

Question on notice no. 127

Portfolio question number: SQ24-001326

2024-25 Supplementary budget estimates

**Rural and Regional Affairs and Transport Committee, Infrastructure,
Transport, Regional Development, Communications and the Arts Portfolio**

Senator Steph Hodgins-May: asked the Department of Infrastructure, Transport, Regional Development, Communications and the Arts on 14 November 2024—

- (1.How many "Complaints about failure to provide regulatory oversight for Airservices Australia" has the Department received from the public since 2023 to now?
- 2.What are the allegations of these complaints submitted by community members?
- 3.How has the Department investigated and processed these complaints?
- 4.How has the Department responded to complainants?

Answer —

Please find answer attached

Rural and Regional Affairs and Transport

QUESTION ON NOTICE

Supplementary Budget Estimates 2024 - 2025

Infrastructure, Transport, Regional Development, Communications and the Arts

Committee Question Number: 127

Departmental Question Number: SQ24-001326

Division/Agency Name: DIV - International Aviation Technology and Services

Hansard Reference: Written (14 November 2024)

Topic: Number of complaints for Airservices received by the department since 2023

Senator Steph Hodgins-May asked:

1. How many “Complaints about failure to provide regulatory oversight for Airservices Australia” has the Department received from the public since 2023 to now?
2. What are the allegations of these complaints submitted by community members?
3. How has the Department investigated and processed these complaints?
4. How has the Department responded to complainants?

Answer:

1. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts received 1404 complaints to the Client Service inbox (clientservice@infrastructure.gov.au) as part of the “Complaints about failure to provide regulatory oversight for Airservices Australia” campaign.

The department also received identical emails addressed to Ms Marisa Purvis-Smith, Deputy Secretary Transport. 116 total emails were received between 15 May 2024 and 10 December 2024.

2. The issues raised include:
 - a. Airservices’ removal of simultaneous opposite direction parallel runway operations as a day time priority operating mode from the Brisbane Airport Noise Abatement Procedures.
 - b. Community engagement undertaken by Airservices, particularly through its Noise Complaints and Information Service, as well as the initial consultation undertaken for Brisbane Airport’s New Parallel Runway (NPR) through the approval process.
 - c. Airservices’ flight path design for the NPR, which occurred between 2007 to 2020.
 - d. Airservices’ compliance with a ‘ministerial condition’ under the *Environment Protection and Biodiversity Conservation Act 1999*, which required Airservices to consider options to mitigate noise impacts, as outlined in the Environmental Impact Statement for the NPR, and undertake validation of uncertainties in the noise forecasts prior to the operation of the runway.
3. The department has investigated, processed and responded to each complaint received through the client service inbox and online form.

Airservices is a corporate Commonwealth entity established by the *Air Services Act 1995*. While the department has responsibility in supporting the minister, the department does not have a regulatory role. Airservices' Board and Executives are responsible for overseeing that Airservices carries out its statutory function.

4. Complainants to the client services email have been given information about Airservices' governance arrangements and the department's role and responsibilities and those of Airservices. Emails sent directly to Ms Purvis-Smith have been considered in context of issues associated with aircraft noise in Brisbane. These emails are also copied to Airservices.