

Rural & Regional Affairs and Transport Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Additional Estimates 2016 - 2017

Infrastructure and Regional Development

Committee Question Number: 133

Departmental Question Number: SQ17-000086

Program: n/a

Division/Agency: Airservices Australia

Topic: Jandakot Airport

Proof Hansard Page: 130 (27 February 2017)

Senator Back, Chris asked:

Senator BACK: I will ensure that you get a copy of this latest email. He even has attached to it—which he is hoping will be populated—the Air Navigation (Aircraft Noise) Regulations 1984. So, rather than take the time of the committee now, let's be assured that we will follow that up and we will get a response to him. You may have heard this question asked of the last witnesses: what if any action is Airservices taking to monitor and to deal with the nuisance of air traffic in the vicinity of Jandakot, given the significant increase in aircraft movements, including training, and of course the ingress of housing in those general areas?

Mr Harfield: We participate with the community forums at Jandakot Airport, as well as with the airports, and bring up issues from the community about aircraft noise in the Jandakot vicinity. From time to time various initiatives are raised and they are examined. Those initiatives, and the process associated with them, are oversights by the Aircraft Noise Ombudsman. There are some initiatives that are raised by the community that we just cannot cater for, for safety reasons or whatever. There have been some modifications to the entry and exit of flights, as well as, if my memory serves me correctly, the times when circuits can actually operate at Jandakot, to assist at that location. But I can take on notice to advise exactly what initiatives have been undertaken.

Answer:

Airservices works collaboratively with industry and other government agencies at the Commonwealth, state and territory level to try and minimise noise impacts where possible. Airservices has investigated a number of noise improvement opportunities, and where possible, has implemented initiatives at Jandakot Airport. These included:

- Changing procedures for simulating engine failures so that these simulation exercises are now confined to within the aerodrome boundaries and cannot take place over residential areas. This change provided a noise benefit to residents in properties immediately bordering the airport;
- Amending the Fly Neighbourly Procedures, which are voluntary agreements between the Airport and flight operators. The Procedures were amended to:
 - include reference to aerobatic flying being performed at least 600 metres laterally off the coastline or away from residential areas when over land; and
 - encourage operators to conduct training activities over uninhabited parts of the designated training areas south of Perth Airport.
- Moving the western boundary of the training area east of the Kwinana Freeway was considered. The Civil Aviation Safety Authority (CASA) advised this was not feasible as the area is within Class G airspace and aircraft are permitted to fly anywhere in the area regardless of the location of the boundary. The standard path for departing aircraft is over the freeway to minimise noise; and
- Changing the location of the circuit for training aircraft was also considered. Circuit training is the first stage of practical pilot training focused on take-offs and landings and is undertaken in accordance with CASA Regulations which are consistent with international practices. It was not possible to avoid circuit training taking place over residential areas as they are in close proximity to the airfield.

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Airservices also investigated whether the direction of circuits for flight training provided the best noise outcome. Following the investigations it was determined that when the parallel runways are used for circuits, the circuit direction is unable to be used flexibly for safety reasons. This is to ensure the circuits do not overlap. When using a single runway the current practice for circuit direction ensures that noise is distributed on both sides of the runway and therefore provides the best outcome possible.

Short term noise monitoring was undertaken at Jandakot Airport for six months in 2016. Airservices main Noise and Flight Path Monitoring System has a network of noise monitors set up to cover the major airports around the country and not secondary airports. In a bid to obtain better information for communities around secondary airports, Airservices has progressively rolled out a short term noise monitoring program at these sites.

Short term noise monitoring at these secondary airports enables noise data to be displayed in Webtrak and detailed reports to be published for the benefit of the community. Further information on the short term noise monitoring program conducted at Jandakot Airport can be found at: www.airservicesaustralia.com/wp-content/uploads/Short-Term-Monitoring-Program-Jandakot-WA-February-2017-V3.pdf.

Program: N/A

Division/Agency: Airservices Australia

Topic: Representations on Jandakot Airport by Mr Ryan

Proof Hansard Page: 187 (27 February 2017)

Senator Back asked:

Senator BACK: Is there a way in which you can communicate so that Mr Michael Ryan's concerns are addressed?

Mr Harfield: Yes there is.

Senator BACK: His most recent communication – at least the most recent one I have got – was on last Sunday week, eight or nine days ago. AS he says, he is a 'regular, long-term correspondent on the issue of noise'. He really is a very diligent person and a polite person. I just think we are derelict for not having addressed his concerns.

Mr Harfield: Yes, and I will chase it up to make sure that we have.

Senator BACK : I will ensure that you get a copy of the latest email. He even has attached to it – which he is hoping will be populated – the Air Navigation (Aircraft Noise) Regulations 1984. So, rather than take up the time of the Committee now, let's be assured that we will follow that up and we will get a response to him.

Answer:

Airservices can advise that Mr Ryan has received 17 detailed responses in relation to more than 100 submissions he has lodged with Airservices since 2013.

Mr Ryan lives under the Jandakot Airport flying circuit in Canning Vale, WA and the list of issues that have been raised by Mr Ryan and responded to by Airservices include information on:

- an explanation of circuit training including factors that affect climb and descents;
- a Circuit Training fact sheet;
- Circuit training times set down by Jandakot Airport;
- Jandakot Airport's intention to continue developing as a major pilot training base including plans for a second circuit runway;
- the Jandakot Airport Master Plan and approval process;
- short-term noise monitoring – its purpose, conduct, dates, outcomes;
- no curfew at Jandakot Airport and the requirement for curfews to be enacted by federal legislation;
- the responsibility for setting circuit training times rests with the Airport;
- there are no penalties for training times being exceeded being levied by Airservices and that Airservices is not a regulatory body;
- Jandakot Airport does impose financial penalties for circuit operations outside hours;
- Jandakot Airport Fly Neighbourly policy and the voluntary nature of this agreement;
- an explanation of arrivals and departures over Canning Vale;
- procedures for aircraft arriving outside Tower hours including safety requirement to fly a circuit before landing;
- explanations about specific flights;
- medical emergency flights;
- reduction in movements at Jandakot between 2006 and 2013;
- Flying schools at Jandakot Airport;
- do Airservices staff live in areas affected by circuit training undertaken by overseas pilots (declined to respond due to privacy);
- the *Air Navigation (Aircraft Noise) Regulations 1984*;
- noise certification requirements;
- helicopter training primarily conducted outside Jandakot control zone;
- the introduction of Class D airspace by the Civil Aviation Safety Authority (CASA) in 2010 at all general aviation aerodromes, resulting in reduction in number of aircraft permitted in the circuit and that Jandakot Airport was not considering any further circuit restriction;
- the role of CASA, the aviation safety regulator including regulating circuit patterns;

- requests for a large amount of data e.g. number and identification of individual circuit flights over the last 12 months by date, time, separation between aircraft, earliest and latest start and finish times (declined the request, a decision supported by the Aircraft Noise Ombudsman (ANO) given the unreasonable nature of the request);
- has the Environment Protection Agency, Department of Health, or Real Estate Institute of WA investigated, reported on or made recommendations about overseas pilot training with respect to fatigue, family problems, stress, sleeplessness, negative effects on real estate values, and can a copy be supplied (referred to appropriate agencies);
- the justification and licencing approvals for foreign trade by flight schools (referred to airport)
- public opinion tests/surveys conducted about circuit training (referred to the airport operator);
- helicopter decibel levels;
- the Western Australia Aviation Strategy (a WA State document);
- the International Civil Aviation Organization (ICAO) “reduction of noise at source” policy;
- why some aircraft do not display on WebTrak;
- WebTrak Terms of Use and Notices: Data Accuracy and Completeness;
- that the Environmental Principles and Procedures for Minimising the Impacts of Aircraft Noise document has been superseded;
- Airservices Commitment to Aircraft Noise Management document;
- That Airservices does not conduct “noise amelioration assessments” for individuals;
- when Airservices conducts Environmental Assessments in accordance with *Environment Protection and Biodiversity Conservation Act 1999*, including fact sheet on the issue;
- the Community Airport Consultation Group’s (CACG) decision on location of noise monitors;
- legislation listed on Airservices website;
- the role of the Department of Infrastructure and Regional Development in legislation and policy; and
- when Airservices Noise Complaint Information Service (NCIS) will respond to a contact

Given the repetitive nature of Mr Ryan’s requests which had been previously answered, he was informed by Airservices on 14 October 2013 that, because the NCIS had comprehensively responded to his issues, no further responses would be provided unless he raised a new issue.

From 2014 to 2016 Mr Ryan raised some new issues and these were responded to by Airservices.

On 2 May 2016, after contacting the Airservices’ CEO’s office on Jandakot issues again, Mr Ryan was advised in writing that Airservices would not respond to him again unless it was considered that further investigation of any issue (new or other) had “a reasonable likelihood of leading to a noise or service improvement”. A copy of Airservices response is attached.

