

Senator Glenn Sterle  
Chair  
Senate Rural and Regional Affairs and Transport References Committee  
PO Box 6100  
Parliament House  
Canberra ACT 2600

Dear Senator Sterle

**Inquiry into the provision of rescue, firefighting and emergency services at Australian airports**

Thank you for your correspondence of 25 March 2019 inviting Airservices Australia (Airservices) to respond to evidence provided by the United Firefighters Union (UFU) and others raising concerns about the Aviation Rescue Fire Fighting Services (ARFFS) provided by Airservices.

Airservices acknowledges the concerns that have been expressed by the UFU and current or former staff as part of this Inquiry. Many of the concerns or issues that have been raised are similar to the issues we have responded to at the Legislative Committee hearing of 4 December 2018, Additional Budget Estimates hearing of 18 February 2019, in subsequent responses to questions on notice, testimony at the Inquiry hearing on 14 March 2019 in Melbourne, as well as in our submission to the Inquiry.

I can confirm that we already have a range of programs of work underway that are addressing the key areas of concern raised in the submissions, including:

- replacement of rescue saws;
- improving safety for training at heights (ladders);
- improvements to the Breathing Apparatus Framework and training; and
- national, location specific reviews using new Task Resourcing Analysis (TRA) framework.

I can confirm that all of these initiatives include appropriate representation and input from the UFU and operational staff.

In terms of the bullying and harassment allegations raised in the UFU's supplementary submission (UFU 17), Airservices has requested specific details from the UFU so we can investigate and address these concerns as soon as possible. Airservices takes all allegations of bullying and harassment very seriously, and will take decisive action when appropriate to address any claims that are substantiated.

I trust this information will be of assistance to the Committee.

Yours sincerely

Jason Harfield  
Chief Executive Officer

2 April 2019