

Senator Bill Heffernan
Chair Senate Standing Committee on Rural and Regional Affairs and Transport
Suite SG-62
Parliament House
CANBERRA ACT 2600

Dear Senator Heffernan

Senate hearing: Performance of Airservices Australia, November 2014

I write regarding a statement made by Dr Rob Weaver at the Rural and Regional Affairs and Transport Committee Hearing held on 28 November 2014. At the time of the hearing, Dr Weaver inadvertently answered a question incorrectly.

The excerpt appears in the Proof Hansard as follows:

Date: Friday, 28 November 2014, Page 26, Lines 31 - 32

In response to a question from Senator Xenophon regarding the pilot complaint reporting system, Dr Weaver stated:

Dr Weaver: There is a confidential reporting system where people can pick up a phone and not speak to an Airservices person but can confidentially report safety issues. There was nothing reported about—

Please be advised that:

Airservices has a "Confidential Word" Safety Reporting system which allows staff to confidentially report safety issues via the intranet (Avnet) or mail. This is managed by an Airservices employee.

Airservices staff members also have access to an Ethics Hotline which is managed by an external party. Reports can be made confidentially to the Ethics Hotline by telephone, email, or web form on the internet.

I apologise for the inaccuracy and trust that this clarifies the situation for you.

Yours sincerely

A handwritten signature in black ink, appearing to read "Greg Hood".
A/Chief Executive Officer

7 January 2015