Airservices reached this position after discussions with the Aircraft Noise Ombudsman’s (ANO) office. Mr Ryan was also advised in this letter that he could seek a review from the ANO about this decision if he wished.

Mr Ryan’s latest request (forwarded by Senator Back) for completion of a spreadsheet seeking the registration, nature of activity, noise level and ownership details of every flight at six Australia airports in 2016 has been declined on the basis that it will place an unreasonable demand on Airservices resources at airports which have over hundreds of thousands of movements annually.

Airservices is also happy to provide Senator Back with further briefing on the matters raised by Mr Ryan if required.

Attachments

- [Attachment A](#) – 2 May 2016 Airservices response to Mr Ryan.



Noise Complaints and Information Service

Mr M Ryan
By email

PO Box 211, Mascot NSW 1460

t 1800 802 584

f 02 9556 6751

2 May 2016

www.airservicesaustralia.com

ABN 59 698 720 886

Dear Mr Ryan

I write in response to your letter of 11 April 2016 to Airservices Chief Executive Officer. This has been referred to me for a response.

Thank you for your offer of assistance to Mr Harfield in relation to his Senate Estimates response, however that matter has been dealt with.

I have determined that your letter did not raise any further new issues.

I understand that you are concerned about the impact of circuit training on your home and suburb. I must be clear and state that we have no expectation that circuit training will cease at Jandakot Airport. Nor are the levels of circuit training expected to reduce. We have previously referred you to the Airport's Master Plan which makes this clear. Similarly, the circuit pattern is set down by the Civil Aviation Safety Authority which is the aviation safety regulator in Australia.

Since 2010, Airservices has identified three noise improvement opportunities at Jandakot Airport and all of these have been implemented. Simulated engine failure training at Jandakot Airport has been limited to within the aerodrome boundaries and not over adjacent residential areas. Working with the Airport, operators and the Aircraft Noise Ombudsman, amendments have been made to Jandakot Airport Fly Neighbourly agreement to ensure greater consistency of application and improved visibility for the community. Aerobatic flying has also been included in this agreement.

Airservices will continue to seek opportunities to make noise improvements for the community living around Jandakot Airport. However, at this time, no further opportunities have been identified. As such there is no further assistance that Airservices can offer you on this issue.

The Noise Complaints and Information Service (NCIS) deals with noise complaints nationally, not just in relation to Western Australia or Jandakot Airport. Therefore I must balance your right to contact us with the need to ensure that the resources of the NCIS are equitably and fairly distributed.

In my view, given that Airservices cannot offer you a solution to your core concerns about circuit training over your area and that NCIS has responded to forty questions that you have raised since 2013, we now need to direct our time and resources towards other complainants.

For these reasons I have decided that Airservices will not respond to your contacts unless we consider further investigation of any issue (new or other) has a reasonable likelihood of leading to a noise or service improvement.

Should you choose to contact us again your correspondence will be lodged in our database. Should you contact other officers of Airservices your correspondence will be passed to NCIS and lodged in our database. In both cases your correspondence will not be responded to unless we consider further

investigation is warranted in line with the above condition. Only in those instances are we likely to respond to your correspondence. In other circumstances, we will not be responding or acknowledging that your correspondence has been received.

Should Airservices wish to inform the community of any new actions or information we will include you in those communications (unless you request us not to).

If you are dissatisfied with my decision you may seek a review from the Aircraft Noise Ombudsman:

Aircraft Noise Ombudsman
GPO Box 1985
Canberra City ACT 2601
Phone: 1800 266 040
Email: ano@ano.gov.au

I thank you for your correspondence and commend you for your devotion to your cause and your diligence in raising matters of concern with us.

Yours sincerely

W: <http://www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint>



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Additional Estimates 2016 - 2017
Infrastructure and Regional Development

Committee Question Number: 134
Departmental Question Number: SQ17-000087

Program: n/a
Division/Agency: Airservices Australia
Topic: Environmental assessments and aircraft noise
Proof Hansard Page: 133 (27 February 2017)

Senator Rice, Janet asked:

Senator RICE: Can you specify what action Airservices Australia have taken regarding those types of measures over the last two years? You might need to take this on notice or you might have some examples that spring to mind now—or a combination of both.

Mr Harfield: I was speaking generically in some of the examples that I have just given. I will take it on notice and give you specific examples by airport and where they have actually occurred over the last two years.

Senator RICE: This is probably the same thing, but could you include the environmental assessments that you have undertaken of aircraft noise in the last 12 months because of air noise impact on communities?

Mr Harfield: Yes, we can do that.

Senator RICE: In those environmental assessments, what sorts of direct and indirect effects are taken into account?

Mr Harfield: I will have to take on notice the actual criteria that are used.

Senator RICE: Regarding the process, you mention that you have community forums. Can you also include the number of community meetings undertaken as part of that?

Mr Harfield: Yes.

Answer:

Examples of noise improvements by airport over the past two calendar years.

See [Attachment A](#).

Environmental assessments undertaken in last year

Environmental assessments are conducted when a proposed change, including to flight paths, is deemed possible within safety and efficiency parameters.

In the last 12 months, 35 environmental assessments were conducted. 24 identified no noise impact on communities. 13 were discussed at community forums. In 12 of these cases the environmental assessment found that these would be visual change to where aircraft fly, however there would be no noticeable change in noise levels. These instances were raised at community forums in order to keep the community informed. In one case changes to noise levels were identified and the community was informed of expected impacts.

Environmental assessment process

Airservices Australia's (Airservices) environmental obligations are derived from the *Air Services Act 1995* (the Act) and the Environmental Management Standard (ISO 14001) under which Airservices is certified and guided by Commonwealth environmental legislation.

The Act states that Airservices must give regard to the safety of air navigation as its most important consideration. Subject to this, Airservices must perform its functions so that as far as practicable, the environment is protected from the effects associated with the operation and use of aircraft.

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Airservices has implemented a standard process, known as a National Operating Standard (NOS), to undertake all environmental assessments, including those relating to proposed changes to aircraft operations. The NOS assists in identifying issues for mitigation and engagement strategies wherever appropriate. The NOS is applied to all proposed changes to Airservices air traffic management practices, such as:

- a new, or amendment to an existing, instrument approach
- a new, or amendment to an existing, flight path or air route
- a change to preferred runways
- a change in time of day of operations (such as amendments to tower hours of operation – the time of day that a tower operates may alter the flight path used by aircraft)

Neither a decision of an air traffic controller to alter the track of an individual aircraft nor a change in level of use of a flight path constitutes proposals requiring assessment.

The NOS standardised process is set out below.

Initial change screening – an initial screening of a proposal is undertaken early in the planning phase to assess potential environmental risks against criteria relating primarily to aircraft flight patterns (including location, altitude and communities flown over). If the risk screening finds that under any of the criteria there is a potential risk of increased impact, then a full environmental assessment is required, as detailed below.

Environmental assessment planning – Airservices considers the level of environmental risk arising from the proposed change, and then designs the detailed assessment methodology. Where Airservices considers the risks so great that they cannot be mitigated, the proposal will be removed from the assessment process and sent back to the proponent for re-scoping.

Environmental assessment – this comprises a detailed assessment of risks in the following key areas:

- community noise
- aircraft emissions
- other environmental impacts. This is defined by as:
 - a) ecosystems and their constituent parts including people and communities
 - b) natural and physical resources
 - c) qualities and characteristics of locations, places and areas
 - d) heritage values of places; and
 - e) the social, economic and cultural aspects of a thing mentioned in paragraphs a, b or c.

This assessment stage is focused on whether the change has the potential to cause significant impact to the environment and is undertaken against a suite of metrics (which have been informed by best practice in other noise-generating industries), including:

- number of noise events above 60dB(A) and 70dB(A)
- maximum noise levels
- average noise levels
- estimates of population levels potentially affected by changes in noise levels.

Where Airservices determines that the proposal is unlikely to result in significant impact on the environment, then the proposed change may continue as planned.

Where Airservices determines that the proposal may have a potential significant impact on the environment, the Environment Minister is asked for comment on the proposal.

Community and stakeholder plan – For proposed changes that could have a negative impact on a community, Airservices will use the information provided by the environmental assessment to develop a plan for engagement with the community and stakeholders in line with Airservices' published Communication and

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Consultation protocol. A plan may be updated at any time throughout the process as new information becomes available through further environmental analysis or community feedback.

Post implementation review – A post implementation review (PIR) is undertaken for implemented changes. This examines whether predicted and actual outcomes align and will also analyse community responses and/or complaints. The PIR can recommend redesign to achieve improvements, noting that any such changes would require further environmental assessment.

Community meetings

Airservices conducts community consultation primarily through Community Aviation Consultation Groups (CACG) which are run by Airports. All Commonwealth-leased airports are required to have a CACG. Airservices attends 21 CACG meetings each quarter. Airservices may also conduct direct consultations with the community outside the CACGs.

