

# Airservices Australia

## Community Engagement Standard Engagement Outcomes (What we heard) Report

07-July-2023





## ACKNOWLEDGEMENT OF COUNTRY

First Nation lands are contested places and colonisation has created a ripple of impacts in how First Nations people are able to connect with the land, culture and communities.

Before 1788, when the British colonists anchored the First Fleet and stole this land, they were places that communities cultivated, cherished each other and the land, and for generations on generations learned cultural practices.

We would like to acknowledge the dreamings which told that First Nations people are descendants of the stars and the sky. We also acknowledge that while the land is sacred, so too is the skies in which we fly.

We recognise the many First Nations communities and land we fly over and we thank them for caring for Country for thousands of generations.

We pay respects to their Elders past and present; we extend that respect to all Aboriginal and Torres Strait Islander people.

**Sovereignty was never ceded. This always was and always will be Aboriginal land.**

Imagery from  
Aurecon's  
Reconciliation Action  
Plan by Shanah  
Costello through the  
Balarinji Agency

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# Executive summary

## About the Standard

Airservices Australia's Community Engagement Standard (the Standard) is leading the way in the aviation industry by providing a transparent engagement framework for changes to airspace and flightpaths. The document establishes a benchmark against which the aviation industry can measure their engagement effort.

The Standard has been shaped by recent Aircraft Noise Ombudsman (ANO) findings, learnings from Airservices Australia's engagement experience, feedback received from the communities and stakeholders, and an independent review to identify global best-practice standards for community engagement. The Standard has also been informed by guidance from the International Association of Public Participation (IAP2), which defines through a Spectrum the various levels of engagement that might be applied, depending on the nature and scale of the decision being made, and the level of influence the community can have on this decision. The Standard proposes an approach that:

1. Categorises change proposals into three levels to define the scope and scale of engagement required
2. Includes 10 principles which will guide engagement activity
3. Involves six steps that each flightpath and/or airspace change would be taken through, to provide a consistent, repeatable, effective engagement experience
4. Facilitates the iterative development of flightpath and airspace changes in consultation with communities and stakeholders.

A key element of the Standard is engaging early with communities and stakeholders, providing adequate time for community and stakeholder input to decisions about airspace and flightpath changes.

## Engagement snapshot

Airservices wanted broad community feedback on the draft Standard as part of their move to build stronger and more trusting relationships with communities and stakeholders.

Aurecon was engaged by Airservices Australia to conduct national community engagement on the draft Standard. Aurecon carried out community and stakeholder engagement for eight weeks from 3 May 2023 to 2 July 2023 to seek feedback on the draft Community Engagement Standard.

During the engagement on the Standard, approximately 4.6 million people were potentially reached through newspaper advertising, electronic direct mail (eDMs), and the Airservices Australia website. Of these, 562 people were directly engaged through attending in-person community information sessions, virtual community information sessions, emails, and/ or the swipEngage survey.







## Key themes

Throughout engagement, we heard diverse views from communities and stakeholders about the draft Community Engagement Standard. These views have been summarised on the next page and are detailed in Sections 4 and 5:

**Community Engagement Standard themes:**

			
The language of the Standard	Transparent and meaningful engagement	Best practice engagement	Accountability/ governance/ measurements

**Aviation issues outside of the scope of the Standard:**

		
Complaints and responses	Previous engagement and sentiment	Aircraft noise, impacts and mitigations
		
Other impacts	Management and structure of the aviation industry	Flightpaths

## Next steps

Feedback from communities and stakeholders has helped to inform this Engagement Outcomes (What We Heard) Report and shaped the final Community Engagement Standard.

Aurecon proposes that Airservices accepts the majority (more than 90%) of the changes and suggestions from communities and stakeholders (refer to Section 5).

Aurecon also recommends that Airservices continues to engage on and refine the Standard when engaging on more immediate airspace/flightpath changes, with a review in 18 months to ensure the Standard captures this additional feedback. Additional recommendations are listed in Section 6.

Ultimately, the feedback to date (and future feedback on the Standard) results in a best-practice engagement approach for both Airservices and for Australian communities and stakeholders impacted by changes to airspace or flightpaths.

# 1. Introduction

## 1.1 Project overview

Airservices Australia is the nation's air traffic management and aviation rescue fire-fighting service provider, operating at 29 of Australia's major airports and managing 11 per cent of the world's airspace, including the upper airspace for Nauru and the Solomon Islands.

Airservices is responsible for managing the airspace and flightpaths and, where necessary, adding, removing, or adjusting flightpaths to improve safety and better serve the needs of the aviation industry and people who fly.

As the skies get busier and more complex, Airservices Australia will ensure it makes aviation safer, more efficient, and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

Flightpaths have historically been unpopular for impacted communities. Many people want the convenience of flying but would prefer not to be subject to aircraft noise. Any change to flightpaths will result in a change in the experience of aircraft operations for communities. The challenge faced by Airservices Australia is how best to engage with communities when these changes occur.

Airservices Australia has a number of community obligations when planning and implementing change. These include minimising the impact of aircraft operations on communities, undertaking effective community engagement, and informing the community of the development and implementation of significant changes to air navigation.

To adhere to these obligations and exercise best-practice engagement, Airservices Australia has developed a new national Community Engagement Standard (The Standard). The Standard provides a clearly defined process on how Airservices will engage with communities and stakeholders on flightpath and airspace changes. It will be the guiding document on how to engage communities and stakeholders based on the scope, scale, and complexity of the change.

## 1.2 Report purpose

The purpose of this report is to provide a comprehensive summary of engagement for the draft Standard.

Aurecon was engaged by Airservices Australia to conduct national community engagement on the draft Standard. The use of an experienced external party to conduct this engagement was desired to provide a level of independence in engagement planning and in recommending changes to the draft Standard based on feedback received.

This report serves as a comprehensive overview of the response to and feedback received through the recent engagement program, including the identification of key themes and concerns raised by communities and stakeholders. This report also outlines recommended changes to the draft Standard as a result of feedback from communities and stakeholders.

## 2. Engagement approach

### 2.1 Communication and engagement objectives

The engagement program for the Standard focused on raising awareness and understanding of the Standard and collecting feedback from communities and stakeholders. These areas of focus are reflected in the five objectives listed below:

1. Enable diverse feedback from communities and stakeholders on engagement preferences for flightpath and airspace changes.
2. Manage expectations from communities and stakeholders for involvement in flightpath and airspace changes.
3. Raise awareness and educate about Airservices Australia and flightpath/airspace management.
4. Maintain relationships with communities and stakeholders engaged through the Community Aviation Consultative Groups (CACGs).
5. Address and correct misinformation regarding the aviation industry and Airservices, as well as flightpath and airspace changes.

These objectives were achieved through the engagement program, outlined in Sections 2 and 3.

### 2.2 Engagement framework

The recent engagement is based on the International Association of Public Participation (IAP2) Spectrum of Public Participation. The Spectrum helps to establish the public’s role in the engagement process and their impact on the decision-making outcomes of a project. As part of the Spectrum, the consultation activities for this recent engagement have been delivered within the Inform, Consult and Involve stages meaning the engagement has:

- Provided balanced and objective information in a timely manner
- Obtained feedback on analysis, issues, alternatives and decisions
- Worked with the public to make sure concerns and aspirations are considered and understood

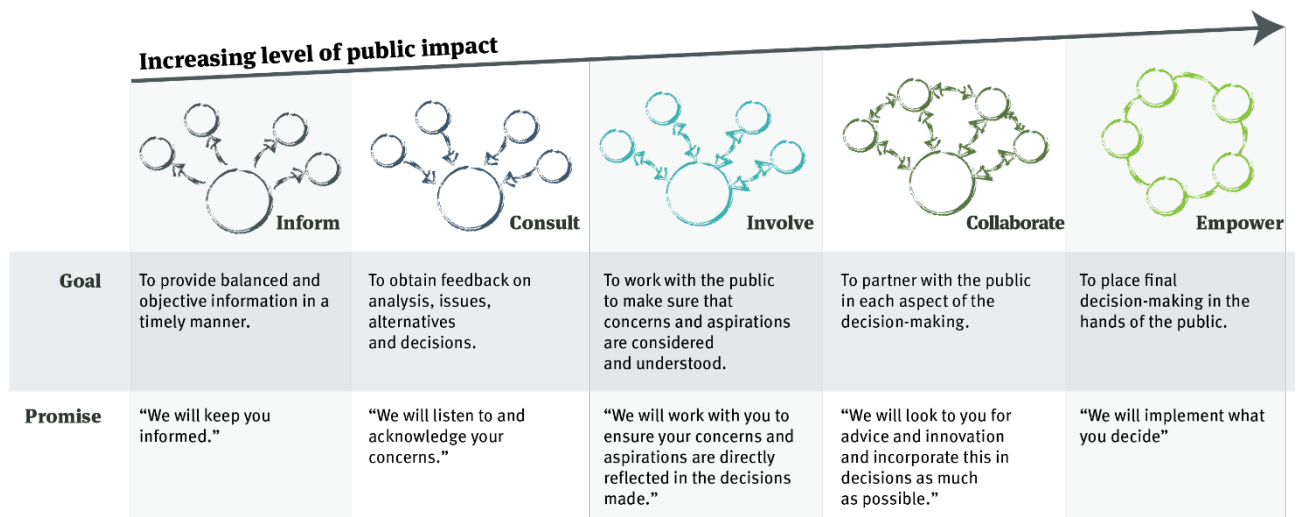


Figure 1 IAP2 Spectrum of Public Participation

Source: International Association for Public Participation – IAP2 International. Public Participation Spectrum

## 2.3 Stakeholders

### 2.3.1 Stakeholders reached

#### Government

- 116** Federal Members of Parliament
- 190** State Members of Parliament
- 68** Local council mayors



#### Groups

- 21** Community Aviation Consultative Groups (CACGs)
- 4** Peak national bodies
- 6** Airservices industry stakeholders
- 95** Community groups
- 50** Business groups
- 23** First Nations groups



#### General public

- 17,426** people sent electronic direct mail (eDMs)
- 5** attended webinars
- 39** attended community information sessions
- 307** completed our swipEngage feedback survey
- 517** emailed from the project email



## 2.4 Engagement tools and techniques

Activity	Dates and times	Detail
Engage Airservices portal	3 May - 2 July 2023	Established a project webpage on Engage Airservices portal. Our collateral directed audiences to this centre point of information where communities could register for webinars and complete our survey to submit their feedback.
Print media advertising	7 May - 17 June 2023	Thirty-nine print advertisements were placed to inform the wider community about the upcoming consultation and invited people to register their interest for more information.
Project email	3 May - 2 July 2023	A project email ( <a href="mailto:engagementstandard@aurecongroup.com">engagementstandard@aurecongroup.com</a> ) was used to centralise enquiries from communities and stakeholders during the consultation phase. Additionally, it allowed for submissions on the Standard to be submitted via email.

Activity	Dates and times	Detail
Electronic Direct Mail (eDMs)	4 May - 30 June 2023	<p>Electronic Direct Mail (eDMs) were sent to community and stakeholder groups to inform them of the project and remind them to give feedback before the engagement period ended.</p> <p>Community and stakeholder groups included federal, state, and government politicians; CACG chairs, community groups, and members of the NCIS database. Refer to Appendix one for the stakeholder list.</p> <p>To determine our local stakeholder lists we established a 20km radius around each of the 10 locations known for high aircraft noise impact and/or locations with a history of high interest (see below).</p> <p>The 20km radius has been chosen as these are the stakeholders within close proximity to flight paths. Stakeholders in these areas will be engaged to understand their engagement expectations when future flight paths and airspace changes occur.</p> <p>eDMs were also sent to remind attendees about the community information sessions.</p>
In-person community information sessions	22 May – 21 June 2023	<p>The project team conducted 13 in-person community information sessions across Australia. These sessions were run in 10 locations known for high aircraft noise impact and/or locations with a history of high interest – Adelaide, Ballina, Brisbane, Canberra, Gold Coast, Hobart, Launceston, Melbourne Tullamarine, Perth, and Sydney.</p> <p>The project team explained the key aspects of the draft Standard and asked each participant for feedback.</p> <p>Participants RSVP'd through Aurecon's digital survey tool swipEngage and were emailed reminders before the session.</p>
Online community information sessions	27 May – 22 June 2023	<p>To encourage feedback from a wider audience, the project team conducted seven online community webinars through Zoom.</p> <p>The project team explained the key aspects of the draft Standard and asked each participant for feedback. Participants RSVP'd through a swipEngage survey and were emailed reminders before the session.</p>
Industry briefings	April/May 2023	<p>Airservices Australia conducted industry briefings to detail key aspects of the draft Standard and to gain insights into views of relevant industry bodies to understand industry stakeholder appetite for adopting the draft Standard.</p>
Online community survey	3 May - 26 June 2023	<p>swipEngage was used to capture feedback from communities and stakeholders. The survey was publicly available on Airservices' website and promoted via engagement activities and materials.</p>





### 3. Engagement summary

Engagement was essential to build awareness of the draft Standard and enable communities and other stakeholders to provide feedback. The engagement period ran for eight weeks from 3 May 2023 to 2 July 2023. Communities and stakeholders were encouraged to share their feedback and help shape the final Standard. This section outlines the general themes gained during the engagement period.







#### 3.1 Overview of key themes

Throughout engagement, we heard diverse views from communities and stakeholders about the Standard and about other issues outside the Standard. These views have been summarised in themes below and are explored further in Sections 4 and 5.

**Community Engagement Standard themes:**

			
The language of the Standard	Transparent and meaningful engagement	Best practice engagement	Accountability/ governance/ measurements

**Aviation issues outside of the scope of the Standard:**

		
Complaints and responses	Previous engagement and sentiment	Aircraft noise, impacts and mitigations
		
Other impacts	Management and structure of the aviation industry	Flightpaths

#### 3.2 Overall engagement

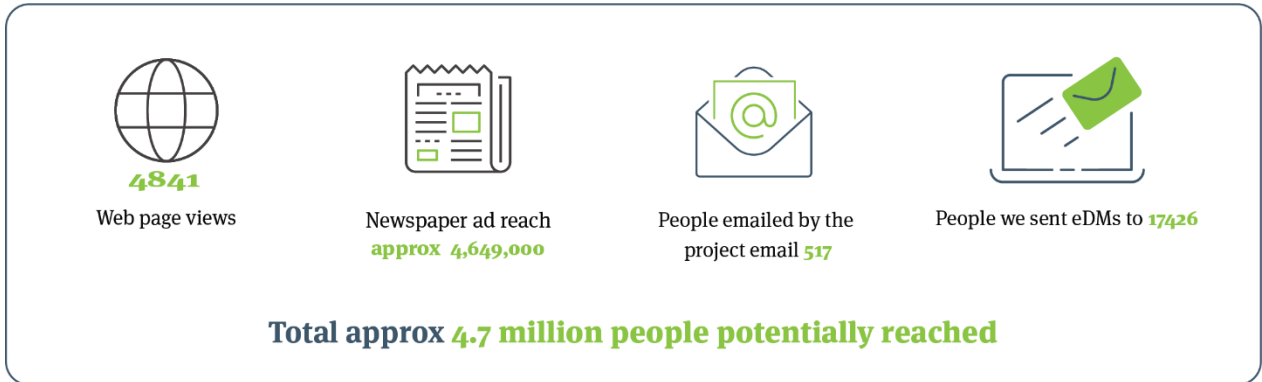
During the engagement on the Standard, approximately 4.6 million people were potentially reached through newspaper advertising readership, electronic direct mail (eDMs), and the Airservices Australia website. Of these, 562 people were directly engaged via in-person community information sessions, virtual community information sessions, emails, and/ or the swipEngage survey.

Although the attendance at in-person community information sessions was lower than the RSVP numbers, we had robust discussions with those who came. We also acknowledge it is harder to get feedback from communities and stakeholders on policies, plans and/or frameworks than it is on more immediate

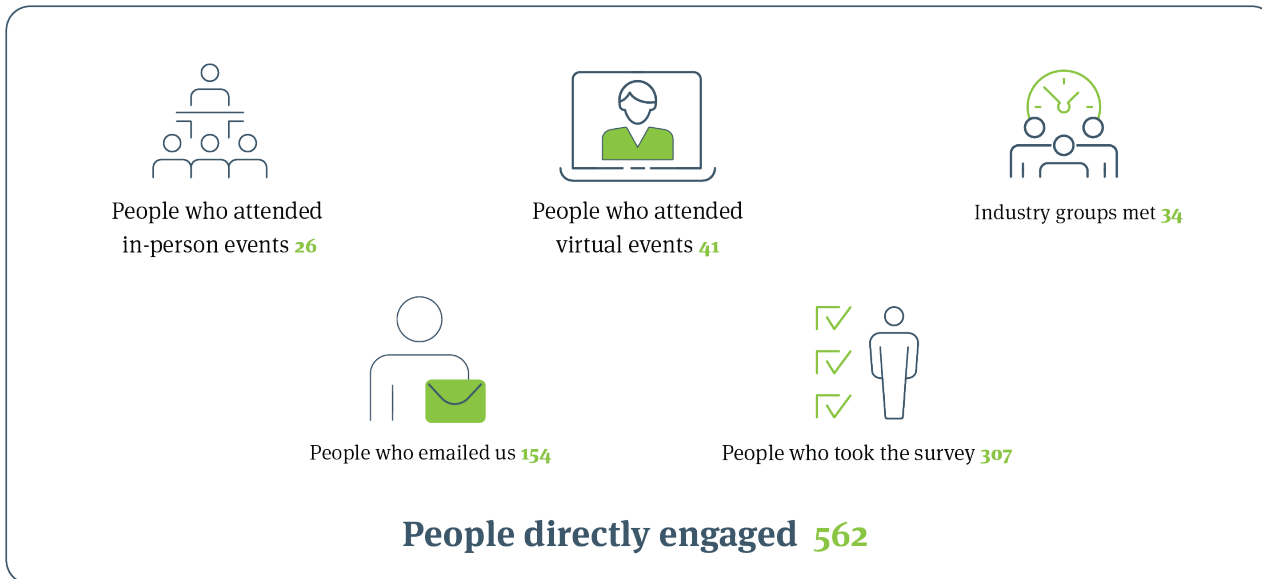
infrastructure projects. By way of comparison, the Airservices [Flight Path Design Principles \(airservicesaustralia.com\)](https://www.airservicesaustralia.com) received 150 submissions, Transport for NSW received 502 submissions for Future Transport 2056 and the WA State Infrastructure Strategy received 143 submissions. When we followed up with people who RSVP'd and didn't attend, we were told that lack of trust in Airservices stopped them from attending.

Overall feedback during consultation on the Standard was significant in comparison with 450+ submissions (written feedback) and 800+ comments. Communities and stakeholders shared feedback and suggestions about a number of potential changes and improvements to the Standard.

### 3.2.1 Engagement reach



### 3.2.2 Direct engagement results



### 3.2.3 Print media advertising

Thirty-eight newspaper advertisements were placed to inform the wider community about the upcoming consultation and invited people to register their interest for more information. The advertisements potentially reached a readership/ listenership of almost 4.7 million people aged 18+.

Date	State	Newspaper	Page
7 May 2023	Victoria	Herald Sun	34
7 May 2023	South Australia	Sunday Mail	30
7 May 2023	Tasmania	Sunday Tasmanian	19
7 May 2023	Queensland	Sunday Mail	37

Date	State	Newspaper	Page
7 May 2023	New South Wales	Sunday Telegraph	40
7 May 2023	New South Wales	The Sun	21
7 May 2023	Victoria	The Age	23
7 May 2023	National	Australian Financial Review	5
7 May 2023	New South Wales	Sydney Morning Herald	9
7 May 2023	Western Australia	The West Australian	20
7 May 2023	ACT	Sunday Canberra	10
13 May 2023	Tasmania	The Advocate	9
19 May 2023	New South Wales	Daily Telegraph	19
24 May 2023	New South Wales	Northern Daily Leader	5
24 May	New South Wales	The Canterbury Bankstown Torch	10
25 May 2023	New South Wales	The Rural	5
26 May 2023	New South Wales	Coffs Coast News of the Area	8
28 May 2023	Tasmania	Sunday Examiner	5
29 May 2023	Tasmania	Hobart Mercury	6
4 June 2023	Western Australia	The West Australian	33
7 June 2023	Western Australia	North West Telegraph	10
7 June 2023	Western Australia	Pilbara News	12
8 June 2023	Western Australia	Broome Advertiser	12
8 June 2023	Western Australia	Perth Now	6
9 June 2023	Queensland	Courier Mail	22
10 June 2023	Queensland	Gold Coast Bulletin	25
14 June 2023	Northern Territory	Katherine Times	6
2 June 2023	South Australia	Adelaide Advertiser	20
14 June 2023	Queensland	The Courier Mail	23
14 June 2023	Queensland	CQ Today	13
16 June 2023	Queensland	Mackay and Whitsunday Life	11
16 June 2023	Queensland	Cairns Local News	6
16 June 2023	Queensland	Mackay Daily Mercury	13
16 June 2023	Queensland	Sunshine Coast Daily	16
16 June 2023	Victoria	Herald Sun	38
17 June 2023	ACT	The Canberra Times	12
19 June 2023	Victoria	Geelong Advertiser	13
19 June 2023	Victoria	Herald Sun	16

### 3.2.4 Project email

A project email was used to centralise enquiries from communities and stakeholders during the consultation period. Communities and stakeholders inquired about the Standard, provided feedback on previous engagement experiences and raised concerns about aircraft impacts including noise. Submissions were also received via the project inbox.

