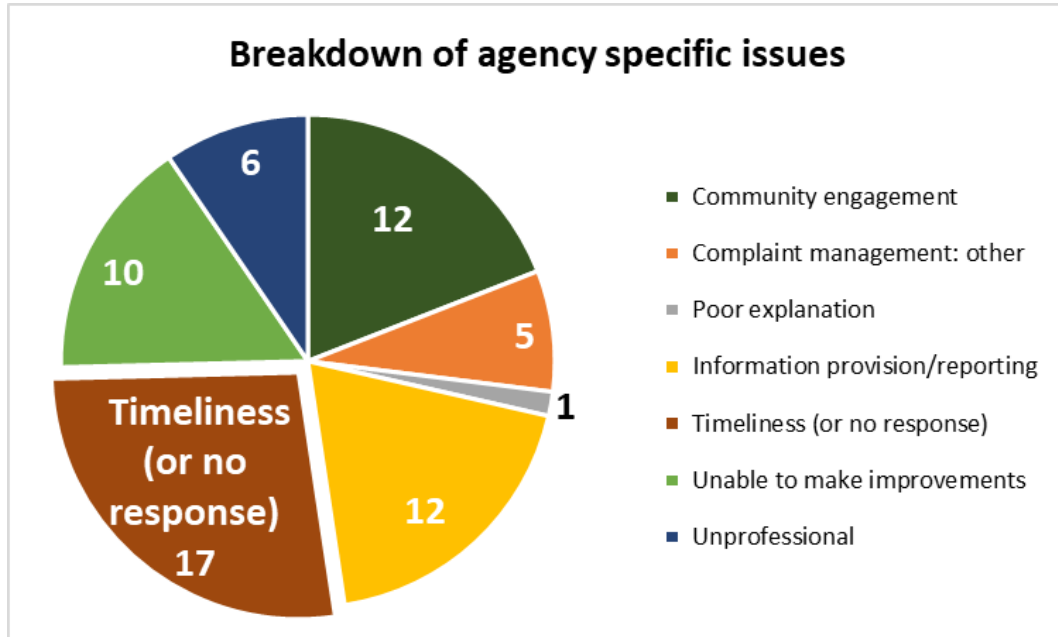
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# Complaints received by the ANO – last quarter



# Issues raised in last quarter



# Brisbane Investigation - Background

Complaints related to the opening of new runway and new flightpaths for Brisbane Airport. Concerns were raised about the activities undertaken before the runway opened including:

- the community engagement undertaken, and
- the environmental assessments completed.

ANO report into investigation released in October 2021. ANO report and Airservices Board's response available from: <https://ano.gov.au/reportsstats/>



# Brisbane Investigation – ANO Recommendations

**Recommendation 1: 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.**

Recommendation 2: 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.

**Recommendation 3: 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.**

Recommendation 4: 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.

# Hobart Noise Abatement Procedure (NAP) Trial Outcome – ANO assessment (open)

- Airservices engaged with the community regarding a proposed NAP involving the potential change to preferred flight paths, which would reduce the noise impact on part of the community.
- Airservices released decision not to proceed with the NAP trial.
- The ANO received a number of complaints about the outcome, resulting in an ANO multi-complaint review.
- The ANO provided its initial assessment to Airservices
- As a consequence of the ANO assessment, Airservices voided its original decision not to proceed with the NAP, decided to continue evaluation and review its relevant internal decision-making procedures.

# Contacting the ANO office

You can make a complaint to the ANO via the online complaint form at [www.ano.gov.au](http://www.ano.gov.au)

**Alternatively, contact us by phone, email or mail**

Phone 1800 266 040 (toll free)

Email [ano@ano.gov.au](mailto:ano@ano.gov.au)

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