For example, in 2015 Airservices held five community information sessions at different venues in Perth in relation to its proposed Noise Improvement Program. 27 community information sessions were held on the Gold Coast at local halls and shopping centres in relation to the proposed implementation of the Instrument Landing System.

Attachment A

Some examples of noise improvements by airport over the past two calendar years.

| Airport | Issue investigated | Outcome | Status |
|-------------|---|---|---|
| Adelaide | Is it possible to retain jets on their planned routes when departing on Runway 05 so that they not taken off track over built up areas? | Requirement to keep aircraft on track until 5000ft at night to avoid overflight of sensitive areas of Fitzroy and Hampstead Gardens published in Air Traffic Control (ATC) Local Instructions in 2015. | Implemented |
| | Can a noise improvement be achieved through the use of new Smart Tracking (RNP AR) flight paths from the north west and north east of Adelaide to Runway 23 using the Torrens Valley and commercial areas? | When updating Smart Tracking as part of the industry RNP APV program, Airservices considered the Walkerville proposals and other options to minimise residential overflight without affecting new residents. There were no opportunities found that did not overfly new population. | Implemented |
| Archerfield | Can any changes be made to reduce the impact about circuit training on residential areas? | Fly Neighbourly Agreement established with local operators particularly to address early morning circuit training and restrict low level training to designated and approved areas. | Implemented |
| Albury | Can the Helicopter training area in Albury be moved away from the existing overflight of residential areas? | A Letter of Agreement between ATC and the helicopter operators was introduced to create an Eastern Grass area for flying training operations at Albury. The Eastern Grass area is further away from residential areas than the existing Northern and Western Grass. Although the Eastern Grass is not independent of 07/25 operations, ATC will use it as much as possible to reduce the noise impact on those residents adjacent to the airport. | Implemented |
| Avalon | Can the Noise Abatement Procedures be changed to avoid the Geelong residential areas at night and/or can the point of intercept of flights into Avalon be changed from AVVSI to over the Reedy Lake area and AVSAA to further south of Highton to improve noise outcomes? | Melbourne ATC are developing efficiency improvements to the Melbourne airspace including Avalon. Once that work is completed there may be an opportunity to review the Noise Abatement Procedures. | Will be considered in future work program |
| Brisbane | Is it possible for early morning international arrivals to track with a lower noise impact when arriving on Runway 19? | A change in ATC practice was implemented for early morning arrivals. | Implemented |
| | Investigate implementing a five per cent climb gradient for all southern departures | Assessment showed no noticeable noise benefit from change of climb profile. | Not possible |
| | Is it possible for heavy internationals to remain higher over Moorooka? | Analysis revealed that all aircraft must be on a three degree glide path from 11.7 nm without exception – no indication of difference between heavy and medium aircraft. | Not possible |

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| | Can Airservices and Airlines determine a means of reporting RNP utilisation? | Whilst not directly a noise improvement, Airservices can provide monthly RNP use and complaint data. This allows Airservices to monitor the noise impacts and/or benefits. | Implemented |
| | Can aircraft climb steeper on the Laravale SID? | 3.3 per cent is the minimum safe climb gradient required for procedure design. | Not possible |
| | Can ATC nominate runway 01 with up to 5 knots of downwind on a wet surface for departures during RRO 1200-2000UTC? | This would not be possible due to safety reason. Wet runways cannot be nominated in downwind. | Not possible |
| | Can noise abatement procedures be reviewed to determine compliance and opportunities for improvement? | Airservices has conducted a number of noise abatement procedures reviews which demonstrated compliance and resulted in improvements. | Implemented |
| | Can a trident type of noise sharing be implemented for northbound departures off runway 19? | This is not possible due to traffic management and local terrain limitations. | Not possible |
| | Can more arrivals track over forest areas to west of Ferny Hills? | Existing flight paths were found to be over non populated areas to the extent possible. | Implemented |
| | Is there an opportunity to turn aircraft at 160 rather than 140 to avoid Hemman? | Reduced noise exposure for residents living in the Pinkenbah and Hemmant areas is not possible without adversely affecting other communities. | Not possible |
| | Can the first waypoint be moved further south (approximately ½ NM) to try and remove aircraft flying over Pinkenba. | Flight path moved away from Pinkenbah and slightly closer to motorway to provide a small improvement also for Hemmant. | Implemented |
| | Can Reciprocal Runway Operations (RRO) be used as often as permitted? | RRO is now the preferred runway configuration at all hours. RROs are provided at every available opportunity by ATC and this is demonstrated by movement data | Implemented |
| | Can greater use be made of the Runway 01 RNP (Smart tracking) to reduce the use of the ILS flight path? | Runway 01 RNP flight paths were redesigned to allow ATC greater flexibility for sequencing. | Implemented |
| Bankstown | Can southern aircraft tracking into Bankstown early in the morning use Holsworthy restricted areas (including R555A, HJ SFC to 2500ft) to avoid overflying Campbelltown, Ingleburn and Minto at a low level? | Currently being investigated | In progress |
| Cairns | Can all aircraft operating from Cairns ensure that they comply with the left turn off Runway 15 to minimise impact on the community? | All operators were contacted by letter to request compliance. | Implemented |
| | Can the helicopter reporting point be moved over water to reduce over flight of Palm Cove? | Reporting point has now been moved | Implemented |
| | Can a waypoint be inserted on the departure track to avoid Yarrabah? | Analysis showed that few aircraft actually fly over the township and those that do are at around 8,000ft at low noise levels | Not possible |
| | Can all jets departing off R15 at Cairns Airport depart full length regardless of the time of day, rather than only from 2300 – 0600. | A noticeable difference in noise requires a 50 per cent increase in height which is not achievable by full length departures. | Not possible |

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| | | Short term noise monitoring in late 2013 at Cairns showed no benefit from full length departures | |
| | Can the RNP arrival track to Rwy 15 include a kink to avoid the suburb of Holloway's Beach? | The rout was safely changed to avoid Holloway's Beach | Implemented |
| Camden | Can the fly neighbourly agreement be amended to include a provision or measure to reduce engine stall procedures over residential areas | The agreement was amended to provide a noise reduction for residents close to Camden Airport | Implemented |
| Canberra | Is it possible to design an RNP AR flight path to avoid Jerrabomberra and Gungahlin to provide a noise benefit to these communities? | Runway 35 ICAO RNP AR procedure has been implemented and provided the proposed noise reduction benefit. | Implemented |
| | Can flight paths used by jets be moved away from the Gungahlin area? | Flight paths were redirected resulting in jet aircraft flying over non-residential land rather than residential areas of Gungahlin. | Implemented |
| | What can be done about parachuting operations? | A Letter of Agreement was introduced between parachute operators and Canberra Airport, which resulted in operators flying over residential areas to the north of the airport less frequently, particularly at weekends. | Implemented |
| Coffs Harbour | Could climb location for parachute flights be moved further away from residential areas? | This was not possible as the complexity of traffic management at an airport that does not have on ground radar coverage greatly reduces the flexibility of ATC. | Not possible |
| Darwin | Can aircraft on the HELLI TWO SID and RADAR departures continue to WELES or 7 NM respectively during the day to avoid the Palmerston and Gunn communities? If not feasible during the day can this be implemented for night departures? | It was not possible to implement this change for the day, however change was possible for the night departures. | Implemented |
| Gold Coast | Regarding runway 14 to the north – can aircraft track to the intent of the existing procedure narrowing the spread of the flight path? Either through a change in the procedure or change in the way the operators apply the procedure? | Compliance with existing procedure was discussed extensively over 18 months with airport, ATC and airlines including a number of meetings between community members, airlines, airport and Airservices. The existing procedure allows aircraft to commence turn after 2DME and there is some spread in flight path as a result. Community requested that the procedure remain as is but aircraft comply with turn closer to 2 DME. The investigation found that the airlines are compliant with the existing procedure. Changing the procedure including turning at 2DME are not considered noise improvements due to changes in overflight of residents that would either concentrate noise (increase noise impacts on currently overflown residents) or expose residents to new noise impacts. | Not possible |
| | Can the ABC Helicopter joy flights from the airport modify their route so the same residents are not affected by noise each time they fly? | Following discussion with the operator, ABC Helicopters, agreed to slightly vary the flight path within the requirements of the ATC clearance to avoid constant overflight of single | Implemented |