Emails were sent out to community members and stakeholders who registered for community information sessions and webinars. Following the sessions, attendees were also sent the meeting notes with the option to ask for changes and provide any extra input. Three attendees provided additional comments on the

meeting notes. Feedback from the sessions is detailed in Section 4 and the meeting notes are included in the Appendices.

Emails in/out	Number of emails
Emails sent from the project inbox	1055
Emails received by the project inbox	437

### 3.2.5 Electronic Direct Mail (eDMs)

A total of 33 electronic direct mails (eDMs) were sent to 17,426 people during the engagement period. The eDMs were used to raise awareness of the new draft Standard and encourage communities and stakeholders to provide feedback via the feedback survey and the project inbox. The following table outlines the eDMs sent during the engagement period.

Description	Date	Recipients
One (1) eDM to NCIS database notifying stakeholders of the new Standard and opportunities to provide feedback	3 May 2023	17,116
One (1) Pre-Engagement eDM (includes packs sent to government officials and CACG Chairs)	4 May 2023	174
One (1) Final Reminder eDM	30 June 2023	136
Thirty (30) eDM reminders for Community Information sessions	3 May 2023 - 23 June 2023	205

### 3.2.6 In-person community information sessions

A total of 13 in-person community information sessions were held during the engagement period. In these sessions, community members were given the opportunity to chat with the project team and provide feedback on the Standard and their past experiences with airspace/flightpath engagement. A total of 26 people attended the in-person community information sessions.

Although the attendance at in-person community information sessions was lower than the RSVP numbers, we had robust discussions with those who came. When we followed up with people who RSVP'd and didn't attend, we were told that lack of trust in Airservices stopped them from attending. We also acknowledge it is harder to get feedback from communities and stakeholders on policies, plans and/or frameworks than it is on more immediate infrastructure projects.

Attendees were generally supportive of the Standard however their previous experiences with Airservices indicated a lack of trust with Airservices. Most attendees were interested in discussing current impacts they were facing on current or previous experiences with Airservices Australia. Feedback from the sessions is outlined in Section 4 and meeting notes are included in the Appendices.

The time, date, location and attendees at each session is outlined in the table below. Commentary on numbers is in section 6 on page 41.

Date	Time	Location	Attendees
Monday, 22 May 2023	5:00 pm – 7:00 pm	Sydney Karstens, Level 1/111 Harrington Street, Sydney	0
Tuesday, 23 May 2023	10:00 am – 12:00 pm	Sydney Karstens, Level 1/111 Harrington Street, Sydney	2
Thursday, 1 June 2023	10:00 am – 12:00 pm	Launceston Peppers Silo Launceston, 88-91 Lindsay Street, Invermay	3
Friday, 2 June 2023	10:00 am – 12:00 pm	Hobart Hotel Grand Chancellor, 1 Davey Street, Hobart	4

Date	Time	Location	Attendees
Tuesday, 6 June 2023	5:00 pm – 7:00 pm	Adelaide Atura Adelaide Airport, 1 Atura Circuit, Adelaide Airport	5
Thursday, 8 June 2023	9:30 am – 11:30 am	Perth Quest Kings Park, 54 Kings Park Road, West Perth	0
Tuesday, 13 June 2023	5:00 pm – 7:00 pm	Brisbane Karstens, Level 24/215 Adelaide Street, Brisbane	0
Wednesday, 14 June 2023	1:00 pm – 3:00 pm	Brisbane Karstens, Level 24/215 Adelaide Street, Brisbane	6
Thursday, 15 June 2023	5:00 pm – 7:00 pm	Gold Coast Quest Robina, 3 Centreline Place, Robina	4
Friday, 16 June 2023	10:00 am – 12:00 pm	Ballina Ramada Hotel and Suites Ballina Byron, 2 Martin Street, Ballina	0
Monday, 19 June 2023	5:00 pm – 7:00 pm	Melbourne Quest Melbourne Airport, 20 Annandale Road, Melbourne	1
Tuesday, 20 June 2023	1:00 pm – 3:00 pm	Melbourne Quest Melbourne Airport, 20 Annandale Road, Melbourne	0
Wednesday, 21 June 2023	12:00 pm – 2:00 pm	Canberra Quest Canberra City Walk, 240 City Walk, Canberra	1

### 3.2.7 Online webinars

A total of seven webinars were held during the engagement period. The webinars included a short presentation on the Standard and a Questions and Answers segment. The webinars provided an opportunity for the public to meet the project team, talk through the Standard and answer any questions or concerns. A total of 41 people attended the online webinars.

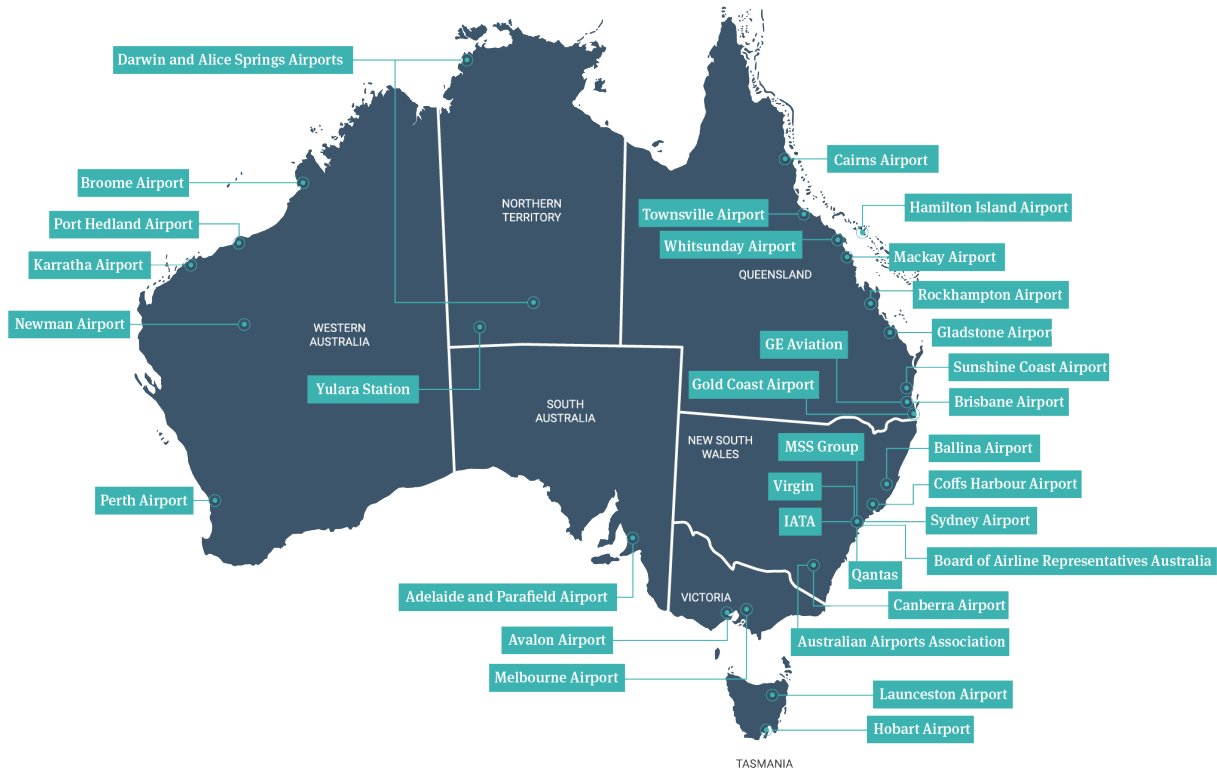
Attendees were generally supportive of the Standard. However, similar to the in-person sessions, attendees were generally impacted by flightpaths or airports, had previously engaged with Airservices and had a low level of trust. Several attendees were also impacted by light aircraft such as helicopters. Attendees highlighted the impacts of aircraft noise on mental and physical health, and they expressed frustration by the lack of regulations around light aircraft. Detailed feedback from the sessions is outlined in Section 4 and the meetings notes are included in the Appendices.

The time, date and attendees at each session is outlined in the table below. All webinars were hosted on Zoom.

Date	Time (AEST)	Number of attendees
Saturday, 27 May 2023	1:30 pm – 3:00 pm	12
Monday, 29 May 2023	6:00 pm – 7:30 pm	4
Monday, 5 June 2023	6:00 pm – 7:30 pm	6
Saturday, 10 June 2023	1:30 pm – 3:00 pm	6
Thursday, 15 June 2023	9:30 pm – 11:00 pm	3
Wednesday, 21 June 2023	5:00 pm – 6:30 pm	3
Thursday 22 June 2023	6:00pm – 7:30 pm	7

### 3.2.8 Industry briefings

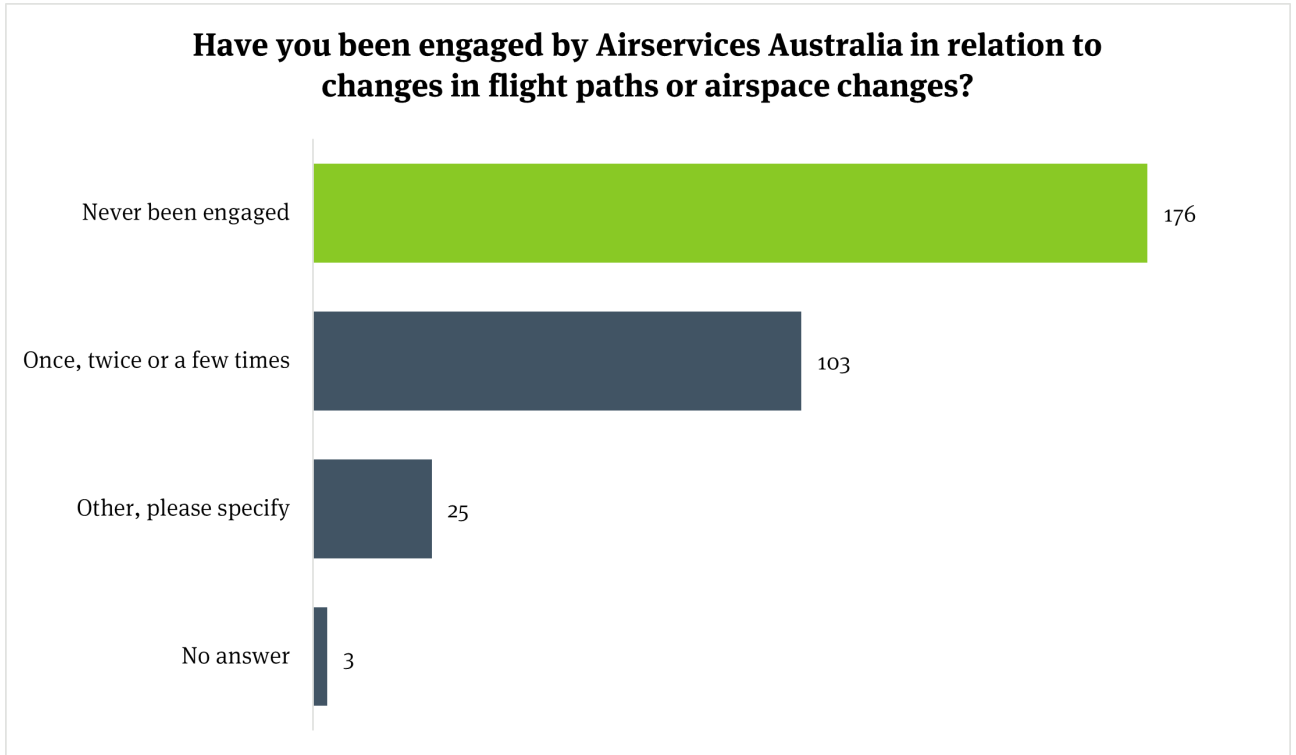
Throughout the consultation period, a number of industry organisations were engaged through a series of briefings conducted by Airservices. The feedback from the industry briefings is currently being analysed. Industry groups met by Airservices Australia are listed on the map below.



### 3.2.9 Survey results

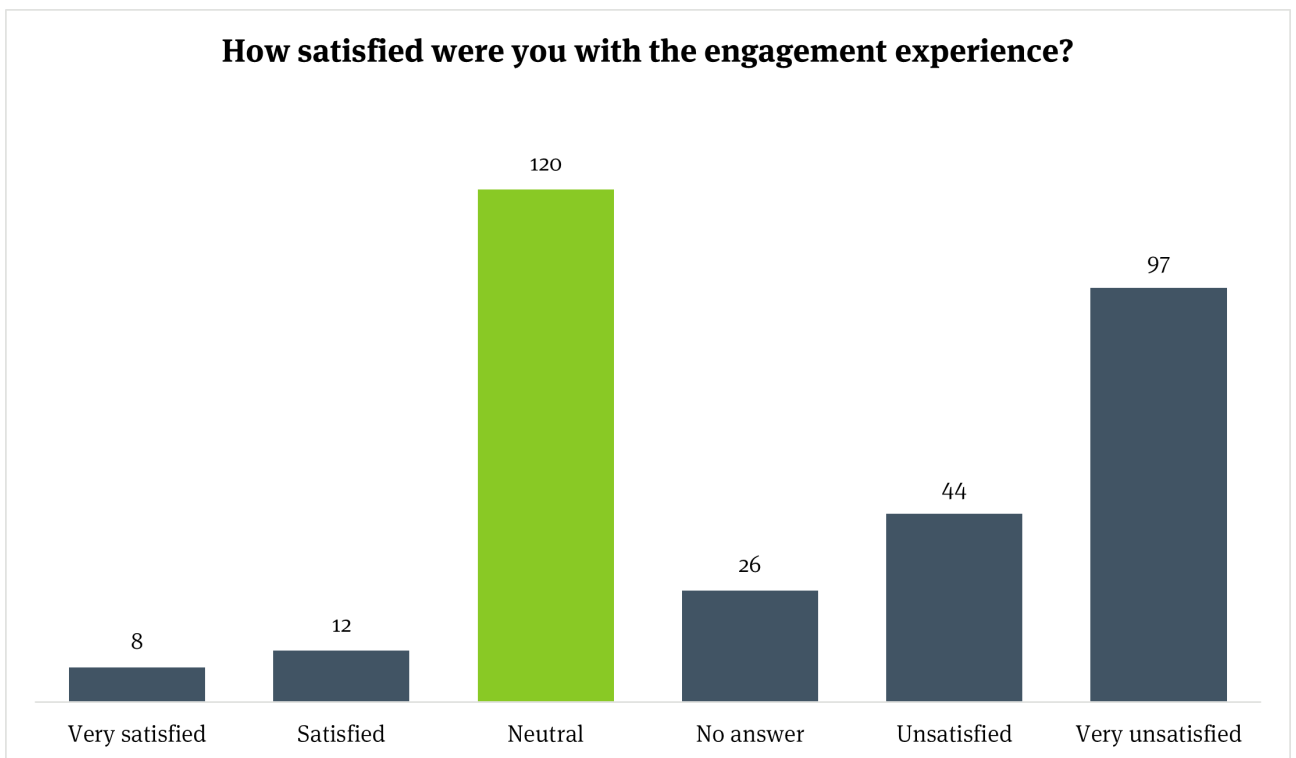
A total of 307 people answered the survey that ran from 03 May to 26 June.

**Question 1**



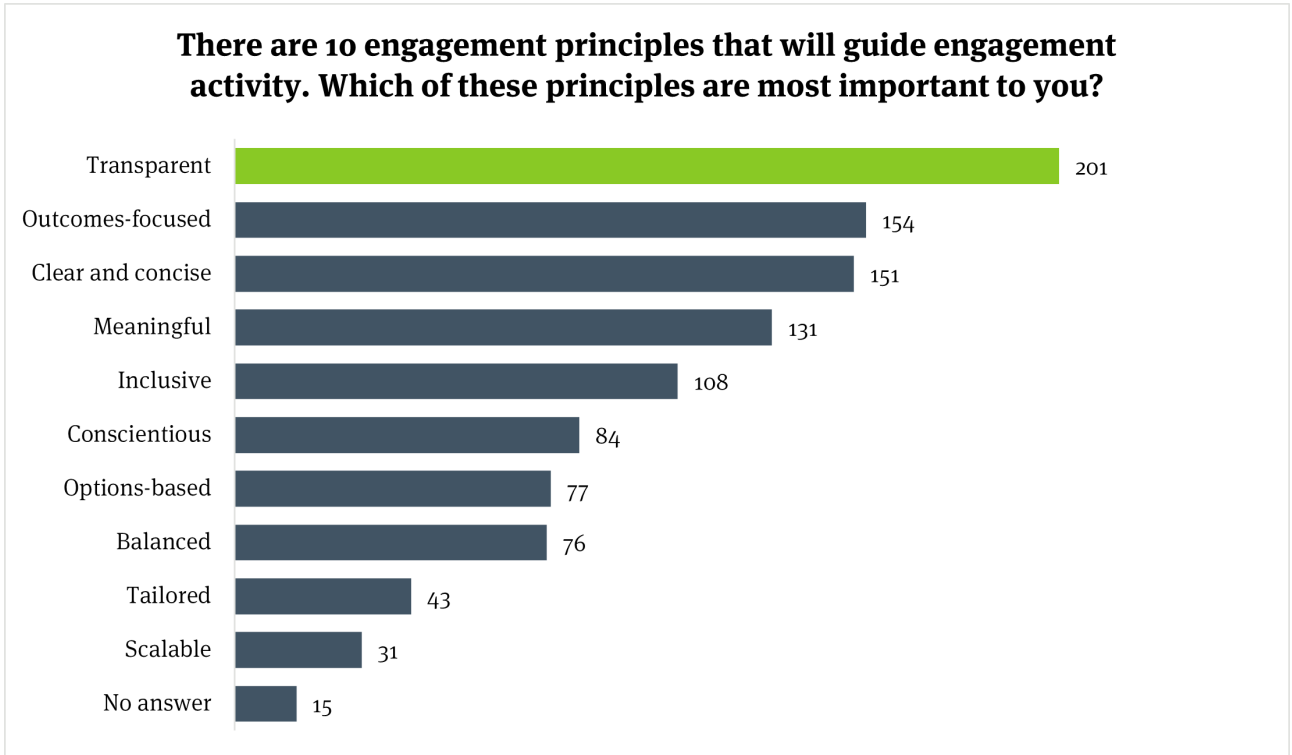
Fifty-seven per cent (57%) of respondents said they had never been engaged with by Airservices and 34% answered “once, twice or a few times”. The 8% who chose ‘Other’ mentioned attending previous community information sessions or filing complaints to NCIS.

**Question 2**



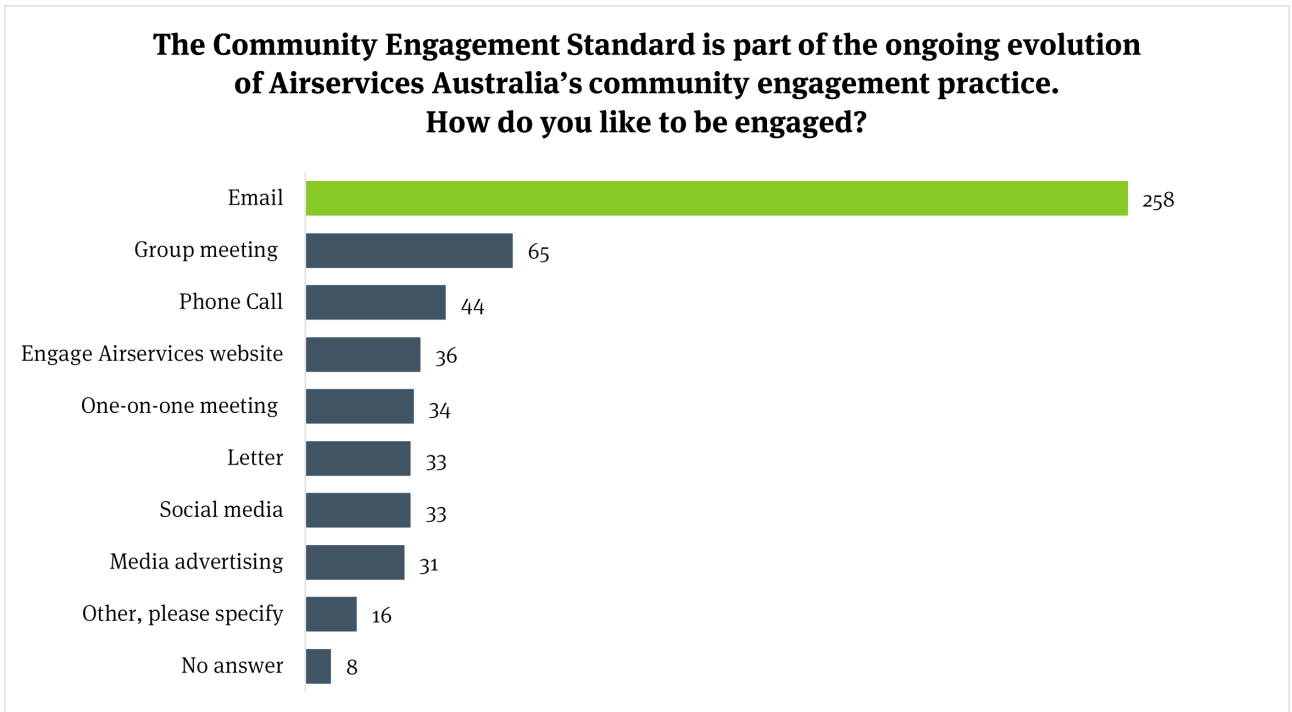
While Neutral was the single top answer at 39%, the combined number of respondents either Unsatisfied or Very Unsatisfied was at 46%. Only 7% of respondents reported a positive experience.