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| | | residents. Operator committed to varying flight path where ATC clearances allow. | |
| | Can an RNP AR (Smart Tracking) approach design provide noise improvement for the Kingscliff community without impacting on other residential areas? | Following an investigation it has been identified that this approach is possible and the design of the procedure is being drafted and environmental assessment is in progress. | In progress. |
| | Can climb procedures be standardised to use NADP1 procedure? | Noise levels captured over Banora Pt noise monitor were compared with profile data. No noise benefit was shown through the use of NADP1. The two airline climb options (NADP 1 and 2) were not distinguishable in terms of noise levels. | Not possible |
| | Regarding southern departures – can the flight path be modified to track over the Tweed River? | This is not possible as the environmental assessment showed no benefit from the proposed change. | Not possible |
| | Regarding Runway 14 departures – turn at 070. Can other departure procedures be considered, e.g. turn at 020? | The proposed was trialled, however community feedback indicated that the change should not be implemented as it would have an impact on newly affected residents. Assessment completed of relative effects on other parts of the community, correlated against results of trial. No option could be found to provide an overall noise benefit. | Not possible |
| | Can Virgin aircraft comply with the right turn on APAGI SID? | Analysis confirmed it was a Virgin issue with their B737 flight management computers and the issues was resolved. | Implemented |
| | Regarding parachute operations – what opportunities exist to improve operations to reduce noise impact on communities? | Through discussions with the operator it was agreed that the purchase of a twin engine aircraft to allow climb over water would remove the noise issue over residents. The aircraft was purchased. | Implemented |
| | Can the defined noise sensitive areas in the pilot instructions be amended to include more residential areas? | It was possible to amend the pilot instructions, with no significant change to track miles. The change resulted in noise improvements for more residential areas around Gold Coast Airports. | Implemented |
| | Can smart tracking be used to improve noise outcomes for the community, including “noise respite” tracks? | Smart tracking has been used to improve noise outcomes for the community. | Implemented |
| | Regarding Runway 14 departures – Can the departure procedure be amended so the flight path track is centred on the Club Banora golf course? Regarding Departures to south – Can aircraft departing to the south from Runway 14 track over the less populated suburbs to the south west? | The proposed change was trialled at the request of the community representatives, however the propped changes did not provide a noise improvement. | Not possible |

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| | Regarding late night departures over Fingal Head during daylight saving – Can aircraft use another runway when possible between 10 and 11pm Qld time during daylight saving (between 11pm and midnight in NSW). | An investigation was completed and found that the proposal was not a noise improvement. | Not possible |
| Hervey Bay | Regarding Hervey Bay helicopter training – can noise from helicopter training be minimised? | Small potential benefit for residents very near airfield. | Delivered |
| Hobart | Can a Fly Friendly agreement be established at Hobart airport to minimise noise impacts from helicopters and training aircraft | A Fly Friendly agreement was developed. | Implementation in progress |
| Jandakot | Can alternative circuit paths be considered? | Noise sharing circuits are already in place on the single runway. No safe alternatives are possible for circuit patterns on the parallel runways. | Not possible |
| | Can procedures for practicing engine failures at Jandakot Airport be changed so that they do not take place over residences? | CASA confirmed that the change meets safety requirements. Simulated engine failure training is now limited to within aerodrome boundaries and not over adjacent residential areas. The change delivered noise and perception benefits for residents in properties immediately bordering the airport. | Implemented |
| | Regarding acrobatic flying over Rockingham – what can be done about this flying activity, which is outside controlled airspace? | An amendment to the Fly Neighbourly procedures was made to include reference to acrobatic flying | Implemented |
| | Is there an opportunity for a noise improvement for coastal areas south of Perth within the danger areas used for training? | Operators agreed to amend the Fly Neighbourly Agreement to encourage training over the uninhabited parts of the danger area. | Implemented |
| | Can the western boundary of D104C be moved east to Kwinana Freeway? | CASA advised that moving the boundary will not assist as it is Class G airspace which is not controlled by air traffic control. Met with operators to ensure that they are aware of best practice for noise and fly neighbourly agreement. | Not possible |
| Launceston | Can aircraft arriving between 10pm and 6am arrive on Runway 32 avoiding as much residential area as possible? | An investigation is in progress | In progress |
| Melbourne | Regarding helicopters over the MCG – is it possible to provide some relief to residents of East Melbourne and Cremorne by shifting the location and orientation of on-ground signage for sports conducted during the summer months. | Implemented via agreement with operators. Small benefits for residents close to the MCG on match days. | Implemented |
| | Can a reduction in residential overflight be found in the Melton area when implementing GBAS (GLS) procedures to Runway 09 in Melbourne? | When designing the new GLS flight paths to Runway 09 from the west in Melbourne an opportunity was found to move flight paths around the Melton residential area without impacting other communities. The change also will be made to the existing satellite based navigation flight paths and will commence on 25th May 2017. | Implemented |

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|----------------|---|--|---------------------------|
| Perth | Investigate the formal adoption of Continuous Descent Operations (CDO) for arriving jet aircraft, particularly during the more sensitive night period, to further mitigate the noise exposure on communities underlying the arrival route | Not feasible at present time. The introduction of both RNP AR and new runway should provide such opportunity for the implementation of CDO benefits | Not possible at this time |
| | Can the Beechboro trial of military airspace use be extended to all hours and not just at night? | Worked with the Dept of Defence agreement to minimise noise for areas north of Perth Airport from departing aircraft. Aircraft now can be tracked through Pearce Airspace at the times when this airspace is not active, including weekends. | Implemented |
| | Can jet and turbo prop departures to the east be kept on track until leaving 8000ft to avoid track shortening over built up areas? | There will be noise improvements for communities to the east of Perth. | Implemented |
| | Can the GOSNL FOUR VICTOR STAR be amended to accommodate minimal engine power? | This is not possible as speeds are already at the minimal level that allow compliance with tracking and engine power settings – these cannot be further reduced. | Not possible |
| | Can the Departure Altitude for PERTH SID / AMANA SID be raised? | This is not possible without extensive route changes as there would be far reaching impacts to SID and STAR crossover altitudes which are based on profile. | Not possible |
| | Regarding the CONNI & JULIM STARS – can the arrival path be directed further east away from Roleystone? | It was possible to direct the arrival path away from Roleystone to other locations where aircraft are much higher, so noise levels are lower. | Implemented |
| | Keep arrivals at higher altitude – Is it possible to keep arriving aircraft as high as possible over areas such as Chidlow, Stoneville and Glen Forrest, with the aim of keeping jet aircraft above 5,000 feet. | The proposal is not considered feasible due to climb and descent requirements inbuilt into the SID and STAR design to the east of Perth which are necessary to safely process air traffic. | Not possible |
| | Can northbound Runway 21 departures continue on their westward heading until over the Ocean? | This change is not possible and it would have a very significant impact on ATC capacity to efficiently manage the airspace. | Not possible |
| | Departures to east (Routes R03 and R06) – can they be tracked to the north roughly following Toodyay Rd, to avoid residential area of Stoneville? | This change is not possible due to ATC safety requirements and airspace restrictions. | Not possible |
| | Can the intersection of STARS at MESAM be modified to meet further east of Perth to deliver an improved noise outcome | The tracks that intercept at the MESAM waypoint were moved further to the east to provide better sequencing and noise improvements. | Implemented |
| | Can an RNP track be created to align with visual track to Runway 03 and address the low altitude of aircraft on the visual approach - providing a noise improvement in the Bickley area? | The RNP track was created to deliver the noise improvement | Implemented |
| | Can the noise abatement procedures be changed to provide more equitable outcomes for the Perth community? | Noise abatement procedures were altered to provide a more equitable noise outcomes | Implemented |
| Sunshine Coast | What opportunities exist to improve noise of helicopters on the Sunshine Coast? | Noosa Council have removed permission for helicopters to operate at Teewah. The state government has provided | Not possible |

| | | | |
|--------|--|--|--------------|
| | | alternative access to a new site on Sunshine Coast. These decisions are not within Airservices remit. | |
| Sydney | Regarding non jet departures from Runway 16R – can they use the jet SID during sensitive times to reduce concentration over Caringbah? | This change was not possible for non-jet departures | Not possible |
| | Can southern departures between 11pm and 6am track further east of Kurnell to minimise noise impacts? | This change is possible. Procedure design and environmental assessment programmed for Q2 2017. | In progress |
| | Is it feasible to move the Katoomba waypoint and would that provide a noise improvement? | This is not possible due to airspace and ATC boundary constraints. Noise levels are below 60dBA and moving the waypoint would impact on residents closer to Sydney airport with higher noise levels. | Not possible |
| | Can an RNP AR (Smart Tracking) approach be designed to Runway 34R that remains over water through the heads and Botany Bay to avoid residential areas including Kurnell? | This is not possible as the safety design criteria does not allow avoidance of Kurnell | Not possible |
| | Can the SID between the heads be changed to reduce the noise impact on La Perouse and the Kurnell peninsula? Can an RNP departure procedure be considered? | This is not possible as a simulator analysis showed no noise benefit. | Not possible |
| Tyabb | What opportunities are there to improve the working links between the Mornington Peninsular Council and the Peninsular Aero Club? | Airservices worked with both organisations to provide a benefit for residents very close to the airfield. | Implemented |

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Committee Question Number: 135
Departmental Question Number: SQ17-000089

Program: n/a
Division/Agency: Airservices Australia
Topic: Sydney Tower rostering
Proof Hansard Page: 135 (27 February 2017)

Senator Xenophon, Nick asked:

Senator XENOPHON: You may want to take this on notice. If it has been traversed earlier, I apologise. How many additional duty shifts, and the cost of these shifts, were rostered in SYTWR because of voluntary redundancies being offered to ATC line managers? Do you want to take that on notice?

Mr Harfield: I will take that on notice. That is in Sydney Tower. Will I also provide the comparison of what the normal overtime rate is in Sydney Tower compared to when those line managers actually left? Because the fact is that, yes, there may have been shifts, but those shifts on the overtime rate in that tower would not have adjusted.

Answer:

Airservices offered voluntary redundancy to two Line Managers who also held, and on occasion exercised, operational air traffic control (ATC) licences in the Sydney Tower. One Line Manager left Airservices on 15 October 2016 and the second left Airservices on 9 February 2017.

Some Line Managers elect to perform air traffic control duties from time to time as a means of retaining their air traffic control licence and associated benefits. The two departed Line Managers would on occasion undertake shifts on the roster, usually in response to unexpected absenteeism. Due to the ad hoc nature of this approach, it is not possible to identify and cost the number of additional shifts that may have arisen as a result of their departure.

There has been a slight increase in overtime while the organisation transitions and responds to these staffing changes. This is depicted in the graph at [Attachment A](#), which also depicts the departure dates for each of the ATC Line Managers and the leave commencement dates of two staff members on long term absence since mid-November that have impacted the roster over this period.

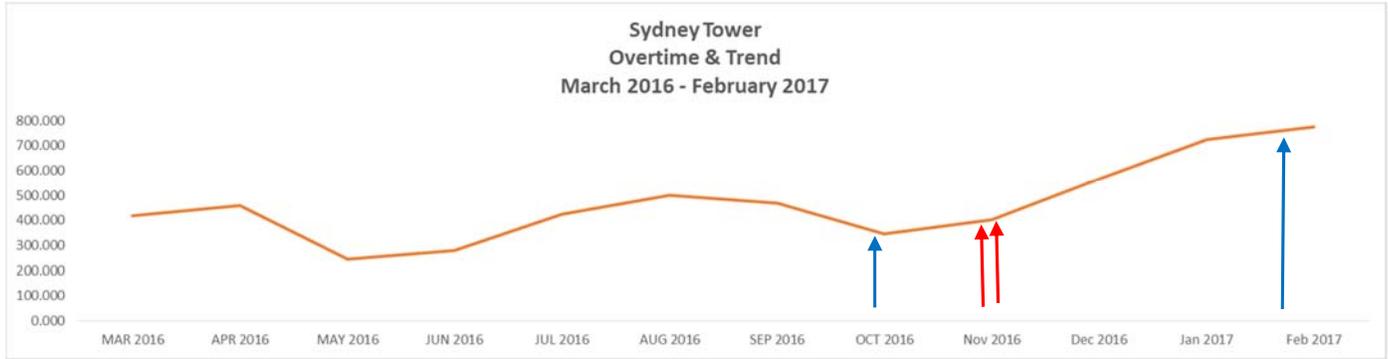
Five new controllers were added to the Sydney Tower roster in 2016 and another four will be added between December 2016 and June 2017 in response to recent staff movements which have included resignations and retirements.

Attachments

[Attachment A](#) – Sydney Tower Overtime March 2016 to February 2017

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Attachment A: Sydney Tower Overtime March 2016 to February 2017



↑ Line Manager Voluntary Redundancy

↑ ATC long term absence

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ANSWERS TO QUESTIONS ON NOTICE
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Committee Question Number: 136
Departmental Question Number: SQ17-000090

Program: n/a
Division/Agency: Airservices Australia
Topic: Expenditure on External Contractors
Proof Hansard Page: 135 (18 April 2017)

Senator Xenophon, Nick asked:

Senator XENOPHON: Has there been an increase in the money spent on external contractors, say, in the last 12 months? I am happy for that to be taken on notice.

Mr Logan: We will take that on notice.

Senator XENOPHON: Thank you. And where that has been spent?

Mr Logan: The volume of activity that we are dealing with over time changes. Without wanting to get into the semantics of the question, I think it would be best to provide it on notice.

Answer:

No.

During the last financial year (2015-16), Airservices spent a total of \$25.6 million on consultancies and contractors [Attachment A](#). For the current financial year-to-date (as at 28 February 2017), the total spend was \$14.8 million [Attachment B](#).

Attachments

- [Attachment A](#) – Details of firms or contractors engaged and total payments made in 2015-16 financial year
- [Attachment B](#) – Details of firms or contractors engaged and total payments for the period 1 July 2016 – 28 February 2017

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ANSWERS TO QUESTIONS ON NOTICE

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Attachment A: Details of firms or contractors engaged and total payments made in 2015-16 financial year

| Name of Firm/Contractor Engaged | Actual Spend |
|--|---------------------|
| 1448 PTY LTD | \$383,895.50 |
| AARGUS PTY LTD | \$2,950.00 |
| ABBERTON TIMOTHY JOHN | \$161,193.00 |
| ABS CONSULTING | \$19,886.17 |
| ABSOLUTE DATA GROUP PTY LTD | \$10,680.00 |
| ACCSR CONSULTING PTY LTD | \$10,175.00 |
| ACTEWAGL DISTRIBUTION | \$19,870.01 |
| ADAM FLETCHER ENTERPRISES | \$66,872.64 |
| AECOM | \$47,278.00 |
| AIRBIZ AVIATION STRATEGIES PTY LTD | \$14,795.16 |
| AJ BUILDING AND CONSTRUCTION P/L | \$16,115.60 |
| ALLAN FINANCIAL PLANNING PTY LTD | \$200.00 |
| ARUP | \$1,510,802.15 |
| ASEMA INTERNATIONAL PTY LTD | \$400.00 |
| ASG GROUP LIMITED | \$8,837.06 |
| ASHURST AUSTRALIA | \$471,313.12 |
| ASSET TECHNOLOGIES PACIFIC (ATP) | \$8,300.00 |
| AURECON AUSTRALASIA PTY LTD | \$178,052.56 |
| AUSTRALIAN INSTITUTE OF COMPANY DIRECTORS | \$11,427.62 |
| AUSTRALIAN LABORATORY SERVICES | \$18,774.80 |
| AUSTRALIAN PUBLIC SERVICE | \$18,990.00 |
| AVSUPER | \$6,105.00 |
| BECA CONSULTANTS PTY LTD | \$88,640.61 |
| BENTLEY SYSTEMS PTY LTD | \$22,367.55 |
| BEVINGTON CONSULTING PTY LTD | \$23,061.02 |
| BILL SIMS | \$12,036.00 |
| BRIAN DALE & PARTNERS | \$65,665.39 |
| BRUCE GEMMELL | \$13,110.00 |
| BSI GROUP ANZ PTY LIMITED | \$8,839.46 |
| CANPRINT COMMUNICATIONS | \$24,000.00 |
| CAPGEMINI | \$345,927.97 |
| CHR CONSULTING PTY LTD | \$27,888.94 |
| CIVIL AVIATION AUTHORITY OF SINGAPORE | \$8,791.54 |
| CKI GROUP | \$8,625.00 |
| CLARIUS GROUP LIMITED | \$901,794.79 |
| CLAYTON UTZ | \$67,762.00 |
| CLICKS RECRUIT (AUSTRALIA) | \$1,457,488.26 |
| COFFEY INTERNATIONAL DEVELOPMENT | \$1,724.54 |
| COGNIZANT TECHNOLOGY SOLUTIONS AUSTRALIA PTY LTD | \$80,920.81 |

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ANSWERS TO QUESTIONS ON NOTICE