**Question 3**



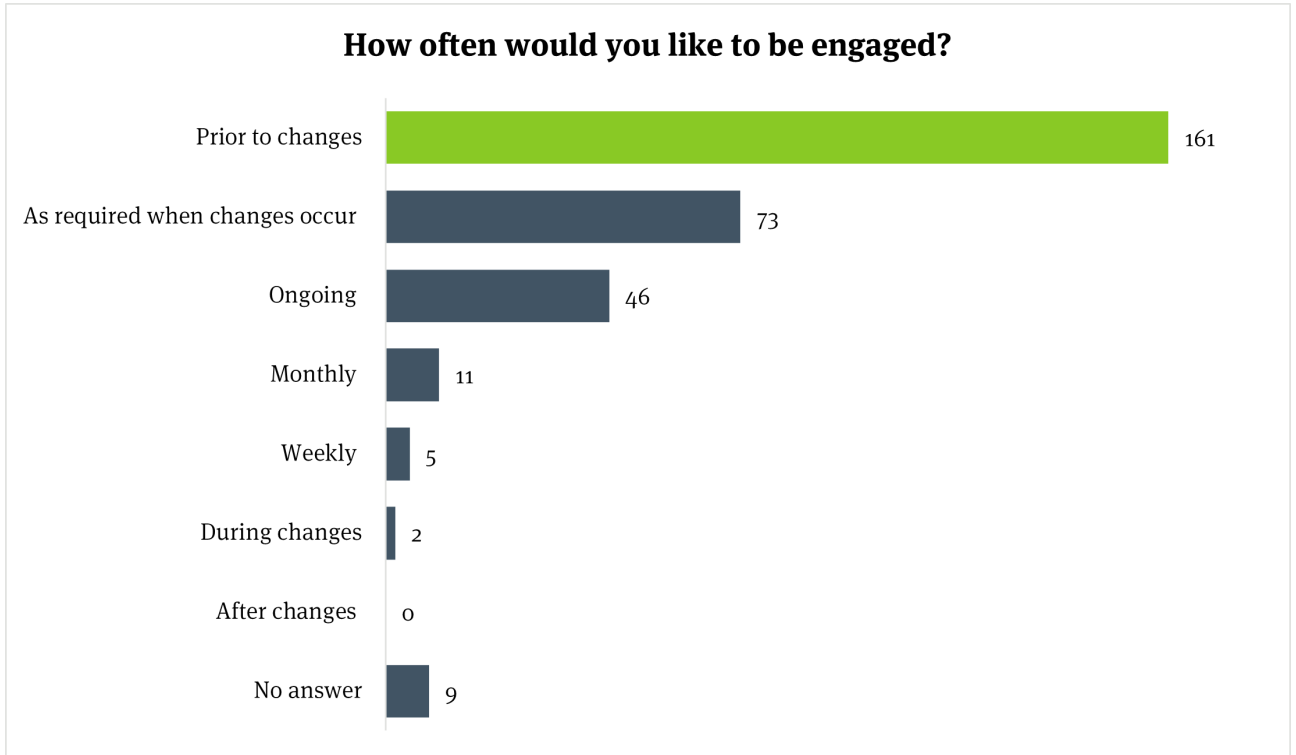
Sixty-five per cent (65%) of the respondents said engagement should be transparent. The other top answers were outcomes-focused (50%) and clear and concise (49%).

**Question 4**



While 84% per cent of respondents said they wanted to be emailed updates, the other options should not be discounted. It should be noted that those who were able to respond to the survey may be those who used email and the internet more frequently. Feedback from the in-person and webinar information sessions preferred to be engaged via community information sessions (in-person or webinar) and to find out about them via letter, email, social media, local newspapers and through community groups or council.

**Question 5**

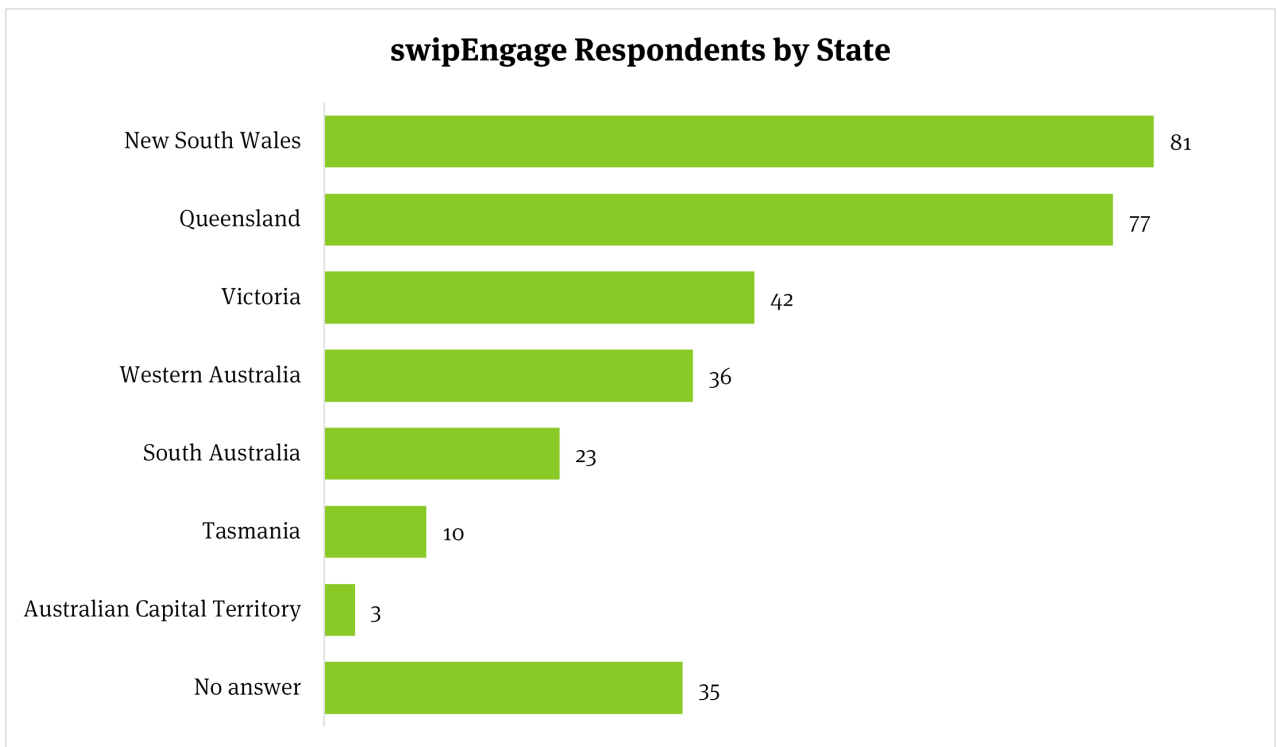


Fifty-two per cent (52%) wanted to be engaged before changes and 24% as changes occurred. No-one wanted to be updated after the changes occurred.

**Question 6**

Question six asked people to provide any other feedback on the draft Standard. These comments have been included in Sections 4 and 5.

**Question 7**



The majority of survey respondents (almost 60%) were from NSW or Queensland.

## 4. Key findings and themes

Many community members and stakeholders shared their thoughts on topics beyond the focus of the Standard. To capture all sentiment provided, we have categorised the feedback into two main areas:

1. Feedback on the draft Standard
2. Feedback on aviation issues outside of the scope of the Community Engagement Standard

Key findings and recurring themes on the Standard are explored below and in more detail in Section 5. Additional feedback received on aviation issues outside the Standard is listed briefly below. It has been shared with Airservices, and where requested will be forwarded to Minister Catherine King.

### 4.1 Community feedback on the draft Community Engagement Standard

#### 4.1.1 The importance of the community

During consultation there were frequent concerns that the communities were not a top priority to Airservices Australia. At 30% of the community information sessions/webinars, attendees stated communities should be at the centre of the Standard and be the top priority for Airservices after safety, and before or equal in importance to the aviation industry.

***“I am concerned that stakeholders who have more influence may skew the results... I worry that airport owners and airlines may have a greater say in any changes than the local communities affected by the noise of aircraft.”***

#### 4.1.2 Defining stakeholders

During engagement, the community consistently questioned ‘who’ stakeholders were in the Standard. The interpretation was that stakeholders meant industry stakeholders and the community was separate to this. They suggested defining stakeholders in the glossary page within the Standard. There were also questions on which stakeholders were considered to be a ‘must engage’ vs ‘want to be engaged’.

#### 4.1.3 Engagement principles

The Standard proposes 10 engagement principles that guide/shape how the engagement process is delivered. They are:



During the engagement, communities and stakeholders were asked to comment on the relevance, meaning and applicability of these engagement principles. Overall feedback was that 10 engagement principles was an excessive number of principles. Specific feedback on each principle is listed below.

### Transparent

Transparency is defined as ‘Information on the proposal and decisions should be shared openly’. It was considered a very important principle to **63%** of survey respondents and was raised at almost half the community information sessions and webinars.

People noted that clear, comprehensive, honest, and consistent information sharing on proposed changes was essential to successful engagement. People also noted Airservices should clearly present the positives, negatives, number of people impacted, details from the Environmental Impact Statement (EIS), risks, impacts, and benefits associated with the proposed change, stating this context was critical for them to give considered feedback.

***“It is very difficult to access information about approvals for flight plans and the criteria used to assess a plan.”***

The lack of transparency during previous engagement experience was consistently seen to negatively impact Airservices’ relationship with impacted communities and stakeholders.

### Meaningful

The Standard defines meaningful engagement as ‘community feedback [that is] considered and responded to’. Transparency and meaningful engagement were often used interchangeably, as both were underpinned by sharing information with the community and considering the community’s feedback. Meaningful

engagement was discussed at almost half the community information sessions and webinars and was important to **41%** of survey respondents.

Information sharing on the decision-making process was constantly seen to build trust with communities. The community expressed frustration with previous engagement experiences, feeling that their input had little influence on decision making stating:

***“The engagement must be meaningful, [Airservices needs to consider the] concerns from residences affected.”***

Many community members discussed the importance of Airservices providing the community with the outcome of their feedback. Community members also stressed the importance of setting expectations early by defining ‘negotiables’ and ‘non-negotiables’ of the proposed changes.

## Scalable

The Standard defines scalable as an engagement approach that is ‘proportionate to the size and impact’. Scalable engagement was not a priority to most community members. The scalability of engagement was only raised at two community information sessions/webinars and was important to only **9%** of survey respondents. Industry considered scalable an important principle to ensure engagement programs could be developed reflective of the scope, scale and complexity of the change proposal.

## Outcomes-focused

Outcomes-focused engagement is focused on ‘supporting decision-making and enhancing the final outcomes’. A total of **49%** of people highlighted it as a guiding principle for engagement, with one survey respondent commenting:

***“There is lots of information about how you're going to 'engage' people but very little about what that 'engagement' will actually result in.”***

## Options-based

Option-based engagement is defined as presenting stakeholders ‘with options [and] where possible, highlighting key choices’. Options-based engagement was important to **24%** of survey respondents and discussed multiple times during community information sessions and webinars. The community highlighted the importance of presenting multiple viable options to reduce frustration and build positive relationships between the industry and the community, with one survey respondent stating:

***“If [Airservices] was truly interested in engagement, [they] would provide options from the start that focuses on best outcomes for affected residents.”***

## Inclusive, tailored, clear and concise

The principles inclusive, tailored, clear and concise were often used interchangeably and in association with accessibility. In the Standard, inclusive is defined as engagement which ‘incorporate[s] a broad mix of impacts and stakeholders’ and was important to **34%** of survey respondents. Tailored is defined as adapting ‘engagement methods... to meet stakeholders’ needs’ and was important to **14%** of survey respondents. The principle clear and concise was defined as presenting information in a ‘simple format, using plain language and no jargon’ and was important to almost half the survey respondents and mentioned at a number of community information sessions and webinars.

Community members highlighted multiple means to achieve inclusive and tailored engagement including accessibility requirements and diversities. They said engagement events should be accessible and easy to locate and information should be presented simply, using plain English with little jargon, and considering typeface and background colour. They highlighted the need for non-digital feedback options via phone or

mail with contact details listed on collateral. They also wanted Airservices to consider how best to support diverse stakeholder groups to provide feedback.

## Balanced

Balanced engagement is defined as evaluating the *‘trade-offs between impacts affecting different stakeholder groups’*. Balanced engagement was not seen as a high priority to the community and was important to **24%** of survey respondents.

## Conscientious

In the Standard, conscientious is defined as allocating ‘adequate time...for the community to consider the proposal and provide feedback’. During the community information sessions and webinars, the wording ‘conscientious’ often created confusion as the meaning was not initially clear.

### 4.1.4 Engagement period

The community provided mixed feedback on the engagement periods proposed in the Standard. There was consensus that timely and consistent engagement is essential in ensuring communities are well-informed on proposed changes and more than half the survey respondents would like to be engaged prior to the change. Webinar attendees also agreed that the greater the impact created from the proposed change to flightpaths or airspace, the longer the engagement period would be required.

Multiple community information session/webinar attendees were concerned the proposed engagement period was insufficient for information sharing and for community members to provide feedback. Attendees stated councils and community groups would not have enough time to disseminate information and provide quality feedback on the changes. Attendees suggested extending the engagement period of Level 1 and 2 (Level 1 from 8-12 weeks to minimum 12 weeks, Level 2 from 4-6 weeks to minimum eight weeks) to accommodate busy schedules and meeting times of community groups. They also requested advance notice (minimum four weeks) of upcoming engagement so they could be better prepared.

### 4.1.5 Engagement methods

The most efficient and effective means of communication and engagement was repeatedly raised during consultation. Survey responses indicated **84%** of people preferred to be engaged via email. Feedback from the in-person and webinar information sessions preferred to be engaged via community information sessions (in-person or webinar) and to find out about them via letter, email, social media, local newspapers and through community groups, schools, Facebook groups, councils and local organisations to spread key information.

There was mixed feedback over whether the events should be in the CBD, near the airport or under the flightpath. One survey respondent commented:

***“I believe that the community meetings need to be held as close as possible to the proposed flightpaths so that those communities who will be affected can attend easily. Geographic and population densities should be considered in your decision making.”***

### 4.1.6 Accountability within the Standard

A number of community members were concerned that the Standard does not have any accountability practices or governance measures to ensure the Standard is enforced and followed. One survey respondent highlighted:

***“I noticed that accountability and complying with the Standard, actions and results is not included ... monitoring and penalties for violation of standards must be added to ensure compliance with standards.”***

During engagement, some community members were concerned that the Standard didn't reference specific issues or impacts, specifically noise. The community called for recognition of impacts within the document.

## 4.2 Industry feedback

During consultation, 34 industry organisations provided feedback on the draft Standard via workshops and through submissions. Industry raised concerns about the ambiguity of Standard, including vague and broad wording, a lack of detail on roles and responsibilities, a lack of regulatory authority, a lack of consideration for local nuances and lack of timeframes.

Airport operators opposed the one-size-fits-all approach that does not consider local nuances or communities and encouraged Airservices to employ local tailoring of the Standard. Industry also had concerns about the confidentiality of the engagement process.

## 4.3 Feedback aviation issues outside of the Standard

### Aircraft noise, impacts and mitigations

Aircraft noise was brought up at every community information session and webinar, by 20% of survey respondents, and in more than 23% of emails. Attendees noted the impact of noise on property values, quality of life, mental and physical health. At the majority of community information sessions/webinars, attendees highlighted that residents should be compensated for the impacts or noise should be mitigated through physical barriers or regulations. To regulate these impacts, community members recommended airport curfews, or noise sharing. Attendees also discussed the need for monitoring noise levels. A handful of attendees also described a change in the noise level before and after the pandemic.

### Complaints and responses

During consultation, the communities were consistently concerned about Airservices response times to complaints and inquiries. Attendees noted that lengthy response times created frustration and concern amongst the community, with one community member stating:

***“It takes weeks to receive a reply to a complaint. I can only assume that there are so many complaints or that ASA doesn't want to deal with them.”***

Attendees suggested implementing a code of conduct which committed Airservices to better response times. They also suggested implementing the standard NSW Government response approach to further reduce frustration from lengthy engagement periods (initial response in 24 hours, with a detailed response within two weeks).

### Flightpaths

Flightpaths were a key topic of discussion at community information sessions and webinars. Attendees suggested Airservices should consider flightpaths over water, bush and/or non-populated areas. Attendees also questioned the inconsistency and reasoning behind flightpath changes. During discussions, community members frequently had questions about the heights of aircraft.

## Management and structure of aviation industry

Many community members had questions around the governance and decision-making processes within Airservices as well as the structure of the aviation industry. Attendees were often confused about where Airservices fitted within the aviation industry and the scope of Airservices. Attendees often assumed light aircrafts, airports and CACGs were within the jurisdiction of Airservices.

A handful of community members were interested in the long-term plans for the aviation industry, such as airport masterplans and the impact of future technological developments. Community members also called for Commonwealth regulations on light aircraft.

Several community members had concerns that the CACGs did not represent the needs of the community. They stated the CACGs were biased, unbalanced and suggested Airservices, or the Department of Infrastructure take over administration of the CACGs.

## Other impacts

The community also raised other concerns including the impact of pollution and emissions on health and tank water. Attendees called for investigations into the long-term community impacts of the aviation industry and for mitigation measures to be implemented.

## Previous engagement sentiment

More than half the survey respondents and most webinar and in-person participants had unsatisfactory engagement experiences with Airservices in the past. Community members noted they had previous negative engagement experience with blown-out timeframes, misinformation, inconsistent information, or no engagement at all to changes to airspace or flightpaths.

Ultimately these experiences have created the perception for those community members that Airservices engagement efforts are deceptive, tick-a-box activities, leading to a loss of trust and social licence amongst the community. This perception has influenced some community members perception of the Standard with some community members describing it as a 'farce' and a 'wish list'.

## 5. Recommended changes to the Standard as a result of feedback from communities and stakeholders

The draft Community Engagement Standard received in excess of 800 specific comments. The feedback received and the recommended changes are listed below. Additional recommendations are in Section 6. Multiple comments were received so Aurecon has grouped similar comments together and where comments are identical or almost identical, they are listed once only. Multiple comments were received on the following topics:

- Accountability/governance of the Standard
- Best practice engagement
  - Acknowledging potential community impacts, in particular noise impacts
  - Better balance between communities and industry
  - Timing of engagement
- The language and other specific elements of the Standard
  - Changes to the engagement principles
  - Views on the Standard
- Transparent and meaningful engagement
  - Definition of stakeholders
  - Lack of trust in Airservices
  - Engagement methods

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
Accountability/governance/measurments	<p>The standards are clear however I am concerned that stakeholders who may have more influence may skew the results. Many aspects come down to finances and I worry that Airport owners and airlines may have a greater say in any changes than the local communities affected by the noise of aircraft.</p> <p>Feels as through profits are put before communities.</p> <p>ASA needs to stand up for the communities.</p> <p>In the ASA 21-22 Annual Report, jointly written by Chairman and CEO, said that “a key part of flightpath planning involves balancing needs of stakeholders. Airports, airlines, and communities.” If ASA reflects that, you’re halfway to solving issues.</p> <p>The weighting between community and industry should not be equal.</p> <p>Community weighting should be more than industry.</p>	In-person community information session	Yes	Update the Standard to demonstrate <b>communities and other stakeholders</b> have equal importance.
	<p>I noticed that accountability and meeting and complying with standards, actions and results is not included.</p> <p>How will 10 Engagement Principles be assessed? What are the KPIs?</p> <p>The Standard should use an Outcomes Hierarchy Framework.</p> <p>The standard must commit Airservices to genuine community engagement in its proposed new standard. It must commit itself to proper notification to impacted communities in the SAME WAY that all other agencies must properly notify impacted communities. Gone are the days when an advertisement in the Courier Mail is enough.</p>	Survey	Yes	Implement KPIs at each engagement step and share the results publicly. Develop accountability KPIs in consultation with communities and stakeholders – refer to page 42 for details.
	<p>Airservices is outsourcing public consultation of this very Standard to Aurecon. Is this indicative of intent to outsource project consultations going forward?</p> <p>If the Standard is to be applied, we seek assurances that Airservices will be appropriately resourced to meet industry demands and respond to consultation processes in a timely manner.</p> <p>An obvious omission in the Standard is a consultative framework from Airservices in relation to airport operator engagement to support the timely review and assessment of airport development proposals.</p>	Other	Yes	Airservices manages consultation inhouse and will also be supported by a select number of consultancies from the new Airservices Community Engagement Panel.
	<p>Concerned ASA will be “bogged down by engagement” and concerned that change will never be implemented due to lengthy engagement. Emphasises that engagement should be “fast and efficient”.</p>	In-person community information session	Yes	Undertake efficient engagement in the timeframes specified in the Standard.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	How do you make sure you gather all the feedback in detail in the report. All feedback is relevant.	Webinar	Yes	Review and consider all feedback. Share with communities and stakeholders where changes have been made as a result of the feedback and why (or why not).
	Having something measurable. We will respond within x time to your queries. And we will address your query. Not just tell us we're looking into it.	Webinar	Yes	Publicise the existing Airservices approach for managing enquiries through NCIS.
	It's a very important to measure how many people live under the flight path, how many flights, etc.	Webinar	Yes	Include this information in the engagement plans for Levels 1 and 2 proposed changes.
	An independent impact report should be undertaken to ensure the results are not biased and skewed (undertaken by federal government or an independent consultant). The post implementation review should be step 6. Air Services Australia have a demonstrated track record of ignoring community opinion. The Ten Engagement Principles will have no consequences unless they are objectively assessed by an outside body. The Ten Engagement Principles will have no consequences unless they are objectively assessed by an outside body. Felt the 5 steps were over the top.	Webinar	Yes	The post implementation review should be a step in its own right (step 6). It is recommended that Airservices consider independent review of operations as part of their post implementation review process.
	"The standard needs to be the standard". Emphasises that all players in the aviation industry must comply with the standard e.g. consultants, and airports.	In-person community information session	Yes	The Standard should be adopted by the entire aviation industry and used as a minimum engagement standard to ensure a consistent engagement approach. Additional local tailoring could be included if required.
	Operational changes (level 3) can't just be online- it needs to be in person as well, no matter the size of the impact. How can a desktop analysis without engagement be considered transparent, meaningful, inclusive, balanced and conscientious?	Webinar	No	Noted but we disagree. Engagement activities need to be proportional to the impacts. In-person engagement for Level 1 and 2 proposed changes only is appropriate.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	The final decision should be placed in the hands of the public.	Survey	No	Noted but we disagree. Public opinion is important and community feedback will always be considered. However, not everything is negotiable. Flightpaths are extremely complicated and technical and require subject matter expertise and knowledge of aviation safety.
Best Practice Engagement	Consulted stakeholders that are representative of the "wider community" ought to include local residents/rate payers associations and their regional peak body. Division/Ward Councillors for affected areas should also be engaged early.	Survey	Yes	Engaging with relevant local councillors, peak bodies and associations should be included in each engagement plan for Level 1 and 2 proposed changes.
	At what step is feedback from the community incorporated into the originally proposed design - is it after Step 3 - this is not clear?	Survey	Yes	Feedback should be considered at every step of Level 1 and 2 change proposals and reported back at key milestones via an Engagement Outcomes (What we heard) report. These reports outline the feedback received, what was changed as a result of the feedback and why (or why not).
	What is a stakeholder in this context? How do you define stakeholder? if stakeholders are aviation industry, where is the community? How is the scope of 'affected stakeholders' defined?	In-person community information session	Yes	For clarity, ongoing the term communities and stakeholders should be used instead of stakeholders.
	What is completely missing and needs to be articulated is how CE and the CES fits with other stakeholder engagement, management and involvement. I have noted at several CE forums that the Airservices rep has drawn boundaries around Airservices role and responsibilities (fair enough) but has not satisfied the community need for answers that can only be provided by other bodies.	Other	Yes	Representatives of other relevant organisations should be invited to engagement activities for Level 1 and 2 proposed changes.
	All communication especially in respect to flight path traffic should be uncomplicated and clear. Engagement should be accessible: presented in a simple format, using plain language and no jargon so people can understand proposed changes.	Survey	Yes	<i>Clear and concise</i> is one of the key engagement principles.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	<p>Your website is incredible hard to navigate (as a millennial let alone a boomer).</p> <p>Website is confusing.</p> <p>Website is impossible to follow.</p> <p>Feedback on website- too much information and not presented well, not easy to navigate, questions around whether information is accurate.</p> <p>Website should include a weather bureau type format + contacts + should be accessible.</p>	Email	Yes	The Airservices website should be updated to be more user-friendly.
	I think the requirements of engagement would be very different for general public, and industry, but there was no attempt to segment the survey responses by any of these criteria.	Survey	Yes	Industry feedback is listed separately in this Engagement Outcomes (What we heard) report.
	<p>I believe that the community meetings need to be held as close as possible to the proposed flight paths so that those communities who will be affected can attend easily.</p> <p>Face to face meetings should be held in central areas in the city/town.</p>	In-person community information session	Yes	Engagement activities should be held close to the airport as well as in the CBD or town, ensuring access for as many people as possible.
	Your previous question on how we prefer to be engaged seems to have few 'physical' options and mostly digital options.	Survey	Yes	A mixture of digital and in-person engagement methods should be used for Level 1 and 2 proposed changes.
	<p>We too share the view that engaging early is key to building trust and good faith. We do however have concerns with an approach that essentially forces industry to adopt an overarching standard that might not be fit for purpose and applies a one size fits all approach across Australia.</p> <p>The Standard's broad approach to categorising actions leaves its application subject to interpretation and confusion. What roles does Airservices own, what would it pay/resource for, what would it impose on others?</p> <p>We believe that any standard being considered by Airservices Australia must allow for local tailoring, and be recognised as a minimum standard, not as a ceiling.</p>	Other	Yes	The Standard should be adopted by the entire aviation industry and used as a minimum engagement standard to ensure a consistent engagement approach. Additional local tailoring could be included if required.
	Community will benefit more with individual engagement than ASA choosing a representative.	Email	Yes	Agreed. The Standard outlines the intention for broad engagement about flightpath and airspace changes.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	Letter drops to all affected members of community at a minimum should be required to at least give people a chance to be involved in meetings etc. Letter box drops are critical. The only way to tell all impacted people is via letter box drop.	In-person community information session	Yes	Include letter box drops in the engagement plans for Levels 1 and 2 proposed changes.
	How to contact them: E-mail for those who have it. Anyone registered as interested should be contacted by mail.	Webinar	Yes	Include email and mail in the engagement plans for Levels 1 and 2 proposed changes. Email will be via the registered database on Engage Airservices. Airservices is encouraged to promote this option in all communications.
	Ideal engagement is face-to-face and widely promoted through Facebook/social media, local newspapers (including Redland City News), newsletters, at libraries and at local events and partners (ie Bunnings, markets). No to newspapers. Doesn't work.	Webinar	Yes	Consider socials, local papers and newsletters, local events in the engagement plans for Levels 1 and 2 proposed changes.
	The Engagement Plan could be distributed to libraries and councils + on the ASA website.	Survey	Yes	Include distribution to libraries and councils in the engagement plans for Levels 1 and 2 proposed changes.
	Councillor and council newsletters.	In-person community information session	Yes	Engage with councils to use council and councillor newsletters in the engagement plans for Levels 1 and 2 proposed changes.
	Notice boards in communities and at retirement villages. Ensuring ASA is reaching elderly people and offline people. Contact disability support groups. I'd like to see more communication to the parents and to the schools.	Webinar	Yes	Where practical, include community noticeboards in the engagement plans for Levels 1 and 2 proposed changes.
	There should be a postal address for Airservices that is clearly advertised and available to residents. Phone: Airservices phone number should be included as point of contact for residents.	In-person community information session	Yes	The Airservices website should be updated to clearly list a postal address and a phone number.
	Share information via community organisations such as Lions, Probus and Rotary clubs, Sport Aircraft Association of Australia, Redlands 2030, Brisbane Residents United, SE Qld Community Alliance.	In-person community information session	Yes	Include sharing information via community organisations in the engagement plans for Levels 1 and 2 proposed changes.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	Post: pre-filled letter that residents can add to and sign to make it easy for them to submit their feedback.	In-person community information session	Yes	Include feedback forms/letters in the engagement plans for all proposed changes.
	Webinars are good. Webinars need to be action-based with outcomes and based on honesty with the community.	Webinar	Yes	Include webinars in the engagement plans for Levels 1 and 2 proposed changes.
	Knowing about it as early as possible. Direct info to CACG to disseminate quickly and give you detailed feedback.	Webinar	Yes	Advise and brief CACGs as early as possible as part of the engagement plans for Levels 1 and 2 proposed changes.
	Level 1: should be minimum of 12 weeks. Level 2: should be minimum of 6 weeks. Needed more notification on exactly when change would be implemented. General support for the process but some concern the engagement time (8-12 weeks) was too long and people would disengage.	In-person community information session	Yes	Amend the time period for engagement to: <ul style="list-style-type: none"> <li>- 12 weeks minimum for Level 1 (including four weeks advance notification)</li> <li>- 8 weeks minimum for Level 2 (including four weeks advance notification)</li> <li>- 4 weeks minimum for Level 3</li> </ul>
	Need to be clearer on overall timeline.	Webinar	Yes	Include an overall timeline outlining engagement activities and project milestones for the entire proposed change in each engagement plan.
	Recommends that a formal process for review and refinement of the Standard is included in the final proposal to provide a mechanism for continuous improvement. Also recommends that this formal process include engagement with industry stakeholders involved in community consultations.	Other	Yes	Continue to engage on and refine the Standard when engaging on more immediate airspace/flightpath changes, with a review in 18 months to ensure the Standard captures this additional feedback. Thereafter the Standard should be reviewed every two years.
	Engagement activities need to be advertised at least four weeks before they occur so they can be promoted in monthly meetings of various orgs, on noticeboards, Facebook etc. Having feedback and opportunity provide additional information is good. Having a second chance to provide feedback before it's finalised is good for our community groups.	Webinar	Yes	For Level 1 and 2 engagement, advertise engagement activities minimum four weeks' before they occur.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	Time period for consultation may depend on how many negotiables there are and how much impact a community can have on the outcome.	Webinar	Noted	Noted. We thank you for your feedback.
	A fundamental principle needs to be honesty.	Survey	Noted	Noted. This is captured in the Transparency principle.
	Delete Section 2.3. It is non-inclusive to single out one category of stakeholder on the basis of race and/or ethnicity. There are many thousands of small groups and communities in Australia of all backgrounds who must be treated equally.	Survey	Noted	Noted. It is important to recognise the Indigenous connection to the land, ocean and air. We also agree it is important to engage with all diverse communities (e.g. CALD, accessibility requirements etc). This is already included in the Standard and will be included in engagement plans for Level 1 and 2 proposed changes.
	Impacted communities should be engaged before implementation of a plan which significantly impacts day to day life and well-being. Currently the existing approach of implement and see what happens is not a fair approach.	Survey	Noted	The Standard will ensure any proposed changes will trigger engagement with impacted communities before the change is made.
	All flight path effected community areas must be consulted. People need to be notified directly, to obtain their comments and feedback, to any changes government or Airservices are proposing.	Survey	Noted	Airservices has produced the Standard to transparently outline to community how they will engage the community about flightpath and airspace changes.
	Community Engagement standards need to be considered in the local and situational context and not just as a procedural activity.	Survey	Noted	Noted and agreed. Thank you for your feedback.
	I feel it needs to be the community that is engaged.	Survey	Noted	Noted and agreed. The Standard outlines to communities and stakeholders how Airservices will engage them for the different proposed changes.
	I would have thought a stronger approach would have been to base the engagement methodology principles on the intent of the engagement, which is very well documented by the IAP2 scale of engagement.	Survey	Noted	The IAP2 Engagement Spectrum underpins the Airservices Community Engagement Standard.
	I got sent the email the day before for the community meeting. I RSVP'd for a webinar but didn't hear back.	Survey	Noted	Aurecon apologises for any confusion caused. Our standard process is to send the confirmation email a week before the session, and the login details the day before. We are reviewing our RSVP system to ensure it is easier to use.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	This Standard does not acknowledge the excellent work that local operators do to engage their communities and the unique relationship each airport has with its stakeholders and community. A national standard may fit Airservices but is unlikely to suit all Australian airports and their communities, who all have unique needs and attributes.	Other	Noted	The Standard has been shaped by recent Aircraft Noise Ombudsman (ANO) findings, learnings from Airservices Australia's engagement experience, feedback received from the communities and stakeholders, and an independent review to identify global best-practice standards for community engagement (including the good work done by the Australian aviation industry).  The Standard should be adopted by the entire aviation industry and used as a minimum engagement standard to ensure a consistent engagement approach. Additional local tailoring could be included if required.
	Supportive of the development of a methodology for Community Engagement for flight path and airspace change proposals and believes the approach Airservices are looking to adopt will generally deliver benefits for the wider community, as well as the industry stakeholders that Airservices supports.	Other	Noted	Noted. We thank you for your feedback.
	the IAP2 Standard upon which the Draft Standard is based on has been in existence since the late 1990s. It is of significant concern that Airservices leadership over many decades has failed to identify a need to adopt an internationally recognised consultation process prior to this time.	Email	Noted	The IAP2 Engagement Spectrum underpins the Airservices Community Engagement Standard.
	But as an industry stakeholder, if we are being imposed by ASA to do all this engagement, our flexibility will be gone.	Webinar	Noted	The Standard should be adopted by the entire aviation industry and used as a minimum engagement standard. Additional local tailoring could be included if required.
	The report was pleasantly BRIEF - one of my complaints to Airservices is that they endeavour to make things look impressive - whereas, if they just stuck to the basics, they would achieve much more.	Email	Noted	Noted. We thank you for your feedback.
	People are wary of SMS.	Webinar	Noted	Noted. We thank you for your feedback.
	Automated SMS to those in the radius of an aerodrome or flight path. If emergency services can do it for emergencies, then it can be done for this to get engagement.	Webinar	No	Noted however automated SMS is only permitted by emergency services.
	The standard does not indicate how the community can initiate engagement.	Email	No	Under the Standard, the change owner/operator ie Airservices or an airport will always initiate engagement on airspace and flightpath changes.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	The process for Level 3 proposals seem to be informing the community based on desktop analysis only even if alternatives exist - this isn't 'engagement' this is dictating.	Survey	No	Noted but we disagree. Inform is on the IAP2 spectrum and is considered a basic form of engagement.
	Billboards or OOH in shopping centres around impacted areas.	Webinar	No	Noted but we disagree. We do not find these to be effective for the money/time spent.
	Change.org – a lot of locals visit this site, voice have your say or webinar.	Webinar	No	Noted but we disagree. This platform is for community organisations and not Government agencies.
Language	<p>Whilst the standards/principles that support the changes and the categorisation of them into 3 levels have a good basis and are reasonable, I am concerned about not seeing anything that addresses noise pollution and the impact that this has on people. I am also concerned to see very little detail on the environmental impact.</p> <p>Can't find a place in the standard where noise complaints are reviewed.</p> <p>Main concern is that flight noise should be fairly and evenly distributed.</p> <p>Does Airservices acknowledge the mental health issues involved in the continuous assault of aircraft noise?</p> <p>Concerns about pollution/emissions and impact on tank water and health issues.</p> <p>There should be an acknowledgment of the impact of aircrafts on residences and businesses.</p> <p>Standard doesn't include impacts on the community.</p> <p>Need to be upfront about community impacts, numbers impacted and proposed mitigations.</p>	Survey	Yes	Potential community impacts of flightpath and airspace changes should be listed in each engagement plan for Level 1 and 2 proposed changes.
	1.12C --> need to add in "flightpath or airspace" not just flightpath.	In-person community information session	Yes	Update this section in the Standard.
	In the first section change the word 'may' to 'will'. The language has too many disclaimers and weasel words - be more definitive.	In-person community information session	Yes	Update this section in the Standard.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	First Nations: wonders if there is enough structure and content. We could look to add CALD, disabilities, others.	In-person community information session	Yes	Noted and agreed. Stakeholder segmentation should form part of the engagement plans for all proposed changes.
	Benefits of implementing community standard part, the wording is insulting. Rephrase it to "communities that aren't heard".	Webinar	Yes	Update this section in the Standard.
	Paragraph 8 of section 1.2 could be read to be contradictory. The paragraph states the Standard does not apply to temporary changes of less than 30 days duration, but then states that engagement would still be expected. Please explain.	Other	Yes	The Standard should be updated so that the engagement requirement is removed for temporary changes of less than 30 days. Instead, a notice should be placed on the Airservices website one week before the change is implemented.
	Requests that the description of "Level 3" changes be modified and clarified. The current description implies that minor changes, which are considered part of the normal operation of an airport, would require consultation. We consider this to be unnecessary and would create unrealistic expectations within the community where no real or potential benefit may even exist.	Other	Yes	The Standard should be updated so that the engagement requirement is removed for temporary changes of less than 30 days. Instead, a notice should be placed on the Airservices website one week before the change is implemented.
	One point - 'Clear and Concise' requires no jargon". I think to be clear and concise one MUST include jargon.	Survey	Noted	Noted. We thank you for your feedback.
	Definitions of your principles would be helpful (e.g. in practice, what do you mean by being conscientious? Or inclusive?). Without specific definitions, application of the Standard is ambiguous.	Survey	Noted	Definitions of the principles are included in the Standard.
	Engagement Standard seems fancy. But mean nothing. To make it real, let people know what is happening and why.	Webinar	Noted	Airservices has produced the Standard to transparently outline how they will engage communities and stakeholders about flightpath and airspace changes.
	Balanced- need to communicate and be transparent with stakeholders about what trade-offs have been made and the rationale behind this.	In-person community information session	Noted	Noted and agreed. We thank you for your feedback.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	<p>Happy with the distinction between the levels.</p> <p>Happy with the rounds of community engagement.</p> <p>I really like the look of the draft. I am hopeful that more community engagement and researching alternatives can improve our quality of life. I look forward to more community engagement.</p> <p>Wonderful document. Yet to be seen whether it will make a positive difference.</p> <p>I agree with the general principles outlined in the draft document.</p> <p>Welcomes national consistency replacing ad hoc site-specific community consultation, which provides greater transparency and certainty to the consultation process in relation to triaging change proposals into three levels.</p>	In-person community information session	Noted	Noted. We thank you for your feedback.
	The drivers reinforce community view that ASA is pandering to airline industry at the price of the community.	Webinar	Noted	Noted. We thank you for your feedback.
	Do not agree with a one-size-fits-all approach, that binds all parties to a singular process, as this may not take into account any unique or specific needs of either the engagement activity or the community itself.	Other	Noted	The Standard should be adopted by the entire aviation industry and used as a minimum engagement standard to ensure a consistent engagement approach. Additional local tailoring could be included if required.
	The description of "Level 3" further suggests that the introduction of new carriers or new aircraft types to existing flight paths requires consultation in accordance with the Standard. We do not support this suggestion and requests that it be removed from the table describing the various levels.	Other	Noted	<p>Noted but we disagree. The Standard should be adopted by the entire aviation industry and used as a minimum engagement standard. Additional local tailoring could be included if required.</p> <p>However, the Standard should be updated so that the engagement requirement is removed for temporary changes of less than 30 days. Instead, a notice should be placed on the Airservices website one week before the change is implemented.</p>
Transparency and	Airservices should run the CACGs then use them as a way to disseminate information and get community feedback.	Survey	Yes	Airservices should take on the co-ordination of the CACGs.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
meaningful engagement	<p>Believes there are too many principles in the draft Standard, and many are very obvious. There should be 4 or 5 maximum. Suggests transparency, options based, balanced, and considered (instead of conscientious). Does not understand what meaningful, scalable, outcomes based and conscientious means in this context.</p> <p>I would definitely want transparent and meaningful [as principles]. They have to listen to people who live over the flight paths.</p> <p>Meaningful and considered is important.</p>	In-person community information session	Yes	<p>Maintain key principles of transparent and meaningful and reduce the overall number of principles.</p> <p>Scalable is important to industry and also supports delivery of programs of different sizes to meet the specific needs of the change.</p> <p>Change 'inclusive' to 'inclusive, accessible and responsive'.</p> <p>Change 'conscientious' to 'considered'.</p>
	Engagement should be meaningful: what does the proposed change mean for residents? What are the implications? Context is important.	In-person community information session	Yes	Context should be included in the engagement plans for Levels 1 and 2 proposed changes.
	Engagement should be inclusive and allow everyone to participate and be involved, so that the loudest person in the room is not the only one who is heard.	In-person community information session	Yes	Inclusive engagement methods should be included in the engagement approach for Levels 1 and 2 proposed changes.