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Infrastructure and Regional Development

| Name of Firm/Contractor Engaged | Actual Spend |
|--|---------------------|
| COMPLETE POWER SOLUTIONS PTY LTD | \$142,313.60 |
| CORPORATE EXECUTIVE BOARD | \$34,500.00 |
| CPS NATIONAL | \$35,440.00 |
| DAMIAN WATSON | \$18,522.66 |
| DATACOM SYSTEMS (ACT) PTY LTD | \$60,553.75 |
| DAVID GRAHAM FRIZZELL | \$19,359.46 |
| DELOITTE TOUCHE TOHMATSU | \$250,166.25 |
| DEPARTMENT OF INFRASTRUCTURE | \$2,400.00 |
| DOUGLAS PARTNERS PTY LTD | \$23,960.00 |
| DUNERA CONSULTING PTY LTD | \$139,334.77 |
| ECO LOGICAL AUSTRALIA PTY LTD | \$7,599.30 |
| EMERGENCY AND EXERCISE MANAGEMENT | \$1,150.00 |
| ENERGETICS PTY LTD | \$21,593.00 |
| ENVIZI AUSTRALIA PTY LTD | \$1,578.00 |
| ERNST AND YOUNG | \$256,256.99 |
| FELLOWS MEDLOCK & ASSOCIATES | \$168,818.24 |
| FUTURE ENGINEERING & COMMUNICATION PTY LTD | \$6,600.00 |
| GEOSCIENCE AUSTRALIA | \$449,043.45 |
| GHD PTY LTD | \$2,517,097.00 |
| GMT MELBOURNE PTY LTD | \$333,705.54 |
| GOULBURN MULWAREE COUNCIL. | \$2,600.00 |
| GREENFLEET | \$31,286.76 |
| GRIFFITH HACK | \$5,470.37 |
| GROSVENOR MANAGEMENT CONSULTING | \$53,087.30 |
| HATTONNEALE PTY LIMITED | \$1,500.00 |
| HBA CONSULTING PTY LTD | \$73,548.88 |
| HOFFMANN SURVEYORS PTY LTD | \$680.00 |
| HOUSTON KEMP PTY LTD | \$34,193.75 |
| HUDSON GLOBAL RESOURCES (AUST) PTY | \$305,391.83 |
| HUMAN SYNERGISTICS AUSTRALIA PTY LIMITED | \$62,361.71 |
| ICCPM PARTNERSHIP | \$1,254,066.87 |
| IDS AUSTRALASIA PTY LTD | \$214,515.41 |
| IMPRINT STRATEGIC PTY LTD | \$29,250.00 |
| INCENTA ECONOMIC CONSULTING | \$15,142.50 |
| INTERNATIONAL AIR TRANSPORT | \$115,867.50 |
| INTERSAFE | \$7,859.13 |
| IT NEWCOM PTY LTD | \$181,010.00 |
| JACKIE HUGGINS AND ASSOCIATES | \$700.00 |
| JACOBS GROUP (AUSTRALIA) PTY LTD | \$166,087.00 |
| JAMES COOK UNIVERSITY | \$6,818.18 |
| JCS RECRUITMENT AND CONSULTING SERV | \$736,946.74 |

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ANSWERS TO QUESTIONS ON NOTICE

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Infrastructure and Regional Development

| Name of Firm/Contractor Engaged | Actual Spend |
|--|---------------------|
| JOHN CONNOLLY AND PARTNERS | \$123,037.00 |
| JOHN FOSTER PROJECTS PTY LTD | \$3,485.90 |
| JTA HEALTH SAFETY & NOISE SPECIALIST | \$4,670.00 |
| JUMBO VISION INTERNATIONAL PTY LTD | \$17,360.00 |
| KEVIN SLEIGH | \$3,850.00 |
| KEYHOLDER PTY LTD | \$329,341.73 |
| KINETIC DEFENCE SERVICES PTY LTD | \$56,896.67 |
| KNIGHT FRANK VALUATIONS QUEENSLAND | \$34,200.00 |
| KPMG | \$292,481.97 |
| KPMG SUPERANNUATION SERVICES | \$29,000.00 |
| LANDTEAM | \$1,275.00 |
| LEAP AVIATION PTY LTD | \$109,942.28 |
| LEARNING DIMENSIONS NETWORK | \$234,704.96 |
| LEARNING OPTIONS | \$7,600.00 |
| MAXIMA GROUP TRAINING | \$5,798.31 |
| MCLOUGHLIN ADVISORY PTY LTD | \$104,777.45 |
| MEDVET SCIENCE PTY. LTD. | \$13,836.50 |
| MERCER CONSULTING (AUSTRALIA) PTY LTD | \$47,547.38 |
| MINTER ELLISON LAWYERS | \$201,908.50 |
| MORPH VERSATILE PTY LTD | \$3,640.00 |
| NEC AUSTRALIA PTY LTD | \$709,065.20 |
| NEIL EDWARDS ADVISORY | \$16,482.53 |
| NETARK PTY LIMITED | \$30,000.00 |
| NORMAN DISNEY & YOUNG | \$11,000.00 |
| NOSS COLLABORATIVE, LLC | \$45,178.47 |
| NTT COM ICT SOLUTIONS (AUSTRALIA) | \$50,777.50 |
| OAKTON SERVICES PTY LTD | \$521,603.24 |
| OUBE PTY LTD | \$15,600.00 |
| ORC INTERNATIONAL | \$41,114.29 |
| PAPILLON CONSULTING GROUP PTY LTD | \$5,852.39 |
| PARSONS BRINCKERHOFF | \$14,563.00 |
| PEK PROJECT MANAGEMENT PTY LTD | \$82,680.00 |
| PEOPLE MEASURES | \$79,254.35 |
| PRICE WATERHOUSE COOPER | \$3,799,547.80 |
| PROGRAMMED ELECTRICAL TECHNOLOGIES | \$10,645.00 |
| QED ENVIRONMENTAL SERVICES | \$7,456.00 |
| RANDSTAD | \$8,244.87 |
| REAGENT EMPLOYER MARKETING PTY LTD | \$34,196.60 |
| RIDER LEVETT BUCKNALL | \$230,709.23 |
| RMG COMMUNICATIONS PTY LTD | \$79,000.00 |
| RMIT TRAINING PTY LTD | \$17,000.00 |

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| Name of Firm/Contractor Engaged | Actual Spend |
|--|------------------------|
| ROCKHAMPTON REGIONAL COUNCIL | \$187.00 |
| ROGER MEYER | \$23,800.00 |
| ROKIT | \$8,025.20 |
| ROSEMARY GRIEVE & ASSOCIATES PTY LTD | \$31,453.65 |
| RYAN WILKS PTY LTD | \$134,286.00 |
| SAFEGATE | \$82,488.16 |
| SAMPLESCIENCE PTY LTD | \$559.15 |
| SATORI ASSURANCE PTY. LTD. | \$8,123.00 |
| SAVILLS PROJECT MANAGEMENT P/L | \$334,984.23 |
| SEMF | \$45,530.00 |
| SHL | \$86,868.79 |
| SKILLED GROUP LIMITED | \$166,828.30 |
| STRATEMERE MANAGEMENT | \$373,935.69 |
| TAIPAN SOLUTIONS PTY LTD | \$48,295.36 |
| TALENT INTERNATIONAL HOLDINGS PTY LTD | \$1,712,670.09 |
| TAYLOR THOMSON WHITTING (NSW) PTY LTD | \$11,050.00 |
| TELSTRA | \$6,817.73 |
| THE CHANNEL GROUP PTY LTD | \$24,518.72 |
| THE HOLOS GROUP PTY LTD | \$303,248.41 |
| THE PEARSON CORPORATION | \$20,000.00 |
| THE TRUSTEE FOR I-PMO UNIT TRUST | \$49,280.00 |
| The Trustee for SECOM TECHNICAL SERVICES | \$104,188.80 |
| TOLL PRIORITY | \$24,193.59 |
| TOTAL CALIBRATION | \$11,614.28 |
| TOURISM FUTURES INTERNATIONAL (TFI) | \$18,200.00 |
| TR PTY LTD | \$25,625.00 |
| TSA MANAGEMENT (VIC) PTY LIMITED | \$122,485.00 |
| UNIVERSITY OF CANBERRA | \$67,181.86 |
| UXC SALT BUSH | \$104,960.00 |
| VANESSA LEIGH SMITH | \$32,318.19 |
| WA LOW ECOLOGICAL SERVICES | \$18,801.37 |
| WOOLACOTTS CONSULTING ENGINEERS PTY LTD | \$3,000.00 |
| WT PARTNERSHIP | \$208,725.56 |
| YOUNG ACTUARIAL & SOFTWARE SERVICES | \$6,300.00 |
| ZAMATECH PTY LIMITED | \$1,725.00 |
| TOTAL | \$25,591,525.46 |

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Attachment B: Details of firms or contractors engaged and total payments for the period 1 July 2016 – 28 February 2017

| Name of Firm/Contractor Engaged | Actual Value |
|--|---------------------|
| 1448 PTY LTD | \$142,395.00 |
| AARGUS PTY LTD | \$1,300.00 |
| ABBERTON TIMOTHY JOHN | \$111,537.04 |
| ADLEC ELECTRICAL SERVICES | \$550.40 |
| AECOM AUSTRALIA PTY LTD | \$8,660.00 |
| AFUZION INCORPORATED | \$11,362.60 |
| AGILE MANAGEMENT OFFICE | \$12,036.21 |
| AIRBIZ AVIATION STRATEGIES PTY LTD | \$14,430.00 |
| ARUP PTY LIMITED | \$384,386.36 |
| ASHURST AUSTRALIA | \$22,251.82 |
| AURECON AUSTRALIA PTY LTD | \$20,780.00 |
| BADGE CONSTRUCTIONS (SA) PTY LTD | \$5,970.30 |
| BAYSIDE AUSTRALIA 2000 PTY LTD | \$1,523.75 |
| BECA CONSULTANTS PTY LTD | \$132,829.00 |
| BILL SIMS | \$9,037.00 |
| BRIAN DALE & PARTNERS | \$49,421.95 |
| BRUCE GEMMELL | \$20,583.00 |
| CANPRINT COMMUNICATIONS PTY LTD | \$36,000.00 |
| CAPGEMINI AUSTRALIA PTY LTD | \$82,004.63 |
| CBRE VALUATIONS PTY LIMITED | \$7,040.00 |
| CEG ASIA PACIFIC PTY LTD | \$41,977.27 |
| CHR CONSULTING PTY LTD | \$43,686.60 |
| CKI GROUP PTY LTD | \$5,175.00 |
| CLARIUS GROUP LIMITED | \$829,091.51 |
| CLAYTON UTZ | \$26,801.10 |
| CLICKS RECRUIT (AUSTRALIA) | \$489,642.90 |
| COFFEY INTERNATIONAL DEVELOPMENT | \$167.40 |
| COLMAR BRUNTON SOCIAL RESEARCH | \$11,500.00 |
| COMPLETE POWER SOLUTIONS PTY LTD | \$100,891.09 |
| CONNECT SERVICES PTY LTD | \$11,441.74 |
| CONTEXT INFORMATION SECURITY LTD | \$84,000.00 |
| CORDELTA PTY LTD | \$15,312.00 |
| DAMIAN WATSON | \$4,278.85 |
| DARLINGTON PLUMBING | \$907.50 |
| DATA # 3 | \$60,000.00 |
| DATACOM SYSTEMS (ACT) PTY LTD | \$12,552.16 |
| DAVID GRAHAM FRIZZELL | \$17,850.21 |
| DAVIS FAULKNER & CO | \$145,800.00 |

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ANSWERS TO QUESTIONS ON NOTICE

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Infrastructure and Regional Development

| Name of Firm/Contractor Engaged | Actual Value |
|---|---------------------|
| DUNERA CONSULTING PTY LTD | \$91,995.81 |
| EDELMAN PUBLIC RELATIONS WORLDWIDE | \$24,275.00 |
| ELECTRO 80 | \$139,021.84 |
| EPOCA CONSTRUCTIONS PTY LTD | \$4,921.28 |
| ERNST AND YOUNG | \$434,079.10 |
| FELLOWS MEDLOCK & ASSOCIATES | \$87,329.60 |
| GHD PTY LTD (CANBERRA) | \$1,995.34 |
| GMT MELBOURNE PTY LTD | \$729,761.49 |
| GROSVENOR MANAGEMENT CONSULTING PTY LTD | \$3,875.00 |
| GROUP 10 CONSULTING PTY LIMITED | \$17,069.50 |
| HBA CONSULTING PTY LTD | \$56,815.24 |
| HOPPO CONSTRUCTIONS PTY LTD | \$1,357.00 |
| HUDSON GLOBAL RESOURCES (AUST) PTY | \$462,207.21 |
| IDS AUSTRALASIA PTY LTD | \$103,500.00 |
| INDEPENDENT MONITORING CONSULTANTS | \$1,645.50 |
| INFORMATION SERVICES GROUP | \$180,600.00 |
| INPERSPECTIV PTY LTD | \$14,545.46 |
| INTEGRATED SAFETY SUPPORT | \$11,363.64 |
| J. A. LIDDLE PTY LTD CONSULTING SUR | \$2,550.00 |
| JCS RECRUITMENT AND CONSULTING SERV | \$387,190.35 |
| JOHN FOSTER PROJECTS PTY LTD | \$3,217.37 |
| JOSAMILA PTY LTD | \$53,036.67 |
| JTA HEALTH SAFETY & NOISE SPECIALIS | \$7,427.50 |
| KEYHOLDER PTY LTD | \$417,967.34 |
| KPMG | \$202,136.91 |
| LANDTEAM | \$750.00 |
| LOVELL CHEN PTY LTD | \$54,053.57 |
| MADDOCKS | \$9,162.95 |
| MEDVET SCIENCE PTY. LTD. | \$11,867.95 |
| MERCER CONSULTING (AUSTRALIA) PTY LTD | \$21,200.00 |
| NEC AUSTRALIA PTY LTD | \$340,873.80 |
| NICK INGRAM CONSULTING PTY LIMITED | \$3,000.00 |
| NOSS COLLABORATIVE | \$27,038.21 |
| OAKTON SERVICES PTY LTD | \$341,638.90 |
| O'CONNOR MARSDEN & ASSOCIATES PTY LTD | \$46,610.00 |
| ORC INTERNATIONAL | \$28,984.85 |
| PEK PROJECT MANAGEMENT PTY LTD | \$233,213.32 |
| PLAUT IT (AUSTRALIA) PTY LTD | \$1,221.88 |
| POWER SYSTEMS CONSULTANTS AUSTRALIA | \$8,431.25 |
| PRICE WATERHOUSE COOPERS | \$4,871,596.65 |
| PROJECTS ASSURED TRUST | \$56,236.57 |

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| Name of Firm/Contractor Engaged | Actual Value |
|--|------------------------|
| RANDSTAD | \$111,383.59 |
| RED HAT ASIA PACIFIC PTY LTD | \$24,464.00 |
| RESOURCE CO-ORDINATION PARTNERSHIP | \$980.00 |
| RIDER LEVETT BUCKNALL QLD PTY LTD | \$6,710.00 |
| RIDER LEVETT BUCKNALL VICTORIA PTY LTD | \$113,162.46 |
| SAVILLS PROJECT MANAGEMENT P/L | \$193,739.34 |
| SKILLED GROUP LIMITED | \$5,102.91 |
| STRATEMERE MANAGEMENT PTY LTD | \$255,784.28 |
| TALENT INTERNATIONAL HOLDINGS PTY LTD | \$974,114.99 |
| TASNETWORKS | \$6,618.18 |
| The Trustee for SECOM TECHNICAL SERVICES | \$78,324.81 |
| The Trustee for The Christine McLoughlin | \$40,068.27 |
| TOTAL SITE SOLUTIONS PTY LTD | \$4,450.00 |
| TOURISM FUTURES INTERNATIONAL PTY LTD | \$53,600.00 |
| TSA MANAGEMENT (VIC) PTY LIMITED | \$421,409.35 |
| WOOLACOTTS CONSULTING ENGINEERS PTY LTD | \$3,500.00 |
| WT PARTNERSHIP | \$60,360.00 |
| YAAMA INDIGENOUS PERSONNEL PTY LTD | \$2,250.00 |
| YOUNG ACTUARIAL & SOFTWARE SERVICES | \$6,400.00 |
| TOTAL | \$14,833,360.62 |

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Committee Question Number: 137
Departmental Question Number: SQ17-000107

Program: n/a
Division/Agency: Airservices Australia
Topic: NOC (National Operations Centre)
Proof Hansard Page: 135 (27 February 2017)

Senator Xenophon, Nick asked:

Senator XENOPHON: That is fine. Is there any shortage of trackmasters in the NOC, the national operations centre? As such, has there been any reduction in the ability of airlines to flight plan Flex Tracks, UPRs or other routes that maximise fuel efficiency?

Mr Harfield: Not to my knowledge, Senator. The reason I am saying that is that it has not been raised as an issue—and the airlines have not raised it with me either.

Senator XENOPHON: I ask you to take this on notice. Are you aware whether any NOC line managers emailed industry advising them of the restrictions on the above?

Mr Harfield: Not that I am aware of. I will take that on notice.

Answer:

No.

Airservices has introduced an improved air traffic flow management and Trackmaster cross-training program which has extended Trackmaster coverage from 13 hours per day to generally 24 hour coverage. This effectively means there are more staff with the requisite endorsement to perform Trackmaster duties.

Airservices consulted with airlines prior to these changes to ensure awareness of these arrangements and to seek feedback. No concerns have been raised.

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Committee Question Number: 138
Departmental Question Number: SQ17-000108

Program: n/a
Division/Agency: Airservices Australia
Topic: Senior Executive Remuneration
Proof Hansard Page: 135-136 (27 February 2017)

Senator Xenophon, Nick asked:

Senator XENOPHON: If that is the case, could you provide further details of that. In terms of salary and bonuses paid to you, Mr Harfield, and to senior executives, can you tell us what they are? Or Mr Logan?

Mr Harfield: What the amount is?

Senator XENOPHON: Yes.

Mr Harfield: Can we take that on notice, Senator? I do not have that in front of me right now.

Answer:

Senior executive remuneration details are provided in [Attachment A](#).

Attachments

- [Attachment A](#) – Details of senior executive remuneration for 2016-17 financial year.