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	<p>Meaningful - To ensure the Standard is meaningful stakeholders should be informed when their feedback hasn't been accepted and informed 'why'.</p> <p>Wants to feel heard by Airservices and the aviation industry.</p> <p>Wants to see the outcome of feedback.</p> <p>Feedback should be acknowledged and accepted openly. Should not be just a facade of inclusion.</p> <p>Wants to see an 'interactive' or two-way consultation- not just an information campaign. The community should give feedback on concerns with responses from ASA with questions taken on notice.</p> <p>Transparency is key: information and decisions should be shared openly.</p> <p>Wants to see more transparency and inclusivity from Airservices.</p> <p>But has been greater transparency a – especially with community consultation – sometimes feels as though community feedback has been ignored.</p> <p>This Community Engagement Standard must provide opportunities for feedback/improvement regularly and treat residents fairly and sustainably into the future.</p>	<p>In-person community information session</p>	<p>Yes</p>	<p>Review and consider all feedback. They should also share with communities and stakeholders where changes have been made as a result of the feedback and why (or why not).</p>
	<p>What can you influence? It's not always clear.</p>	<p>Webinar</p>	<p>Yes</p>	<p>Negotiables and non-negotiables should be outlined in the engagement plans for Levels 1 and 2 proposed changes.</p>

Theme	Feedback	Source	Recommendation made as a result of the feedback Y or N	Recommendation to Airservices/Other response
	<p>The draft Community Engagement Standard (dCES) is a complete farce which shows the ASA is merely pretending to engage with the community.</p> <p>Complaint that the community engagements are tick box exercises. ASA is just going through the motions.</p> <p>This whole interaction feels like a PR exercise to say you are doing the right thing" by engaging with the community when in reality you are not.</p> <p>Feels as through the horse has bolted. Feels as though people who have already been impacted are not the right people to comment on the Standard as the changes have already been made.</p> <p>The draft Community Engagement Standard (dCES) is nothing more than the aviation industry's most ambitious wish list.</p> <p>Concerned that trialling a new and not active Community Engagement Standard will simply be a delaying tactic by ASA.</p> <p>the draft community engagement document is overly long-winded, and ultimately offers very few positives or a direction forward.</p> <p>Engagement is meaningless without change based on feedback. A complaint to Airservices about changes to flightpaths and noise levels results in zero change - so improving engagement is pointless. Airservices collects data but is powerless and so are residents affected by flightpath changes and noise. If our feedback does have the power to make change, please explain how as we've never seen it.</p> <p>This Standard mentions Trust from the community. I would like to suggest that there is a bit more effort in the future into reading individual concerns and addressing them thoughtfully rather than using a generic approach.</p> <p>There is a loss of trust in ASA as timeframes and promises and have not been met.</p> <p>Engagement standard looks good on paper. But we got hurt in the past.</p> <p>Principles seem fine but coming a bit late.</p> <p>There is a loss of trust in ASA as timeframes and promises and have not been met.</p>	All channels	Noted	Airservices has produced and engaged on the Standard to transparently outline to communities and stakeholders how they will engage on future flightpath and airspace changes.
	<p>Principles resonate and is aligned with the feedback received from community. The previous engagement feels like a tick-a-box engagement. Often felt like they were spoken to and didn't get feedback on actions spoken about. Thinks principles are exactly what we need now. Looks like feedback community has sent through has been heard by ASA. Wants to see it implemented before it's too late.</p>	Webinar	Noted	Noted. We thank you for your feedback.

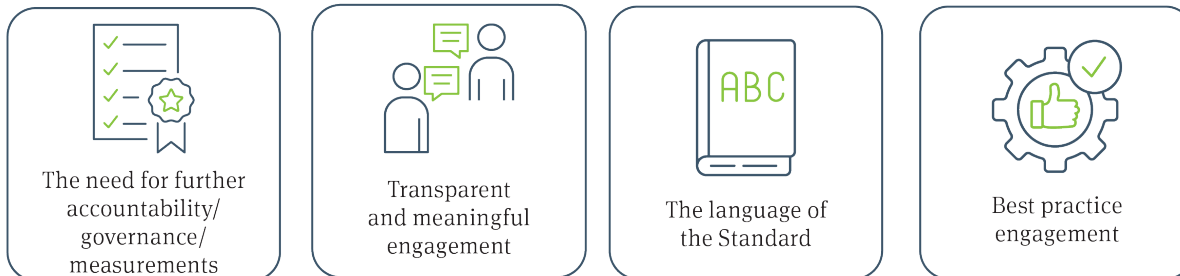
## 6. Conclusion, recommendations and next steps

During the engagement on the Standard, approximately 4.6 million people were potentially reached through newspaper advertising readership, electronic direct mail (eDMs), and the Airservices Australia website. Of these, 562 people were directly engaged via in-person community information sessions, virtual community information sessions, emails, and/ or the swipEngage survey.

Although the attendance at in-person community information sessions was lower than the RSVP numbers, we had robust discussions with those who came. When we followed up with people who RSVP'd and didn't attend, we were told that lack of trust in Airservices stopped them from attending.

We also acknowledge it is harder to get feedback from communities and stakeholders on policies, plans and/or frameworks than it is on more immediate infrastructure projects. By way of comparison, the Airservices [Flight Path Design Principles \(airservicesaustralia.com\)](https://airservicesaustralia.com) received 150 submissions, Transport for NSW received 502 submissions for Future Transport 2056 and the WA State Infrastructure Strategy received 143 submissions.

Overall feedback during consultation on the Standard was significant in comparison with 450+ submissions (written feedback) and 800+ comments. Communities and stakeholders shared feedback and suggestions about a number of potential changes and improvements to the Standard. Across all feedback the four common themes were:



### 6.1 Additional recommendations

Aurecon proposes that Airservices accepts the majority (more than 90%) of the changes and suggestions from communities and stakeholders (refer to Section 5).

Aurecon also recommends that Airservices continues to engage on and refine the Standard when engaging on more immediate airspace/flightpath changes, with a review in 18 months to ensure the Standard captures this additional feedback. Thereafter we agree with the feedback that the Standard should be reviewed every two years.

Additional recommendations from Aurecon are:

1. Present to each CACG an update on the engagement process, the feedback received, and the changes made as a result of the feedback.
2. Develop accountability KPIs in consultation with communities and stakeholders. We recommend that Airservices draft several KPIs around timeliness, inclusiveness and the principles, and then engage on these as part of reporting back to communities and stakeholders on the final Standard.
3. Draft an engagement code of conduct with a focus on transparency, information, responsiveness. Link to the engagement principles.
4. Outline minimum requirements for engagement methods (letterbox drop, newspapers etc.) to be used specifically for each change Level (Level 1, 2, 3).
5. Incorporate a visual timeline in the engagement plans for Levels 1 and 2 to illustrate the engagement process, activities and duration.
6. Consider including a glossary to the Standard.
7. Reference and include links to relevant documents including, Airservices' [Our Commitment to Aircraft Noise Management](#).
8. Present the final Standard to interested community groups, councils and MPs and industry stakeholders.

## 6.2 Next steps

Feedback from communities and stakeholders has helped to inform this Engagement Outcomes (What We Heard) Report and shaped the final Community Engagement Standard.

Additional feedback received on aviation issues outside the Standard has been shared with Airservices, and where requested will be forwarded to Minister Catherine King.

Aurecon sincerely thank the communities and stakeholders who contributed feedback on the Community Engagement Standard.

Ultimately, the feedback to date (and future feedback on the Standard) results in a best-practice engagement approach for both Airservices and for Australian communities and stakeholders impacted by changes to airspace or flightpaths.

# Appendices



# Appendices

## Appendix 1 – Detailed stakeholder list

### Australia-wide stakeholders

#### Federal Government Officials

1. Catherine King Minister for Infrastructure, Transport, Regional
2. Carol Brown Assistant Minister for Infrastructure and Transport, Senator for Tasmania
3. Chris Bowen Minister for Climate Change and Energy
4. Bridget McKenzie Shadow Minister for Infrastructure, Transport and Regional Development; Leader of the Nationals in the Senate
5. Don Farrell Minister for Trade and Tourism, Special Minister of State; Deputy Leader of the Government in the Senate
6. Jim Betts Secretary, Department of Infrastructure, Transport, Regional Development, Communication and the Arts
7. Jenny McAllister Assistant Minister for Climate Change and Energy Senator for New South Wales
8. David Fredericks Secretary, Department of Climate Change, Energy, the Environment and Water
9. Larissa Waters Senator for Queensland
10. Tanya Plibersek Minister for the Environment and Water

#### Federal Government Agencies

11. Department of Climate Change, Energy, the Environment and Water
12. Department of Infrastructure, Transport, Regional Development, Communication and the Arts
13. Department of Tourism, Innovation and Sport

#### Community Aviation

##### Consultative Groups (CACGs)

14. Adelaide Airport Consultative Committee
15. Alice Springs Airport Community Aviation Consultation Group
16. Archerfield Airport Community Aviation Consultation Group
17. Bankstown Airport Community Aviation Consultation Group
18. Brisbane Airport Community Aviation Consultation Group
19. Cairns Airport Environmental Consultative Committee
20. Camden Airport Community Aviation Consultation Group
21. Canberra Airport Community Aviation Consultation Group
22. Darwin Airport Community Aviation Consultation Group
23. Essendon Airport Community Aviation Consultation Group
24. Gold Coast Airport Community
25. Hobart Airport Community Aviation Consultation Group
26. Jandakot Community Aviation Consultation Group
27. Launceston Airport Community Aviation Consultation Group

28. Melbourne Airport Community Aviation Consultation Group
29. Moorabbin Airport Community Aviation Consultation Group
30. Parafield Airport Consultative Committee
31. Perth Airport Community Forum (PACF)
32. Sunshine Coast Airport Community and Aviation Forum
33. Sydney Airport Community Forum
34. Townsville Airport Community Aviation Consultation Group

#### Peak National Bodies

35. National Indigenous Australian Agency
36. Tourism Australia
37. Tourism & Transport Forum Australia
38. Plane Spotting and Aviation Enthusiasts

#### Airservices Industry Stakeholders

39. Airlines including domestic, freight, international and regional
40. Aircraft Noise Ombudsman (ANO)
41. Australian Airports Association (AAA)
42. Civil Aviation Safety Authority
43. Department of Defence
44. Engage and NCIS databases

#### Airport-specific stakeholders:

##### Adelaide stakeholders

###### Federal Government

45. Amanda Rishworth Member for Kingston
46. James Stevens Member for Sturt
47. Louise Miller-Frost Member for Boothby,
48. Mark Butler Member for Hindmarsh Minister for Health and Aged Care, Deputy Leader of the House
49. Matt Burnell Member for Spence
50. Steve Georganas Member for Adelaide
51. Tony Zappia Member for Makin

##### State Government

52. Anastasios (Tom) Koutsantonis Member for West Torrens Minister for Infrastructure and Transport Minister for Energy and Mining Leader of Government Business in the House of Assembly
53. Andrea Michaels Member for Enfield
54. Blair Boyer Member for Wright
55. Catherine Hutchesson Member for Waite
56. Christopher Picton Member for Kaurna
57. Dana Wortley Member for Torrens
58. David Pisoni Member for Unley

59. David Spears Member for Black
60. Erin Thompson Member for Davenport
61. Jack Batty Member for Bragg Shadow Assistant Minister for Environment and Heritage
62. Jayne Stinson Member for Badcoe
63. Joe Szakacs Member for Cheltenham
64. John Fullbrook Member for Playford
65. John Gardener Member for Morialta
66. Joshua Teague Member for Heysen
67. Katrine Hildyard Member for Reynell
68. Lucy Hood Member for Adelaide
69. Matt Cowdrey Member for Colton
70. Michael Brown Member for Florey
71. Nadia Clancy Member for Elder
72. Nat Cook Member for Hurtle Vale
73. Nicholas Champion Member for Taylor
74. Olivia Savvas Member for Newland
75. Peter Malinauskas Member for Croydon Premier of South Australia
76. Sarah Andrews Member for Gibson
77. Stephen Mullighan Member for Lee Treasurer
78. Stephen Patterson Member for Morphett
79. Steven Marshall Member for Dunstan
80. Susan Close Member for Port Adelaide
81. Vincent Tarzia Member for Hartley
82. Zoe Bettison Member for Ramsay

##### Local Government

83. Amanda Wilson Mayor, City of Holdfast Bay
84. Angela Evans Mayor, City of Charles Sturt
85. Claire Boan Mayor, City of Port Adelaide Enfield
86. David O'Loughlin Mayor, City of Prospect
87. Gillian Aldridge Mayor, City of Salisbury
88. Heather Holmes-Ross Mayor, City of Mitcham
89. Jan-Claire Wisdom Mayor, Adelaide Hills Council
90. Jane Lomax-Smith Lord Mayor, City of Adelaide
91. Jill Whittaker Mayor, City of Campbelltown
92. Kris Hanna Mayor, City of Marion
93. Marijka Ryan Mayor, City of Tea Tree Gully
94. Michael Coxon Mayor, City of West Torrens
95. Michael Hewitson Mayor, City of Unley
96. Moira Were Mayor, City of Onkaparinga

97. Phillip Martin Councillor, Adelaide City Council
98. Robert Bria Mayor, City of Norwood Payneham and St Peters

#### Community Groups

99. 5049 Coastal Community
100. Adelaide Hills Climate Action Group (AHCAG)
101. Adelaide Plane Spotters
102. Community Alliance SA
103. Holdfast Bay Residents Alliance
104. Netley Residents Association Inc
105. Prospect Residents Association Inc
106. Save our Adelaide Suburbs Inc
107. South East City Residents Association (SECRA)
108. The North Adelaide Society Inc
109. Premier Adelaide Aviation
110. Sport Aircraft Club of SA Inc (SAC)
111. Western Adelaide Coastal Residents Association (WACRA)

#### Business Groups

112. Committee for Adelaide
113. Royal Flying Doctor Service (RFDS)
114. Business SA Chambers of Commerce and Industry South Australia
115. Blackwood Business Network (BBN)
116. GHM Greater Bay Area Chamber of Commerce

#### First Nations Groups

117. South Australian Aboriginal Lands Trust
118. Council of Aboriginal Elders of SA Inc
119. South Australian Native Title Services

#### Adelaide local residents

#### Ballina stakeholders

##### Federal Government

120. Justine Elliot Member for Richmond
121. Kevin Hogan Member for Page

##### State Government

122. Janelle Saffin Member for Lismore Member of the Legislative Assembly
123. Richie Williamson Member for Clarence
124. Tamara Smith Member for Ballina

##### Local Government

125. Michael Lyon Mayor for Byron Shire Council
126. Sharon Cadwallader Mayor for Ballina Shire Council
127. Paul Hickey General Manager for Ballina Shire Council
128. Steve Krieg Mayor for Lismore City Council

#### Community Groups

129. Ballina Shire's Community Action Network (CAN)

130. Your Say Lismore

#### Business Groups

131. Ballina Chamber of Commerce  
 132. Business Lennox Head  
 133. Byron Bay Chamber of Commerce (BBCC)  
 134. Business Lismore  
 135. Destination North Coast NSW  
 136. Northern Rivers NSW  
 137. Southern Cross University Enterprise Lab

#### First Nations Groups

138. Bogal LALC  
 139. Jali Local Aboriginal Land Council  
 140. Ngulingah Aboriginal Land Council  
 141. Tweed Byron Local Aboriginal Land Council

#### Ballina local residents

#### Brisbane stakeholders

#### Federal Government

142. Anika Wells Member for Lilley  
 143. Elizabeth Watson-Brown Member for Ryan  
 144. Graham Perrett Member for Moreton  
 145. Henry Pike Member for Bowman  
 146. Jim Chalmers Member for Rankin  
 147. Luke Howarth Member for Petrie  
 148. Max Chandler-Mather Member for Griffith  
 149. Milton Dick Member for Oxley  
 150. Peter Dutton Member for Dickson  
 151. Ross Vasta Member for Bonner  
 152. Shayne Neumann Member for Blair  
 153. Stephen Bates Member for Brisbane  
 154. Terry Young Member for Longman

#### State Government

155. Amy MacMahon Member for South Brisbane  
 156. Anastacia Palaszczuk Member for Inala  
 157. Bart Mellish Member for Aspley  
 158. Cameron Dick Member for Woodridge  
 159. Christian Rowan Member for Moggill  
 160. Christopher Whiting Member for Bancroft  
 161. Corrine McMillan Member for Mansfield  
 162. Dianne (Di) Farmer Member for Bulimba  
 163. Donald Brown Member for Capalaba  
 164. Grace Member for McConnel  
 165. James Martin Member for Stretton  
 166. James Sullivan Member for Stafford  
 167. Jessica Pugh Member for Mount Ommaney  
 168. Joan Pease Member for Lytton  
 169. Jonty Bush Member for Cooper  
 170. Joseph Kelly Member for Greenslopes  
 171. Kim Richards Member for Redlands  
 172. Leanne Linard Member for Nudgee

173. Leeanne Enoch Member for Algeester  
 174. Mark Bailey Member for Miller  
 175. Mark Berkman Member for Maiwar  
 176. Mark Furner Member for Ferny Grove  
 177. Mark Robinson Member for Oodgeroo  
 178. Michael De Brenni Member for Springwood  
 179. Nikki Boyd Member for Pine Rivers  
 180. Peter Russo Member for Toohey  
 181. Shane King Member for Kurwongbah  
 182. Shannon Fentiman Member for Waterford  
 183. Steven Miles Member for Murrumba  
 184. Steven Minnikin Member for Chatswood  
 185. Stirling Hinchliffe Member for Sandgate  
 186. Timothy Mander Member for Everton  
 187. Timothy Nicholls Member for Clayfield  
 188. Yvette D'Ath Member for Redcliffe

#### Local Government

189. Adrian Schinner Lord Mayor and City Treasurer of Brisbane City Council

#### Community Groups

190. Brisbane Flight Path Community Alliance (BFPCA)  
 191. Community  
 192. Flight Path Forum (FPF) Sunshine Coast  
 193. Healthy Land and Water  
 194. Nundah District Development Association Inc  
 195. Samford and Districts Progress and Protection Association (SDPPA)

#### Business Groups

196. Brisbane Inner West Chamber of Commerce  
 197. Brisbane North Chambers of Commerce  
 198. Brisbane Southside Chamber of Commerce Inc  
 199. Manly Harbour Village Chamber of Commerce Inc  
 200. Redlands Coast Chamber of Commerce  
 201. South East Brisbane Chamber of Commerce (SEBCC) Valley Chamber of Commerce  
 202. RACQ LifeFlight Rescue  
 203. Royal Flying Doctor Service  
 204. The Committee for Brisbane

#### Brisbane local residents

#### Canberra stakeholders

#### Federal Government

205. Alicia Payne Member for Canberra  
 206. Andrew Leigh Member for Fenner  
 207. David Smith Member for Bean  
 208. Kristy McBain Member for Eden-Monaro

#### State Government

209. Chris Steel Member for Murrumbidgee  
 210. Joy Burch Member for Brindabella  
 211. Rachel Stephen-Smith Member for Kurrajong  
 212. Suzanne Orr Member for Yerrabi

213. Tara Cheyne Member for Ginninderra  
 214. Wendy Tuckerman Member for Goulburn  
 215. Steve Whan Member for Monaro

#### Local Government

216. Allan McGrath Mayor for Yass Valley Council  
 217. Kenrick Winchester Mayor for Queanbeyan-Palerang Regional Council  
 218. Pam Kensit Mayor for Upper Lachlan Shire Council

#### Community Groups

219. The Gungahlin Community Council (GCC)  
 220. Canberra alliance for participatory democracy  
 221. Belconnen Community Council  
 222. Community Aviation Consultation Group  
 223. The Old Narrabundah Community Council  
 224. The Griffith/Narrabundah Community Association  
 225. Deakin Residents' Association Inc  
 226. Inner South Canberra Community Council (ISCCC)  
 227. Your Voice QPRC

#### Business Groups

228. Canberra Innovation Network  
 229. Canberra Business Chamber  
 230. Bungendore Chamber of Commerce & Industry Inc  
 231. Yass Valley Business Chamber

#### First Nations Groups

232. Buru Ngunnawal Aboriginal Corporation

#### Canberra local residents

#### Gold Coast stakeholders

#### Federal Government

233. Angie Bell Member for Moncrieff  
 234. Karen Andrews Member for McPherson  
 235. Scott Buchholz Member for Wright  
 236. Stuart Robert Member for Fadden  
 237. Justine Elliot Member for Richmond

#### State Government

238. Geoff Provest Member for Tweed  
 239. Janelle Saffin Member for Lismore  
 240. Laura Gerber Member for Currumbin  
 241. Michael Hart Member for Burleigh State Development and Regional Industries Committee  
 242. Rosslyn Bates Member for Mudgeeraba  
 243. Raymond Stevens Member for Mermaid Beach

#### Local Government

244. Chris Cherry Mayor of Tweed Shire Council  
 245. Tom Tate Mayor of Gold Coast City

#### Community Groups

246. Airport Noise Abatement Consultative Committee (ANACC)  
 247. Fingal Head Community Association (FHCA)

248. Flight Path GC (formerly known as Stop Flight Path Impacts)  
 249. Friends of Currumbin  
 250. Gold Coast Community  
 251. Gold Coast Community Lifestyles Association Inc  
 252. Gold Coast Plane Spotters  
 253. Kingscliff Ratepayers and Progress Association Inc (KRPA)  
 254. Tugun Neighbourhood Watch  
 255. Tugun Progress Association (TPA)

#### Business Groups

256. Destination Gold Coast  
 257. Destination North Coast NSW  
 258. Northern Rivers NSW  
 259. Southern Gold Coast Chambers of Commerce  
 260. Tweed Chamber of Commerce

#### First Nations Groups

261. Ngulingah Aboriginal Land Council  
 262. NSW Aboriginal Land Council  
 263. Queensland First Nations Tourism Council (QFNTC)  
 264. Tweed Byron Local Aboriginal Land Council

#### Gold Coast local residents

#### Hobart stakeholders

#### Federal Government

265. Andrew Wilkie Federal Member for Clark  
 266. Brian Mitchell Member for Lyons  
 267. Julie Collins Federal Member for Franklin Minister for Housing Minister for Homelessness Minister for Small Business

#### State Government

268. Craig Farrell State Member for Derwent  
 269. Jane Howlett State Member for Prosser  
 270. Josh Willie State Member for Elwick  
 271. Luke Edmunds State Member for Pembroke  
 272. Meg Webb State Member for Nelson  
 273. Rob Valentine State Member for Hobart  
 274. Sarah Lovell State Member for Rumney

#### Local Government

275. Edwin Batt Mayor, Southern Midlands  
 276. Brendan Blomeley Mayor, Clarence  
 277. Leigh Gray Mayor, Brighton  
 278. Anna Reynold Mayor, Hobart  
 279. Bec Thomas Mayor, Glenrochy  
 280. Kerry Vincent Mayor, Sorell  
 281. Paula Wried Mayor, Kingborough

#### Community Groups

282. South East Coast Lifestyle Association (SECLA) Hobart  
 283. Clarence Action Network  
 284. Clarence Climate Action  
 285. Seniors Advisory Group  
 286. South Hobart Progress Association Incorporated

#### Business Groups

287. Hobart Chamber of Commerce  
 288. Australia's Antarctic Aviation Programme

289. Discover Tasmania  
290. Greater Hobart Committee  
291. Tasmanian Chamber of Commerce and Industry
- First Nations Groups**
292. Aboriginal Land Council of Tasmania  
293. South East Tasmanian Aboriginal Corporation  
294. Tasmanian Aboriginal Centre
- Hobart local residents**
- Launceston stakeholders**
- Federal Government**
295. Brian Mitchell Member for Lyons Chair of Standing Committee on Communications and the Arts  
296. Bridget Archer Member for Bass Deputy Chair of Standing Committee on Communications and the Arts  
297. Gavin Pearce Member for Braddon Deputy Chair of Parliamentary Joint Committee on the Australian Commission for Law Enforcement Integrity
- State Government**
298. Jo Palmer Member for Rosevears Minister for Primary Industries and Water Minister for Disability Services Minister for Women Minister for Prevention of Family Violence  
299. Nick Duigan Member for Windmere  
300. Rosemary Armitage Member for Launceston Third Deputy Chair of Committees  
301. Tania Rattray Member for McIntyre Deputy Chair of Committees
- Local Government**
302. Danny Gibson Mayor, City of Launceston  
303. Christina Holmdahl Mayor, West Tamar  
304. Wayne Johnston Mayor, Meander Valley  
305. Mary Knowles Mayor, Northern Midlands
- Community Groups**
306. Meander Valley Council Youth Liaison Group  
307. Natural Resource Management North Northern Tasmania Development Corporation  
308. Perth Local District Committee  
309. Planning Matters Alliance Tasmania
- Business Groups**
310. Launceston Chamber of Commerce  
311. Museum of Old and New Art (MONA)  
312. Tristar Aviation  
313. Virgin Australia Cargo
- First Nations Groups**
314. Aboriginal Land Council of Tasmania  
315. Tasmanian Aboriginal Centre
- Launceston local residents**
- Melbourne stakeholders**
- Federal Government**
316. Adam Bandt Member for Melbourne  
317. Alan Tudge Member for Aston  
318. Andrew Giles Member for Scullin
319. Bill Shorten Member for Maribyrnong  
320. Brendan O'Connor Member for Gorton  
321. Carina Garland Member for Chisholm  
322. Cassandra Fernando Member for Holt  
323. Clare O'Neil Member for Hotham  
324. Daniel Mulino Member for Fraser  
325. Ged Kearney Member for Cooper  
326. Joanne Ryan Member for Lalor  
327. Josh Burns Member for Macnamara  
328. Julian Hill Member for Bruce  
329. Kate Thwaites Member for Jagajaga  
330. Keith Wolahan Member for Menzies  
331. Maria Vamvakinou Member for Calwell  
332. Mark Dreyfus Member for Isaacs  
333. Michael Sukkar Member for Deakin  
334. Michelle Ananda-Rajah Member for Higgins  
335. Monique Ryan Member for Kooyong  
336. Peta Murphy Member for Dunkley  
337. Peter Khalil Member for Wills  
338. Rob Mitchell Member for McEwen  
339. Sam Rae Member for Hawke  
340. Tim Watts Member for Gellibrand  
341. Zoe Daniel Member for Goldstein
- State Government**
342. Anthony Carbines Member for Ivanhoe  
343. Anthony Cianflone Member for Pascoe Vale  
344. Ben Carroll Member for Niddrie  
345. Bronwyn Halfpenny Member for Thomastown  
346. Colin Brooks Member for Bundoora  
347. Danny Pearson Member for Essendon  
348. Dylan Wight Member for Tarneit  
349. Ellen Sandell Member for Melbourne  
350. Gabrielle de Vietri Member for Richmond  
351. Iwan Walters Member for Greenvale  
352. Jess Wilson Member for Kew  
353. John Pesutto Member for Hawthorn  
354. Josh Bull Member for Sunbury  
355. Kat Theophanous Member for Northcote  
356. Kathleen Matthews-Ward Member for Broadmeadows  
357. Katie Hall Member for Footscray  
358. Lauren Kathage Member for Yan Yean  
359. Luba Grigorovitch Member for Kororoit  
360. Lily D'Ambrosio Member for Mill Park  
361. Mary-Anne Thomas Member for Macedon  
362. Matthew Guy Member for Bulleen  
363. Mathew Hilakari Member for Point Cook
364. Melissa Horne Member for Williamstown  
365. Michael O'Brien Member for Malvern  
366. Natalie Hutchins Member for Sydenham  
367. Natalie Suleyman Member for St Albans  
368. Nathan Lambert Member for Preston  
369. Nina Taylor Member for Albert Park  
370. Ros Spence Member for Kalkallo  
371. Sam Hibbins Member for Prahran  
372. Sarah Connolly Member for Laverton  
373. Steve McGhie Member for Melton  
374. Tim Read Member for Brunswick  
375. Vicki Ward Member for Eltham
- Local Government**
376. Antoninette (Tony) Briffa Mayor, Hobsons Bay City Council  
377. Sally Capp Mayor, City of Melbourne  
378. Sarah Carter Mayor, Maribyrnong City Council  
379. Joseph Haweil Mayor, Hume City Council  
380. Bruce Lancashire Mayor, Brimbank City Council  
381. Susan McIntyre Mayor, Wyndham City Council  
382. Angelica Panopoulos Mayor, Merri-bek Council  
383. Pierce Tyson Mayor, Moonee Valley City Council  
384. Lydia Wilson Chair Administrator, Whittlesea City Council
- Community Groups**
385. Bulla Community and Action Group  
386. Climate Action Merri-bek  
387. Hobsons Bay Friends Groups  
388. Hume Residents Airport Action Group  
389. Impact Brimbank  
390. Jacksons Creek EcoNetwork  
391. Maribyrnong Residents Action Group  
392. Melbourne Airport Community Action Group  
393. Noise Abatement Committee (NAC)  
394. Participate Hobsons Bay  
395. Sunbury Residents Association Inc  
396. The Loop  
397. Plane Spotting and Aviation Enthusiasts
- Business Groups**
398. Committee for Melbourne  
399. North & West Melbourne Precinct Association (NWMPA)
- First Nations Groups**
400. Bunurong Land Council Aboriginal Corporation  
401. Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
- Local residents**
- Perth stakeholders**
- Federal Government**
402. Anne Aly Member for Cowan  
403. Ian Goodenough Member for Moore  
404. Josh Wilson Member for Fremantle, Chair of Joint Standing Committee on Treaties
405. Kate Chaney Member for Curtin  
406. Madeleine King Member for Brand  
407. Matt Keogh Member for Burt  
408. Patrick Gorman Member for Perth, Assistant Minister to the Prime Minister  
409. Sam Lim Member for Tangney  
410. Tania Lawrence Member for Hasluck  
411. Tracey Roberts Member for Pearce  
412. Zaneta Mascarenhas Member for Swan
- State Government**
413. Stuart Neil Aubrey Member for Scarborough  
414. Lisa Loraine Baker Member for Maylands  
415. Geoffrey Baker Member for South Perth  
416. Hannah Mary Beazley Member for Victoria Park  
417. John Carey Member for Perth, Minister for Housing; Lands; Homelessness; Local Government  
418. Antonio De Paulo Member for Armadale  
419. Kim Elizabeth Giddens Member for Bateman  
420. Terence James Healy Member for Southern River Parliamentary Secretary to the Minister for Police; Road Safety; Defence Industry; Veterans Issues  
421. David John Honey Member for Cottesloe  
422. Michelle Hopkins Roberts Member for Midland  
423. Matthew Hughes Member for Kalamunda  
424. Christopher John Tallentire Member for Thornlie  
425. William Joseph Johnston Member for Cannington  
426. Hugh Trevor Jones Member for Darling Range  
427. David Joseph Kelly Member for Bassendean  
428. Jagadish Krishnan Member for Riverton, Parliamentary Secretary to the Minister for Finance; Commerce; Women's Interests  
429. Paul Robert Liburne Member for Carine  
430. Simone Frances McGurk Member for Freemantle  
431. David Robert Michael Member for Balcatta  
432. Simon Alexander Millman Member for Mount Lawley Parliamentary Secretary to the Minister for Health; Mental Health  
433. Yaz Mubarak Member for Jandakot  
434. Lisa Margaret O'Malley Member for Bicton  
435. Stephen James Price Member for Forrestfield  
436. Margaret Mary Quirk Member for Landsdale  
437. Meredith Hopkins Roberts Member for Mirrabooka  
438. Cassandra Michelle Rowe Member for Belmont  
439. Rita Saffioti Member for West Swan Minister for Transport; Planning; Ports  
440. Amber-Jade Sanderson Member for Morley

441. Jessica Jane Shaw Member for Swan Hills  
 442. Jessica Mary Stojkovski Member for Kingsley  
 443. Katrina Stratton Member for Nedlands  
 444. Peter Charles Tinley Member for Willagee  
 445. Christine Maelisa Tonkin Member for Churchlands  
 446. Sabine Elisabeth Winton Member for Wanneroo

**Local Government**

447. Fiona Argyle, Mayor, Nedlands  
 448. Emma Cole, Mayor, Vincent  
 449. Hannah Mary Fitzhardinge, Mayor, Fremantle  
 450. George Gear, Mayor, Melville  
 451. Patrick Hall, Mayor Canning  
 452. Kathryn Hamilton, Mayor, Bassendean  
 453. Mark Irwin, Mayor, Stirling  
 454. David Lucas, Mayor, Swan  
 455. Terresa Lynes, Mayor, Gosnells  
 456. Philp Marks, Mayor, Belmont  
 457. James Martin, Mayor, Mundaring  
 458. David McMullen, Mayor, Subiaco  
 459. Greg Milner, Mayor, Perth  
 460. Jim O'Neill, Mayor, Fremantle  
 461. Filomena Piffaretti, Mayor, Bayswater  
 462. Keri Shannon, Mayor, Cambridge  
 463. Margaret Mary  
 464. Thomas, Mayor, Kalamunda  
 465. Karen Vernon, Mayor, Park  
 466. Basil Zempilas, Mayor, Perth

**Community Groups**

467. East Perth Community Group Inc  
 448. Baigup Wetland Interest Group  
 449. Belmont Resident and Ratepayer Action Group  
 450. Caversham Residents & Ratepayers Group  
 451. Perth Airports Municipalities Group Inc  
 452. Northbridge Common  
 453. West Perth Local  
 454. Aviation Association of Western Australia (AAWA)

**Business Groups**

455. City of Perth Committee

**First Nations Groups**

456. Aboriginal Advisory Council of Western Australia  
 457. South West Aboriginal Land and Sea Council

**Local residents****Sydney stakeholders****Federal Government**

458. Anthony Albanese MP Prime Minister of Australia  
 459. Chris Bowen Member for McMahon  
 460. Tony Burke Member for Watson  
 461. Linda Burney Member for Barton  
 462. Andrew Charlton Member for Parramatta  
 463. Jason Clare Member for Blaxland  
 464. David Coleman Member for Banks  
 465. Paul Fletcher Member for Bradfield  
 466. Mike Freeland Member for Macarthur  
 467. Alex Hawke Member for Mitchell  
 468. Edwin Husic Member for Chifley  
 469. Jerome Laxale Member for Bennelong

470. Dai Le Member for Fowler  
 471. Melissa McIntosh Member for Lindsay  
 472. Scott Morrison Member for Cook  
 473. Tanya Plibersek Member for Sydney  
 474. Michelle Rowland Member for Greenway  
 475. Sophie Scamps Member for Mackellar  
 476. Sally Sitou Member for Reid  
 477. Allegra Spender  
 478. Anne Stanley Member for Werriwa  
 479. Zali Steggall Member for Warringah  
 480. Matt Thistlewaite Member for Kingsford Smith  
 481. Kylea Tink Member for North Sydney  
 482. Jenny Ware Member for Hughes

**State Government**

483. Tina Ayyad Member for Holsworthy  
 484. Sophie Cotsis Member for Canterbury  
 485. Mark Coure Member for Oatley  
 486. Matt Cross Member for Davidson  
 487. Michael Daley Member for Maroubra  
 488. Donna Davis Member for Parramatta  
 489. Stephanie Di Pasqua Member for Drummoyne  
 490. Jihad Dib Member for Bankstown  
 491. Alex Greenwich Member for Sydney  
 492. James Griffin Member for Manly  
 493. Jo Haylen Member for Summer Hill  
 494. Ron Hoenig Member for Heffron  
 495. Timothy James Member for Willoughby  
 496. Stephen Kamper Member for Rockdale  
 497. Jordan Lane Member for Ryde  
 498. Jenny Leong Member for Newtown  
 499. Wendy Lindsay Member for East Hills  
 500. Chris Minns Member for Kogarah  
 501. Marjorie O'Neill Member for Coogee  
 502. Eleni Petinos Member for Miranda  
 503. Anthony Roberts Member for Lane Cove  
 504. Kobi Shetty Member for Balmain  
 505. Kelie Sloane Member for Vacluse  
 506. Mark Speakman Member for Cronulla  
 507. Maryanne Stuart Member for Heathcote  
 508. Lynda Voltz Member for Auburn  
 509. Toby Williamson Member for Wakehurst  
 510. Felicity Wilson Member for North Shore  
 511. Jason Yat-Sen Li Member for Strathfield

**Local Government**

512. Darcy Byrne Mayor, West Council  
 513. Christina Curry Mayor, Bayside Council  
 514. Nick Katris Mayor, River Council  
 515. Paula Masselos Mayor, Waverly Council  
 516. Zac Miles Mayor, Hunters Hill  
 517. Clover Moore Mayor, Sydney Council

518. Dylan Parker Mayor, City Council  
 519. Carmelo Pesce Mayor, Sutherland Shire  
 520. Tanya Taylor Mayor, City Council  
 521. Susan Wynne Mayor, Municipal Council  
**Community Groups**  
 522. The Darlinghurst Residents' Action Group  
 523. The Council of Ultimo/Pymont Associations  
 524. CBD and Harbour Village  
 525. Coalition of Glebe Groups  
 526. Community Action for Better Living  
 527. The Centennial Park Residents' Association (CPRA)  
 528. Friends of Erskineville  
 529. Friends of Ultimo  
 530. Friends of Bourke Street  
 531. Haberfield Association  
 532. Millers Point Community Resident Action Group  
 533. Peaceful Bayside  
 534. Pymont Community Group  
 535. Pymont Action  
 536. REDWatch  
 537. Save Dully  
 538. Save Marrickville  
 539. The Alexandria Residents' Action Group (ARAG)  
 540. The Chippendale Residents Interest Group  
 541. The Darlinghurst Residents' Action Group  
 542. The Redfern Society/South Dully Action Group  
 543. The Rosebery Residents Action Group  
 544. Waverley Action Group  
 545. Your Say Woollahra  
 546. The Darlinghurst Residents' Action Group

**Business Groups**

547. Aeria Management Group  
 548. Committee for Sydney  
 549. Darlinghurst Business Partnership  
 550. Paddington Business Partnership  
 551. Sydney Greater Cities Commission  
 552. Surry Hills Creative Precinct  
 553. Transition Sydney Inc  
 554. Business NSW

**First Nations Groups**

555. La Perouse Local Aboriginal Land Council

**Local residents**

## Appendix 2 swipEngage questions



Airservices Australia is the nation’s air traffic management and aviation rescue fire-fighting service provider. We are the organisation responsible for managing our airspace and flight paths and, where necessary, adding, removing or adjusting flight paths to improve safety and better serve the needs of the aviation industry and people who fly.

Airservices Australia is developing a new national Community Engagement Standard which will become the guiding document on how we engage with communities and industry stakeholders on flight path and airspace changes.

The draft Community Engagement Standard is available for public comment from 3 May to 23 June 2023.

To submit your feedback please complete the survey below.

swipe to the left to engage



Community Engagement Standard

Have you been engaged by Airservices Australia in relation to changes in flight paths or airspace changes?

Please choose one

- Never been engaged
- Once, twice or a few times
- Other, please specify





### How satisfied were you with the engagement experience?

Please choose one

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied



### There are 10 engagement principles that will guide engagement activity. Which of these principles are most important to you?

Please choose all that apply

- Transparent
- Meaningful
- Scalable
- Outcomes-focused
- Options-based
- Inclusive
- Balanced
- Clear and concise
- Tailored
- Conscientious





Community Engagement Standard

The Community Engagement Standard is part of the ongoing evolution of Airservices Australia’s community engagement practice. How do you like to be engaged?

Please choose all that apply

- Email
- Letter
- Phone Call
- One-on-one meeting
- Group meeting
- Social media
- Media advertising
- Engage Airservices website
- Other, please specify



Community Engagement Standard

How often would you like to be engaged?

Please choose one

- Prior to changes
- During changes
- After changes
- Ongoing
- Monthly
- Weekly
- As required when changes occur





Community Engagement Standard

Please provide any other feedback on the draft Community Engagement Standard in the field below.

Please type here...

Characters left: 2000



Community Engagement Standard

For future engagement, please provide your email address

Please type here...

Characters left: 2000





What is your postcode?

Please type here...

Characters left: 2000



Thank you for taking the time to submit your feedback on the draft Community Engagement Standard.

Insights collected will assist in shaping the final Community Engagement Standard and future engagement with community and industry stakeholders on flight path and airspace changes.

swipe to the left to engage



## Appendix 3 Engage Airservices content



# We are improving the way we engage with communities. What do you think?

People love to fly. They love to fly into, out of, and around Australia. It allows them to easily travel long distances, to connect with family and friends.

Airservices Australia is the organisation responsible for managing our airspace and flight paths and adding, removing or adjusting flight paths to improve safety and better serve the needs of the aviation industry and people who fly.

We connect people with their world safely through our world-class services – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

As our skies get busier and more complex, we will ensure we make aviation safer, more efficient and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

### What are we engaging on?

Airservices Australia is developing a new national *Community Engagement Standard* that will become the guiding document on how we engage with community and industry on flight path and airspace changes.

Airservices Australia has a number of community obligations when planning and implementing changes to flight paths. These include:

- minimise the impact of aircraft operations on communities
- undertake effective community engagement
- inform the community of the development and implementation of significant changes to air navigation.

**To adhere to these obligations and ensure best-practice, Airservices Australia is developing a new national *Community Engagement Standard*.**



## How can you give your feedback?

Airservices Australia is now engaging with community and industry on a new national *Community Engagement Standard*. This is an opportunity for communities and industry to influence how Airservices Australia will engage on all future flight path and airspace changes.

The feedback gathered will help us understand the ways in which communities and industry wish to be engaged on future changes to flight paths and airspace operations. The draft *Community Engagement Standard* is available for public comment from 3 May to 23 June 2023.

Please see links below to read more about the draft *Community Engagement Standard*, register for an information session and/or webinar, complete our survey, or submit your feedback.

If you would prefer to submit feedback by email, please send through to [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com)

Click here to take our quick survey	Register for an information session or webinar	Draft <i>Community Engagement Standard</i>	Summary of the draft <i>Community Engagement Standard</i>	Factsheet – about the <i>Community Engagement Standard</i>
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## What happens next?

Once the consultation period is complete, we will produce a consultation outcomes report detailing the feedback received and our recommended next steps.

The *Community Engagement Standard* will be updated to incorporate community feedback received. The *Community Engagement Standard* is scheduled for publication later this year. Once finalised the *Community Engagement Standard* will be published on this website.

The *Community Engagement Standard* will be used as a guiding document for community engagement by Airservices Australia on all flight path and airspace changes nationally.

For more information about the *Community Engagement Standard* or if you have any questions, please contact our team at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com).

<b>Early May</b> Start of consultation period	<b>Late June</b> End of consultation period	<b>Mid July</b> Consultation Outcomes Report published	<b>Late July</b> National Community Engagement Standard in effect
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## Webinars

	Date	Time
Online Webinar 1	Saturday, 27-May-23	13:30-15:00 AEST
Online Webinar 2	Monday, 29-May-23	18:00-19:30 AEST
Online Webinar 3	Saturday, 10-Jun-23	13:30-15:00 AEST
Online Webinar 4	Saturday, 10-Jun-23	17:30-19:00 AEST
Online Webinar 5	Saturday, 17-Jun-23	13:30-15:00 AEST
Online Webinar 6	Thursday, 22-Jun-23	18:00-19:30 AEST



## Community information sessions

	Location	Date	Local Time
Community Information session 1	Sydney	Monday, 22-May-23	17:00-19:00
Community Information session 2	Sydney	Tuesday, 23-May-23	10:00-12:00
Community Information session 3	Launceston	Thursday, 1-Jun-23	10:00-12:00
Community Information session 4	Hobart	Friday, 2-Jun-23	10:00-12:00
Community Information session 5	Adelaide	Tuesday, 6-Jun-23	17:00-19:00
Community Information session 6	Perth	Thursday, 8-Jun-23	09:30-11:30
Community Information session 7	Brisbane	Tuesday, 13-Jun-23	17:00-19:00
Community Information session 8	Brisbane	Wednesday, 14-Jun-23	13:00-15:00
Community Information session 9	Gold Coast	Thursday, 15-Jun-23	17:00-19:00
Community Information session 10	Ballina	Friday, 16-Jun-23	10:00-12:00
Community Information session 11	Melbourne	Monday, 19-Jun-23	17:00-19:00
Community Information session 12	Melbourne	Tuesday, 20-Jun-23	13:00-15:00
Community Information session 13	Canberra	Wednesday, 21-Jun-23	12:00-14:00

## Appendix 4 Print media advertising



We are changing the way we  
engage with communities.  
What do you think?