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Attachment A: Details of Senior Executive remuneration for 2016-17 financial year

| Executive | Position | Salary | Superannuation | Total Fixed Remuneration |
|-------------------|--|---------------|-----------------------|---------------------------------|
| Jason Harfield | Chief Executive Officer | \$626,087 | \$93,913 | \$720,000 |
| Stephen Angus | Executive General Manager Air Navigation Services | \$365,297 | \$34,703 | \$400,000 |
| Michelle Bennetts | Executive General Manager Aviation Rescue Fire Fighting | \$369,863 | \$35,137 | \$405,000 |
| Steven Grundy | Executive General Manager Corporate Services | \$273,973 | \$26,027 | \$300,000 |
| Paul Logan | Chief Financial Officer | \$337,450 | \$22,550 | \$360,000 |
| Chris Seller | Chief Information Officer | \$365,297 | \$34,703 | \$400,000 |
| Robert Weaver | Executive General Manager Safety and Assurance | \$310,502 | \$29,498 | \$340,000 |

Explanatory notes:

1. Total Fixed Remuneration (TFR) = Salary + Superannuation.
2. TFR for CEO and Executive positions is determined by the Airservices Board based on the median (50th percentile) of a comparator group developed in conjunction with independent consultants, Mercers.
3. A bonus may be paid, noting eligibility for these will be assessed closer to the completion of the current financial year. Eligibility for any bonus is at the sole discretion of the Airservices Board, and is assessed and determined on the performance outcomes of the Corporate Plan Scorecard.
4. The amount of bonus that can be paid is no more than 10 per cent of TFR for Executive General Managers and no more than 20 per cent of TFR for the CEO. For any bonus that is paid, 40 per cent is deferred for 2 years.

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Committee Question Number: 139
Departmental Question Number: SQ17-000091

Program: n/a
Division/Agency: Airservices Australia
Topic: Airservices Australia Accelerate Program
Proof Hansard Page: 136 (27 February 2017)

Senator Xenophon, Nick asked:

Senator XENOPHON: Thank you very much, Mr Harfield, for doing that. I ask you to take the questions on notice about OneSKY and the state of the contract. The report that appeared on the ABC on 15 February by the national reporting team's Benjamin Sveen and national technology reporter Jake Sturmer made a number of allegations that referred to the author of the email that you provided public interest disclosure protection to. The report says:

"There was a high level of anxiety within the leadership team and the risk and assurance team about this, but all of the issues and concerns were ignored by the change managers and executive," the Airservices executive said. This was an executive who was quoted within the report—an unnamed executive, not the author of the email. The article continues:

"The organisation's risk system was not and still has not been used to assess or manage risk on an ongoing basis in relation to the changes or Accelerate program."

Again, this was referred to as coming from an unnamed senior executive. You rejected those allegations as totally incorrect. The documents obtained by the ABC and FOI, and the documents we have obtained through this estimates process, make reference to it on page 96 of this committee's Senate estimates on 17 October. You said, 'For each particular change we make a determination through what we call the safety case determination' and it goes on to talk about the safety plan. But on 21 October, four days after estimates, there was a whole series of documents from Steven Angus, the executive general manager, and from Steven Grundy about a model risk assessment statement, the corporate services target operating model change risk assessment 21 October. And from you, Mr Logan, on 21 October was another document about the finance structure and capability systems. These documents seem to be signing off on the safety case four days after. Can you explain the context, because these seem to be after the event.

Mr Harfield: Yes, I can. There is confusion about the two phases of the program. I have a document and timeline here, which I am happy to table, which set it out much more specifically.

Answer:

Please refer to Mr Harfield's explanation on pages 136-137 of Hansard, which explains the phases of the Accelerate Program.

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Committee Question Number: 140

Departmental Question Number: SQ17-000142

Program: n/a

Division/Agency: Airservices Australia

Topic: Noise Monitoring

Proof Hansard Page: Written (14 March 2017)

Senator Rice, Janet asked:

- a. Given the significant absence of an aircraft noise standard, what use is there for the noise monitoring arrangement that Airservices Australia conducts? How does it decide if one level of noise at one particular location is acceptable and another not, if it arrives at that conclusion? On what basis does Airservices make those decisions and how does it publicise them?
- b. From its discussion with communities affected by excessive aircraft noise, do communities find it acceptable that the only results emanating from “monitoring the noise levels and looking for situations, is providing transparency to the community on the numbers of operations and the noise that is being emitted”? To what tangible benefit is this to those or any communities?

Answer:

Airservices’ Noise and Flight Path Monitoring System (NFPMS) collects noise and flight path data at Brisbane, Cairns, Canberra, Gold Coast, Sydney, Melbourne, Essendon, Adelaide and Perth airports. This system operates 24-hours-a-day, seven-days-a-week, collecting data from every aircraft operating to and from the airport.

The NFPMS uses monitors located within local communities and is the world’s largest, most geographically-spread system of its type. Noise monitoring is undertaken to:

- determine the contribution aircraft noise makes to the overall noise to which a community is exposed;
- provide information to the community;
- help local authorities make informed land use planning decisions (monitoring data can assist in decision making, however it cannot overturn a decision);
- inform estimates of impact to changes in air traffic control procedures—including changes to reduce aircraft noise impacts;
- validate noise modelling;
- inform the determination of aviation policy by Government; and
- assist the Government in implementing legislation, including that related to curfews.

Once information has been collected, Airservices distributes it through a range of mechanisms to ensure the community is able to access the information and stay informed. This is done through the Noise Complaints and Information Service, community engagement activities and through our website and publications. The information provided to the community seeks to provide important contextual information such as how and when flight paths are used, and the volume of movements and noise levels that can be expected from flights. Providing communities with accurate information is considered to be a tangible benefit in itself, as it allows residents or prospective residents to make informed decisions.

In addition to the provision of information to communities, Airservices uses information collected through the monitoring program to seek ways to reduce the impact of aircraft noise on communities where feasible. For example, when new flight paths are designed or changes are made to existing routes, Airservices can draw on the data and then apply technical solutions such as Smart Tracking or implement operational noise abatement procedures.

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Committee Question Number: 141

Departmental Question Number: SQ17-000143

Program: n/a

Division/Agency: Airservices Australia

Topic: Smart Tracking and noise impacts

Proof Hansard Page: Written (14 March 2017)

Senator Rice, Janet asked:

Re. the use of Smart Tracking and noise effects on communities:

- a. Considering that Smart Tracking, including feeder flights to merge points, intensifies noise along flight paths, how is the impact on people in existing residential areas allowed for, in terms of protecting amenity and the human environment? And how is the impact on future residential areas considered, as the city expands?
- b. Will AirServices review the Melbourne Environmental Analysis in order to reassess the location of existing Melbourne Smart Track inbound merge points over residential areas, with a view to merge (as much as possible) over less impacted areas such as over Port Phillip Bay?
- c. Please give specific examples already implemented in major metropolitan areas where Smart Tracking has been used to route flight paths over freeways, river corridors and non-residential areas, to reduce the impact on residential areas.

Answer:

Under the *Air Services Act 1995*, Airservices must perform its functions in a manner that ensures that, as far as practicable, the environment is protected from the effects of and associated with the operation and use of aircraft. An environmental assessment process assists in fulfilling this process and is explained in the answer to question 134. If future residential areas are identified these are considered in the environmental assessment.

Smart Tracking is very accurate and therefore equipped aircraft will fly a concentrated flight path. The noise levels from aircraft using this technology are generally slightly lower. Noise spreads over an area either side of a flight path, regardless of the type of navigation technology used. The advantage of Smart Tracking is that the autopilot manages the descent, meaning that the aircraft can generally be maintained in a glide or minimum throttle descent until the landing gear is lowered. In alternative navigation systems the pilot does not have the vertical guidance provided by the autopilot and when used over the same flight paths this will often lead to changes in throttle which results in additional noise.

Melbourne Smart Tracking flight paths do not have merge points. All Melbourne Smart Tracking flight paths implemented prior to 2016 overlay pre-existing flight paths. The environment assessment for those Smart Tracking flight paths found that communities underneath the centre of existing corridors would experience almost no change in noise from individual overflights as a result of aircraft making an approach using smart tracking technology. Most of those on the fringes of corridors would receive slightly less noise over time.

The newest Melbourne Smart Tracking flight paths were implemented in November 2016. While these flight paths do not replicate pre-existing flight paths in their entirety, they do pass over areas that were already overflown by arriving and departing aircraft. The environmental assessment found that no new areas would be exposed to noise and while there might be a slight increase in the level of noise it was not likely to be distinguishable due to the number of flights already passing over the area. No complainants have contacted the Noise Complaints and Information Service about these new flight paths. Complaints and flight path use continue to be monitored and reported to the quarterly meetings of the Community Aviation Consultation Group.

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Opportunities to use Smart Tracking are limited as Australia's major airports are located within densely populated cities and close to residential areas. Examples of where Smart Tracking has been used in major metropolitan areas are as follows:

- Gold Coast – the Smart Tracking approach from the north keeps aircraft over water until approximately 4 kilometres from touch down. The aircraft fly a curved approach over water and this significantly reduces noise impacts on residents to the north of the airport.
- Canberra – a curved path was used to avoid Jerrabomberra without impacting on other residential areas.
- Perth and Brisbane – Smart Tracking provides an alternative flight path to the heavily-used Instrument Landing System (ILS) approach. This provides some relief to residents affected by the ILS approaches.