### What are we engaging on?

Airservices Australia is developing a new national Community Engagement Standard which will become the guiding document on how we engage with community and industry stakeholders on flight path and airspace changes.

### How can you give your feedback.

To learn more about the draft Community Engagement Standard, take the survey, register for an information session or webinar and/ or to submit your feedback please visit Engage Airservices via (insert link).



Scan the QR code  
to take our quick survey



Appendix 4 Factsheet



# We are improving the way we engage with communities. What do you think?

People love to fly. They love to fly into, out of, and around Australia. It allows them to easily travel long distances, to connect with family and friends.

Airservices Australia connects people with their world safely through our world-class services – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

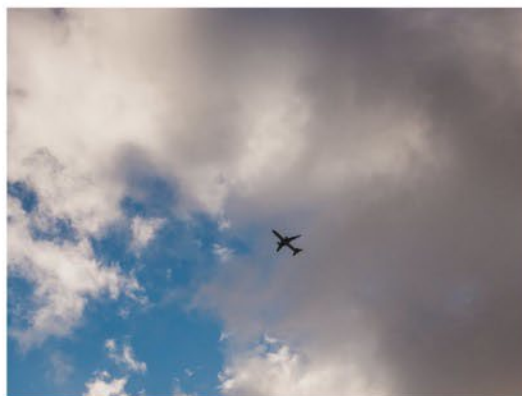
As our skies get busier and more complex, we will ensure we make aviation safer, more efficient and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

Airservices Australia is the nation’s air traffic management and aviation rescue fire-fighting service provider, operating at 29 of Australia’s major airports and managing 11 per cent of the world’s airspace, including the upper airspace for Nauru and the Solomon Islands.

We are also responsible for managing our airspace and flight paths and, where necessary, adding, removing or adjusting flight paths to improve safety and better serve the needs of the aviation industry and people who fly.

Flight paths have been historically unpopular for impacted communities. Many people want the convenience of flying but would prefer not to be subject to aircraft noise.

Any change to flight paths will result in a change in the experience of aircraft operations for communities. The challenge faced by Airservices Australia is how best to engage with these communities when flight path and airspace changes are proposed.



## What are we engaging on?

Airservices Australia is developing a new national *Community Engagement Standard* that will become the guiding document on how we engage with community and industry stakeholders on flight path and airspace changes.

While the *Community Engagement Standard* is being developed by Airservices Australia for application to its flight path and airspace changes, it is also anticipated that other key contributors to airspace operation changes will apply this Standard. This includes airports and airspace design consultancies.

As part of this best-practice approach, Airservices Australia is engaging with communities and industry on the draft *Community Engagement Standard*. This is an opportunity for communities and industry to influence how Airservices Australia will engage on all future flight path and airspace changes.

## How can you give your feedback?

Airservices Australia invites communities and industry to read and submit feedback on the draft *Community Engagement Standard*.

The draft *Community Engagement Standard* is available for public comment from 3 May to 23 June.

For more information about the draft *Community Engagement Standard*, information session or webinar times, to complete our survey, or to submit your feedback, please visit Engage Airservices at [www.engage.airservicesaustralia.com/ce-standard](http://www.engage.airservicesaustralia.com/ce-standard)

If you would prefer to submit feedback by email, please send through to [engagementstandard@airecongroup.com](mailto:engagementstandard@airecongroup.com)

Scan the QR code to take our quick survey.



## What happens next?

Once the consultation period is complete, we will produce a consultation outcomes report detailing the engagement, feedback received and recommended next steps.

The *Community Engagement Standard* will be updated to incorporate feedback received nationally and is scheduled for publication in the second half of this year.

Once finalised, the *Community Engagement Standard* will be published on the Airservices Australia website.

The *Community Engagement Standard* will be used as a guiding document for community engagement by Airservices Australia on all flight path and airspace changes nationally.



## Appendix 6 eDM pre-engagement



# We are improving the way we engage with communities. What do you think?

People love to fly. They love to fly into, out of, and around Australia. It allows them to easily travel long distances, to connect with family and friends.

Airservices Australia connects people with their world safely through our world-class services – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

As our skies get busier and more complex, we will ensure we make aviation safer, more efficient and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

Airservices Australia is also responsible for managing our airspace and flight paths and, where necessary, adding, removing or adjusting flight paths to improve safety and better serve the needs of the aviation industry and people who fly.

### What are we engaging on?

Airservices Australia is developing a new national *Community Engagement Standard* that will become the guiding document on how we engage with community and industry on flight path and airspace changes.

The draft *Community Engagement Standard* is available for public comment from 3 May to 23 June 2023.

The feedback gathered will help Airservices Australia understand the ways in which communities and industry wish to be engaged on future changes to flight paths and airspace operations.

### How can you give your feedback?

For more information about the draft *Community Engagement Standard*, information session or webinar times, to complete our survey, or to submit your feedback, please visit Engage Airservices at [engage.airservicesaustralia.com/ce-standard](https://engage.airservicesaustralia.com/ce-standard)

If you would prefer to submit feedback by email, please send your feedback to [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com).

For more information about the *Community Engagement Standard* or if you have any questions, please contact our team at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com).

Regards,

Airservices Australia



## Appendix 7 eDM final reminder



# We are improving the way we engage we communities. Last chance to share what you think

People love to fly. They love to fly into, out of, and around Australia. It allows them to easily travel long distances, to connect with family and friends.

Airservices Australia connects people with their world safely through our world-class services – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

As our skies get busier and more complex, we will ensure we make aviation safer, more efficient and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

Airservices Australia is also the organisation responsible for managing our airspace and flight paths and, where necessary, adding, removing or adjusting flight paths to improve safety and better serve the needs of the aviation industry and people who fly.

### What are we engaging on?

Airservices Australia is developing a new national *Community Engagement Standard* that will become the guiding document on how we engage with community and industry on flight path and airspace changes.

The draft *Community Engagement Standard* is available for public comment from 3 May to 23 June 2023.

### How can you give your feedback?

For more information about the draft *Community Engagement Standard*, information session or webinar times, to complete our survey, or to submit your feedback, please visit Engage Airservices at [engage.airservicesaustralia.com/ce-standard](https://engage.airservicesaustralia.com/ce-standard)

If you would prefer to submit feedback by email, please send your feedback to [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com).



## What happens next?

Once the consultation period is complete, we will produce a consultation outcomes report detailing the engagement, feedback received and next steps.

The *Community Engagement Standard* will be updated to incorporate feedback received nationally and is scheduled for publication in the second half of this year. Once finalised, the *Community Engagement Standard* will be published on the Airservices Australia website.

The *Community Engagement Standard* will be used as a guiding document for community engagement by Airservices Australia on all flight path and airspace changes nationally.

For more information about the *Community Engagement Standard* or if you have any questions, please contact our team at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com)

Regards,

Airservices Australia



## Appendix 8 Letter to the CACGs

### We are improving the way we engage with communities

As you are aware, Airservices Australia connects people with their world safely through our world-class services – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism. As our skies get busier and more complex, we will ensure we make aviation safer, more efficient and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

Airservices Australia is developing a new national *Community Engagement Standard* that will become the guiding document on how we engage with community and industry on flight path and airspace changes. The draft *Community Engagement Standard* is available for public comment until 23 June 2023.

Included in this pack are:

- Factsheet – information about the Community Engagement Standard
- Draft Community Engagement Standard
- Summary of the draft Community Engagement Standard (for those who prefer the shorter version)

For more information about the draft *Community Engagement Standard*, information session or webinar times, to complete our survey, or to submit your feedback, please visit Engage Airservices at [www.engage.airservicesaustralia.com/ce-standard](http://www.engage.airservicesaustralia.com/ce-standard). If you would prefer to submit feedback by email, please send your feedback to Aurecon Group who are assisting us with this national engagement, at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com).

Once the consultation period is complete, we will produce a consultation outcomes report detailing the feedback received and our recommended next steps. The *Community Engagement Standard* will be updated to incorporate feedback received nationally and is scheduled for publication later in the second half of this year. The *Community Engagement Standard* will be used as a guiding document for community engagement by Airservices Australia on all flight path and airspace changes nationally.

For more information about the *Community Engagement Standard* or if you have any questions, please contact our team at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com)

## Appendix 9 Letter to MPs and councils



The Hon. First  
Last Member for  
location PO Box  
xxx  
City State XXXX  
[first.last.mp@aph.gov.au](mailto:first.last.mp@aph.gov.au)

Dear <<Recipients  
Name>>,

We are improving the way we engage with communities | Information for your constituents

Airservices Australia is seeking feedback on a new national *Community Engagement Standard* which will become the guiding document on how we engage with community and industry on flight path and airspace changes.

### Information to share with your constituents

Included in this pack are:

- Factsheet – information about the *Community Engagement Standard*
- Draft *Community Engagement Standard*
- Summary of the draft *Community Engagement Standard* (for those who prefer the shorter version)
- Content for your local newsletter
- Poster for your office.

### Why are we engaging with your constituents?

People love to fly. They love to fly into, out of, and around Australia. It allows them to easily travel long distances, to connect with family and friends.

Airservices Australia connects people with their world safely through our world-class services – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

As our skies get busier and more complex, we will ensure we make aviation safer, more efficient and cleaner, while seeking to minimise the impact of aircraft operations on communities and the environment.

We are developing a new national *Community Engagement Standard* that will become the guiding document on how we engage with community and industry on flight path and airspace changes.

The draft *Community Engagement Standard* is available for public comment from 3 May to 23 June 2023.

For more information about the draft *Community Engagement Standard*, information session or webinar times, to complete our survey, or to submit your feedback, please visit *Engage Airservices* at [engage.airservicesaustralia.com/ce-standard](https://engage.airservicesaustralia.com/ce-standard).

If your constituents would prefer to submit feedback by email, they can send their feedback to Aurecon Group who are assisting us with this national engagement, at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com).

Phone: +61 2 6268 4111  
Local call (SYD): 1300 301 120  
[airservicesaustralia.com](https://airservicesaustralia.com)

Alan Woods Building, 25 Constitution Ave  
Canberra ACT 2600, Australia  
GPO Box 367, Canberra ACT 2601  
ABN: 59 698 720 886



**What happens next?**

Once the consultation period is complete, we will produce a consultation outcomes report detailing the feedback received and our recommended next steps.

The *Community Engagement Standard* will be updated to incorporate feedback received nationally and is scheduled for publication later in the second half of this year. Once finalised, the Community Engagement Standard will be published on the Airservices Australia website.

The *Community Engagement Standard* will be used as a guiding document for community engagement by Airservices Australia on all flight path and airspace changes nationally.

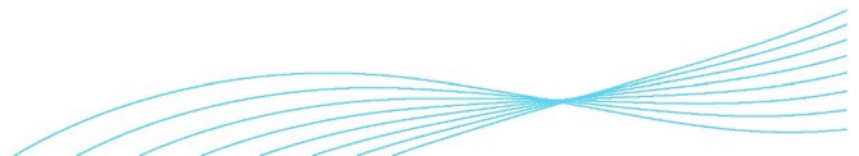
For more information about the *Community Engagement Standard* or if you have any questions, please contact our team at [engagementstandard@aurecongroup.com](mailto:engagementstandard@aurecongroup.com)

Regards,

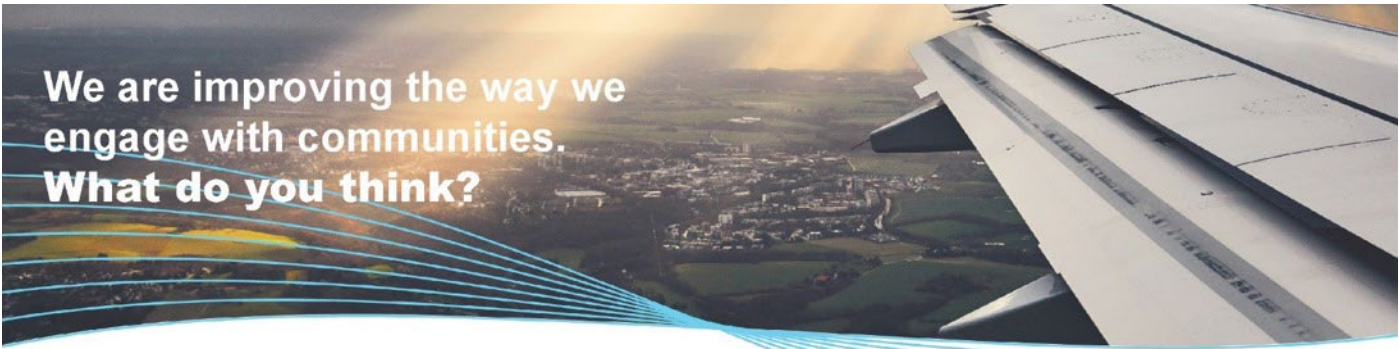
A handwritten signature in blue ink, appearing to read "Donna Marshall".

**Donna Marshall**  
**Head of Community Engagement**  
**Airservices Australia Project Team**

<<DD Month Year>>



## Appendix 10 Newsletter content



**We are improving the way we  
engage with communities.  
What do you think?**



Airservices Australia is seeking feedback on a new national *Community Engagement Standard*.

The feedback gathered will help Airservices Australia understand the ways in which communities and industry wish to be engaged with on future changes to flight paths and airspace operations.

Please visit Engage Airservices [engage.airservicesaustralia.com/ce-standard](https://engage.airservicesaustralia.com/ce-standard) to access the draft *Community Engagement Standard* and/or scan the QR code to submit your feedback.



## Appendix 11 Poster



# We are improving the way we engage with communities

## What are we engaging on?

Airservices Australia is seeking community feedback on a new national Community Engagement Standard that will become the guiding document on how we engage with community and industry on flight path and airspace changes.

## How can you give feedback?

- Consultation runs from 3 May to 23 June 2023
- Online survey
- Online webinar series
- Community information sessions.

For more information about the draft Community Engagement Standard, information session or webinar times, to complete our survey, or to submit your feedback, please visit:

[engage.airservicesaustralia.com/ce-standard](https://engage.airservicesaustralia.com/ce-standard)



Scan the QR code  
to take the survey.



## Appendix 12 Meeting notes from in-person meetings

# Community information session- meeting notes

## National Engagement Standard – Airservices

### Sydney 2: 23 May 2023, 10am-12pm

**Number of attendees:** 2

**Location:** Karstens, 1/111 Harrington St, Sydney

#### Community Engagement Standard feedback:

1. **Lengthy engagement process:** One attendee expressed concern that a lengthy engagement process may impede the implementation of necessary changes. They emphasized the importance of making the engagement process fast and efficient without getting 'bogged down' in the detail.
2. **Draft standard principles:** Attendees suggested that the draft Standard contains an excessive number of principles. They believe it should be simplified to a maximum of five principles. Additionally, questions were raised on the meaning of 'meaningful', 'scalable', 'outcomes-based' and 'conscientious'. One attendee questioned how these would be applied in practice.

#### Other feedback:

1. **Community engagement resources:** Attendees highlighted the need for Airservices to actively improve community engagement resources. They believe that Airservices should offer more opportunities for community members to actively participate in the decision-making process concerning flightpaths and aircraft noise.
2. **Fair distribution of flight noise:** Attendees raised concerns about the fair distribution of flight noise among communities. Attendees said the Standard does not adequately address this.
3. **Information sharing and complaint handling:** Attendees acknowledged that ASA improvements in information sharing. However, one attendee mentioned lodging a noise complaint with ASA but has not received a response yet. They highlighted the importance of prompt and effective complaint handling procedures.



# Community information session - meeting notes

## National Engagement Standard – Airservices

### Launceston 1: 1 June 2023, 10am-12pm

**Number of attendees:** 3

**Location:** Peppers Silo, 89 To 91 Lindsay St, Invermay TAS 7248

#### Feedback on the Community Engagement Standard:

##### Engagement methods

Attendees suggested the following ways to share information and promote community engagement activities

1. **Newspapers** are not effective. No-one reads them any more
2. **Facebook/social media** are very effective
3. **Letterbox drops** are a good way to reach everyone who is impacted
4. **Information centre or library collateral:** Attendees discussed how Airservices could use posters to promote relevant information
5. **Information sharing by local councils:** Attendees discussed how local councils can play a role in sharing relevant information and fostering engagement.
6. **Bunnings:** Attendees explored partnerships or activities involving Bunnings.

##### KPIs of good engagement and transparency:

1. **Outcomes Hierarchy Framework:** One attendee suggested using an Outcomes Hierarchy Framework to evaluate and assess the effectiveness of engagement, particularly in terms of achieving desired outcomes and transparency.
2. **Knowledge sharing and transparency:** Attendees emphasised the importance of knowledge sharing and transparency in flight path planning and decision-making.

##### Other feedback:

1. **Management structure of the aviation industry:** Attendees had questions around the governance and decision-making processes within Airservices as well as the structure of the aviation industry.
2. **Flight operations around Evandale:** Attendees had concerns about flights (commercial) going directly over Evandale, which they said was not the designated flight path for commercial flights.



# Community information session - meeting notes

## National Engagement Standard – Airservices

**Hobart 1: 2 June 2023, 10am-12pm**

**Number of attendees:** 4

**Location:** Grand Chancellor Hobart, Ground Floor/1 Davey St, Hobart TAS 7000

**Session Summary:**

**Actions:**

**Key themes:**

**Community Engagement Standard feedback:**

- 1. Stakeholder definition:**
  - Attendees note that the Standard should clearly define "stakeholders".
- 2. Community inclusion and prioritisation:**
  - Attendees agreed that the community should be the top priority after safety, and before or equal to the aviation industry.
- 3. Communication and transparency:**
  - Attendees noted the Standard should improve accountability, transparency, and fairness of Airservices.
  - One attendee suggested a code of conduct, including ethical behavior, accurate information, and transparency. This should include the Government inbox policy (automatic reply, 2 weeks to respond or if it will take longer a notification of this to the stakeholder).
  - Attendees shared concerns about previous experiences with Airservices where they had inconsistent information and changes in information from person to person.
- 4. Engagement methods and accessibility:**
  - Attendees noted that website needs improvement in the way information is presented website design.
  - Attendees agreed that a letterbox drop is an effective engagement method.
- 5. Consultation and decision-making:**
  - Meaningful and considered engagement is important, taking into account community perspectives and concerns.

**Other feedback:**

- 1. Previous communication and engagement:**
  - Attendees described previous engagement as "bad communications". Attendees feel frustrated and have lost trust in Airservices due to timeframes not being met, promises being broken and inconsistent messaging.
  - Attendees would like to be involved in the decision-making processes, including the airport masterplan.
- 2. Flightpaths and noise regulation:**
  - Residences should receive compensation or noise mitigation if their quality of life is impacted.
  - Attendees agreed that the impact of flightpaths on residences and businesses should be acknowledged and mitigated.
  - Attendees suggested Airservices should consider flightpaths over water or non-populated areas.
  - Attendees request Hobart flightpaths and timeframe.
  - Several attendees suggested an airport curfew.
  - Noise impacts are experienced over an extended period.

**3. Health and environmental concerns:**

- Attendees were concerned about the impact of pollution and emissions on their tank water and health.
- Attendees suggested that the long-term impacts of the aviation industry should be investigated.
- Attendees agreed that mitigations measures or compensations is required.

DRAFT



# Community information session - meeting notes

## National Engagement Standard – Airservices

### Adelaide 1: 6 June 2023, 5pm-8pm

**Number of attendees:** 5

**Location:** Atura Adelaide Airport, Level 2, Ivy May Pearce, 1 Atura Cct, Adelaide Airport SA 5950

#### Key themes

- Loss of trust in Airservices
- Stakeholders sharing feedback but cannot see any action on what they are saying
- Community should be the most important consideration after safety
- Transparency is essential
- Noise and pollution concerns
- Stakeholders need to understand negotiables and non-negotiables before engagement commences
- Engagement should always present multiple options
- Frustrations on the lack of transparency of flightpaths
- Concerns for environmental and health impacts
- Flight paths have changed but there has been no engagement
- Stakeholders are frustrated

#### Feedback on the Community Engagement Standard

##### Improving engagement

- Airservices needs to improve on- accountability, transparency, fairness
- The community must be the number one priority after safety
- The website:
  - has too much information and is not user friendly, not easy to navigate, questions around whether information is accurate.
  - would love to see a 'weather bureau' format for plane flight paths – easier to follow
  - have a list of who to contact regarding specific issues, contacts are hard to find and are not listed anywhere
- Need to have more of a two-way conversation rather than 'no reply' emails and generic answers.
- People responding to complaint emails need to be more informed and know what they are talking about
- Do not advertise on Facebook
- Newspapers are a great source in Adelaide Advertiser or Sunday Mail – by using these services they will also advertise on their own Facebook page and website.
- Radio is also a good tool.

##### Principles

- Community must be at the center of the Standard
  - Residences should get compensation or mitigations if quality of life is impacted
- Transparency and longevity are key to ensuring communities feel informed.
- Options focused- options should be presented to communities first
- Principles should include honesty
- Ensure all non-negotiables and negotiables are indicated up front before engagement starts.

##### The Standard overall

- Community safety and well-being should be at the center of the Standard
- Standard makes sense, bigger proposals, bigger engagement
- Trust needs to be earned and actions need to be taken

**Other feedback:****Previous engagement**

- One community member said they have been affected/engaged for multiple years. Feeling unsafe from planes flying over house from Parafield airport
  - Has advised no actions are met with concerns raised and the finger is pointed elsewhere
  - No previous consultation on new/additional flights
  - Struggling to find information and contact persons

**Adelaide specific feedback**

- There is a loss of trust in Airservices from the lack of communication and transparency
- Parafield Airport is a major concern especially for those living in Salisbury Heights, Salisbury East and surrounding areas
- Nowhere to go in Adelaide to get away from the noise from planes
- The community is never heard and not seeing any action
- Do not host meetings at Adelaide Airport, it is too difficult to get to. Find somewhere central (Adelaide CBD), cheaper/free parking, or can catch public transport

**Flightpath and airspace impacts**

- Noise and other impacts should be regulated
- The flightpath corridor should be widened to ensure fair noise sharing
- There needs to be an acknowledgment of the impact on residences and businesses
- Flight paths should remain over sea rather than over the city
- Concerns of health and environmental impacts of the aviation industry
- Noise mitigation or compensation is essential

# Community information session - meeting notes

## National Engagement Standard – Airservices

**Brisbane, 14 June 2023, 1pm-3pm**

**Number of attendees: 6**

**Location:** Karstens, 215 Adelaide St, Brisbane QLD 4000

### Feedback on the Community Engagement Standard

- General support for the process but some concern about the engagement time. Some attendees felt 8-12 weeks was too long and people would disengage. Others expressed support for the proposed engagement time – as they felt it allowed time for people to respond and for community advocates to spread the word.

### Engagement principals

- General support for engagement principals. Emphasis was placed on the following:
  - Engagement should be meaningful: what does the proposed change mean for residents? What are the implications? Context is important. Diagrams should be clear and concise.
  - Engagement should be accessible: presented in a simple format, using plain language and no jargon so people can understand proposed changes.
  - Engagement should present multiple options.
  - Transparency is key: information and decisions should be shared openly.
  - Engagement should be inclusive and allow everyone to participate and be involved, so that the loudest person in the room is not the only one who is heard
- Accessibility was a key concern. One attendee suggested that black typeface on a cobalt blue background was difficult to read on the Standard.

### Suggestions for improving engagement:

- Connecting with community groups
  - Redlands 2030
  - Brisbane Residents United
  - South East Queensland Community Alliance
  - U3A, Lions, Probus and Rotary clubs
- Airservices PO Box that is responsive to correspondence
  - Resident has not received reply from letters sent to Airservices Canberra PO Box
- Advertising in new local newspaper: Redland City News
- In-person events such as community markets
- Include information in Council newsletters
- Phone: including Airservices phone number as a contact point in correspondence/advertisements
- Pre-filled letter that residents can add to and sign, making it easier for them to submit their feedback

### Other feedback:

### Flightpath and airspace impacts

- There should be a curfew for Brisbane Airport
- Terminology should be “over the bay” or “over the ocean”
- Flight paths should go out over the ocean and avoid residential areas where possible
- Concerns about impacts to lifestyle, health and property values
- Aircraft noise should be regulated
- Noise parameters/definitions should be tightened
- Aircraft noise sharing – shifts the problem elsewhere, is not a solution
- There should be a noise standard, like they have in London

### Feedback on previous and current engagement:

- Attendees felt that ASA could have picked better locations for community sessions:
  - Very few people knew about previous meeting in Capalaba; it was advertised in local newspaper 1 week after the event
  - Very difficult for people to attend current session in city during a workday
  - One attendee did not receive a confirmation email after she RSVP'd. She also had great difficulty finding the address of the meeting site
- Attendees said meetings could have been advertised better:
  - Too much reliance on online methods of engagement, requiring people to have computer and internet access
- There was no consultation prior to 2022 on flights paths changing
- Concerns that surveys can be biased

# Community information session - meeting notes

## National Engagement Standard – Airservices

### Gold Coast 1: 15 June 2023, 5pm-7pm

**Number of attendees: 4**

**Location:** 3 Centreline Place, Robina QLD

#### The Community Engagement Standard feedback

1. **Set realistic timelines:** Attendees highlighted the importance of the duration of engagement to allow sufficient participation without causing frustration.
2. **Accountability and feedback:** Attendees highlighted the importance of considering community feedback during the decision-making process. They also encouraged Airservices to provide community members with the outcome of their feedback. Attendees suggested this could be achieved through implementing a feedback loop in the Standard's process such as the post-implementation review .
3. **Engagement methods:** Attendees suggested Airservices should actively engage the community through phone calls, online platforms, local news, community chat groups and letterbox drops. All collateral should prioritise clear and concise language and include a postal address and phone number.
4. **Principles:** Attendees suggested an additional principle as 'responsible' which highlights how Airservices will be held to account. Meaningful and balanced were both seen as important principles
5. **The Standard's process:** One attendee stated that the process felt 'top heavy'. They suggested the post implementation review be added as an extra step to emphasize the importance of the review step.

#### Other feedback

1. **Involve pilots' perspective:** An attendee encouraged Airservices to seek input from experienced pilots to improve flight operations, emphasising a balance between aircraft operations and minimising noise impact on residents.
2. **Identify noise patterns and airline practices:** One attendee suggested that Airservices should analyse airline practices, including fuel-saving manoeuvres. They suggested Airservices should focus on airlines with the highest number of complaints.
3. **Consider the concentration of noise:** Attendees said Airservices should assess the impact on existing operations.



# Community information session - meeting notes

## National Engagement Standard – Airservices

**Melbourne 1: 19 June 2023, 5:00pm- 7:00pm**

**Number of attendees:** 1

**Location:** Quest Melbourne Airport. 20 Annandale Rd, Melbourne Airport VIC 3045

### Community Engagement Standard feedback

1. **Engagement methods:** Attendee suggested that directly impacted and adjacently impacted stakeholders should receive a letterbox drop. Advertising in the newspaper was also seen as effective.
2. **The Standard's levels:** Attendee noted that the names of the level's ('operational' 'flightpath' and 'airport') did not initially resonate with them.
3. **Making the Standard mandatory:** Attendee emphasised that the Standard should be mandatory for the entire aviation industry. The language in the standard needs to be changed from 'may' to 'will'.
4. **Engagement fatigue and inclusive engagement:** Attendee raised concerns of the overlap of engagement between Airservices and the airport. They suggest that there needs to be more coordination between organisations. To counteract this, organisations need to ensure they are supporting stakeholders to give their feedback by explaining information clearly, and ensuring the process is inclusive. Airservices needs to consider:
  - o The style of engagement (town hall versus drop-in)
  - o Different needs/requirements of groups: disabilities, different cultures, CALD, First Nations
5. **Principles:** The attendee supported the principles. The attendee had the following comments on the principles:
  - o Meaningful: to ensure the Standard is meaningful stakeholders should be informed when their feedback hasn't been accepted and informed 'why'
  - o Scalable: the levels should be referenced in the Standard here (how Airservices determine the impact)
  - o Tailored: Airservices need to understand how to best support stakeholders
  - o Balanced: Airservices need to be transparent with stakeholders and communicate what trade-offs have been made and the rationale behind them
6. **Specific feedback:**
  - o The attendee noted that in Section 1.12C of the Standard the word 'airspace' needs to be added
    - “organise the engagement steps into a general process, ensuring the approach followed is broadly consistent across all flight path or airspace proposals, while specific engagement activities remain proportionate to the size and nature of different changes”
  - o In the First Nations section the attendee suggested that this was not enough content. There were suggestions of also adding content in on other community groups (CALD, disabilities, diverse communities etc.)

# Community information session- meeting notes

## National Engagement Standard – Airservices

### Canberra 1: 21 June 2023, 10am-12pm

**Number of attendees: 1**

**Location:** Quest, 240 City Walk, Canberra, Australian Capital Territory, 2601, Australia

**Session Summary:****Community Engagement Standard feedback:**

1. **Principles:** Meaningful and transparent are the most important principles. The attendee noted that community members want to feel heard and see the outcomes of their feedback. The attendee also noted that inclusivity was important.
2. **Community Engagement:** The attendee highlighted the importance of frequent, two-way engagement. They also suggested that community members should be able to request more time during engagement periods.
3. **Webinars:** The attendee noted that webinars were enjoyable, and it was interesting to hear about others' experiences with Airservices across Australia.

**Other feedback:****1. Experience with Airservices:**

- In 2016, a waypoint was put over the attendee's house without consultation or communication. Following this, the attendee formed an action group and attempted to make a submission (with alternative positions for the waypoint) to the CACG but were unsuccessful and they were not invited to join the meeting. They met with an Airservices representative and discussed why the option presented in their submission wasn't feasible through noise modelling.
- Noted that Iona from Airservices was very responsive.

**2. Other feedback:**

- The attendee highlighted confusion around aviation industry i.e., where the airport starts and Airservices begins.
- Suggested that if an acceptable solution cannot be found then mitigation measures need to be put into place.

## Appendix 13 Meeting notes – Webinars

# Community webinar - meeting notes

## National Engagement Standard – Airservices

**Webinar 1: 27 May 2023, 1:30 pm-3:00pm**

**Number of attendees: 12**

**Location: Zoom**

### Feedback on the Community Engagement Standard

1. **Community Engagement:** Several participants expressed frustration and dissatisfaction with what they perceived as a lack of meaningful community engagement by AirServices Australia (ASA). They emphasised the need for transparent and effective communication and consultation with the community, and genuine consideration of their concerns and feedback. Some attendees felt the Standard was cynical and manipulative. One attendee noted that they would like to receive a response from Airservices within a timely manner.
2. **Power imbalance:** Some attendees highlighted the perceived power imbalance between ASA and the general community. They expressed a sense of helplessness, frustration, and advocated for a more balanced approach that considers the interests and well-being of all stakeholders, finding a better balance between community and the aviation industry.
3. **Lack of accountability:** Some participants criticised ASA for disregarding community opinion, ignoring complaints, and not providing meaningful feedback. They want the Standard to outline clear assessment criteria and key performance indicators (KPIs) to hold ASA accountable to their own process.
4. **The principles:** Attendees agreed meaningful, transparent and balanced communication is essential. The principle of transparency is emphasised as crucial for effective engagement. Participants urged ASA to provide detailed reports, gather and address all feedback, and establish measurable response times, which they wanted included in the Standard.
5. **Media and communication channels:** Participants discuss the effectiveness of communication channels, including emails, letterbox drops, and community meetings. Some participants questioned the relevance and reach of newspapers, others thought media advertising was essential. They all agreed on the importance of using multiple channels to ensure information reaches all community members.

### Other feedback

1. **Noise and environmental impact:** Attendees raised concerns about the increase in aircraft noise and its impact on mental health, quality of life, and property values. They also discussed the need for monitoring noise levels, exploring alternative flight paths, and addressing environmental impacts.
2. **Regulation and policy:** Some participants suggested measures such as curfews, compensation, and noise-reducing devices to mitigate the impact of aviation activities on communities. It was also noted there are noise impacts from light aircraft, drones and helicopters which are all outside the scope of Airservices. One attendee noted they would like more communications on military planes and their noise impacts.

- 3. Flight path decisions:** Some participants expressed frustration with the process of flight path decision making. They questioned if flight path decisions were impacted by economic considerations. One attendee suggested an increase in noise sharing.



## Community webinar - meeting notes

### National Engagement Standard – Airservices

**Webinar 2: 29 May 2023, 6:30 pm-7:30pm**

**Number of attendees: 4**

**Location:** Zoom

#### The Community Engagement Standard feedback

1. **Importance of community:** Participants agreed that the community should be placed at a higher level of importance in the Standard. One attendee recommended using the 'pub test' to gauge community acceptance of proposed changes. Some attendees commented that ASA appears to favor industry over community interests.
2. **Engagement methods:** Participants recommended that face-to-face engagement should be widely promoted through local newspapers, newsletters, libraries, letterbox drops, Facebook advertising, and promotion in local papers. Some attendees suggested that ASA should still undertake in-person engagement for operational changes.
3. **Timely and early consultation:** Participants agreed that consultation should begin as early as possible.
4. **Transparency and trust:** Participants emphasised the need for transparency. They suggest ASA should be upfront about impacts and provide consistent and reliable information, stating that building trust with the community is crucial.
5. **Engagement plan:** Participants suggested that the published engagement plan should be widely distributed to libraries and councils.
6. **Deceptive practices:** Some participants were concerned about what they saw as deceptive practices. Attendees urged ASA to provide accurate and consistent information to build trust with the community.

#### Other feedback

1. **Communication and feedback:**
  - Participants the outcome of their feedback was going to be communicated back to them.
  - Most participants were disappointed with ASA's previous communication and engagement efforts.
  - Some participants emphasised the importance of notifying stakeholders on the change implementation timing.
2. **Impact mitigation:**
  - Some participants suggested noise mitigation or restricting strategies to provide relief for communities experiencing excessive noise. This includes measures such as noise sharing or curfews.
3. **Environmental concerns:**
  - Some participants raised concerns about emissions and their impact on properties and the environment.



# Community webinar - meeting notes

## National Engagement Standard – Airservices

### Webinar 7: June 5, 2023, 6:00-7:030PM

**Number of attendees:** 6

**Location:** Online

**Session Summary:**

#### The Community Engagement Standard feedback

##### 1. Specificity in the standard:

- Attendees suggested that 'stakeholders' be clearly defined at the beginning of the document.

##### 2. Engaging the community:

- Attendees suggested that the community should be engaged through various methods such as visual posters, automated SMS notifications, community Facebook groups, and involvement with local councils, property developments and sporting clubs. Webinars were seen as an effective engagement channel.
- One attendee highlighted the importance of being heard directly by Airservices rather than through outside agencies/consultants.
- Attendees suggested the idea of user-friendly visual maps of airspace and flight paths.
- Attendees also highlighted the importance of continuous engagement. They thought Airservices should engage with the community at various stages of decision-making, from initial consultation to follow-up sessions, ensuring ongoing communication and feedback loops. Attendees also suggested conducting intermediate sessions between long consultation periods to maintain stakeholder involvement and address new or emerging concerns.

##### 3. Clear and detailed information:

- Attendees suggested that Airservices should provide comprehensive and detailed information about proposed changes, including the potential impacts on the community, environment, and other relevant factors. They also wanted clearly presented pros, cons, risks, impacts and benefits associated with each option or proposal.
- One attendee suggested that Airservices should clearly explain the number of people affected, areas impacted, and any mitigation measures being considered.

##### 4. Meaningful consultation:

- Attendees agreed that Airservices should engage in genuine consultation that goes beyond a tick-box activity, in which stakeholders' feedback and concerns are actively sought, considered, and addressed.
- Attendees agreed engagement should be two-way.

#### Other feedback

##### 1. Noise Pollution and consultation:

Some attendees raised concerns about increased noise pollution from light airplanes and helicopters. They questioned why this is happening without proper consultation and transparency. Attendees stressed the

importance for regulations on smaller planes, helicopters, and drones. Community members also encourage flightpaths to go over water or non-populated areas.

## **2. Accountability and decision-making:**

Attendees expressed frustrations with the lack of accountability and transparency in the decision-making process. Some attendees felt misled when promised outcomes were not fulfilled and called for more accountability.

## **3. Community interests vs. business interests:**

Some attendees raised questions about the balance between community interests and business interests in decision-making processes. They believe that community interests should have more weight than industry interests.

## **4. Need for action and solutions:**

Some attendees emphasised the importance of action-oriented webinars, clear and concise communication, and offering solutions to address the community's concerns. They want hard data and evidence to support claims about benefits and impacts. The NCIS is also seen to be insufficient and inefficient.

## **5. International comparisons:**

Some attendees mentioned the need to learn from international best practices, with requests to ban short-haul flights.

## **6. Paragliding and recreational airspace use**

One attendee noted that they feel threatened and not respected by pilots and aircrafts while paragliding.

# Community webinar - meeting notes

## National Engagement Standard – Airservices

### Webinar 3: June 10, 2023, 1:30-:300PM

**Number of attendees:** 6

**Location:** Online

#### The Community Engagement Standard feedback:

##### 1. Independent social impact report

Attendees suggested that an independent social impact report should be done on every flight path change and conducted by the Federal Government or independent consultants. They suggested that this should be undertaken before any decision is made.

##### 2. Principles:

The principles resonated with attendees. One attendee noted that this aligned with feedback they had previously given. Attendees emphasised the importance of meaningful engagement. People spoke of moving beyond tick-box engagement practices and creating genuine two-way communication and feedback opportunities.

##### 3. Engagement channels:

Attendees proposed the use of letterbox drops, billboards, notice boards, radio programs, email updates, website improvements, and community forums. Attendees noted the importance of reaching a wider range of stakeholders, including elderly and offline individuals.

#### Other feedback

##### 1. Noise and environmental impact:

Some attendees raised concerns about the impact of noise on mental health. Specifically, concerns were raised regarding the growing population around Mirabel Airport. Attendees suggest that the training facilities should be relocated or residents should be given compensation or mitigation measures. One attendee also raised concerns about helicopters landing illegally.

Attendees noted that light aircraft, including helicopters, are outside of the scope of Airservices.

##### 2. Aviation planning and development:

Some attendees were interested in the long-term plans for the aviation industry, particularly in Hobart. Attendees requested more information on the incoming and outgoing flights, flight paths, and a broader picture of Tasmania's aviation industry.

Some attendees questioned the inconsistency and reasons behind flightpath changes.

Some attendees were also interested in Brisbane Airport. Airservices noted they have conducted a post implementation review which includes a list of recommendations. These are outlined in the [Noise action plan for Brisbane](#) which was finalised in December 2023. Airservices will conduct further engagement in June-August regarding the Plan and recommendations. This will include a discussion on arrival aircrafts. Airservices encouraged the community to subscribe to receive updates on the Noise action plan for Brisbane webpage.

Some attendees discussed the new third runway project in Melbourne Airport (Tullamarine). One attendee who lives close to the airport, noted that they received no letterbox drop from the airport. They would like to be

engaged more efficiently moving forward. Attendees also suggest that this be actioned for Melbourne/Victoria before any decisions on the Tullamarine runway is made.

**3. CACGs:**

Some attendees were concerned that the Community Aviation Consultation Groups (CACGs) were biased, unbalanced and not representing the needs of the community. Attendees suggested that Airservices or the Department of Infrastructure take over the CACGs from the airports.

# Community webinar – meeting notes

## National Engagement Standard – Airservices

### Webinar 8: June 15, 2023, 9:30AM-11:00AM

**Number of attendees:** 3

**Location:** Zoom

#### Community Engagement Standard feedback

1. **Insufficient engagement time:** Some participants raised concerns about the 8-12 week engagement period. They were concerned that councils and communities would not have enough time to provide meaningful input. They felt the Standard needed to be more specific and clearer in the multiple rounds of engagement.
2. **Quantification and specificity:** Participants expressed a desire for more specific and quantifiable information about the impacts of proposed changes. They suggested quantifying the number of people who will be impacted and emphasised the need for more specific details about studies, research, and environmental assessments conducted in specific areas.
3. **Timing of engagement and EIS:** Some participants expressed a preference for conducting studies and investigations before engagement to provide a more accurate understanding of the changes and their potential impacts.

#### Other feedback

1. **Aircraft noise:** Some participants emphasised the significant impact of aircraft noise on mental health. One mentioned a noticeable increase in aircraft noise before and after pandemic (in Blackburn). They noted helicopters hovering over the house between 12 am and 1 am. Some participants feel disempowered and frustrated by the perceived lack of control over aircraft noise. They suggested that the community should have a greater involvement in decision-making. One attendee from Cabarita (Sydney) noted that the flightpaths appear to have changed following March 2023.
2. **Decision-making and involvement:** Some participants noted a lack of clarity around who makes decisions regarding flightpaths and airspace. Airservices clarified the final decision is made internally at an organisational level. Attendees note there is no clear involvement of the impacted community. Attendees were interested in flightpath design. Airservices clarified that flightpaths are guided by the Flight Path Design Principals document which can be accessed [here](#). Some principles include safety, operational feasibility, noise and community impacts, efficiency, environmental impacts, avoidance of sensitive sites, and consideration of future aircraft forecasts.
3. **Heights of aircraft and regulations:** Some participants questioned the regulations around the height of light aircraft and noise limits. Airservices noted that light aircraft and helicopters are not within the scope of Airservices.
4. **Environmental Impact Statement (EIS):** Some participants had questions around the approval process for a flightpath. Airservices clarified that some new flightpaths must undergo an EIS on the shortlisted options. An EIS is a government process which covers various topics such as social impacts, noise, vibration, pollution, economics, aquatic impacts, biodiversity, and air quality. An

example of an EIS can be found here.

5. **Need for specific details on plans for the aviation industry (Adelaide):** One attendee from Adelaide requested more specific information on Adelaide airport and Adelaide aviation industry. They also suggested more monitoring of noise and other impacts. The same attendee also requested information the Adelaide CACG and their members which is found on the airport's website [here](#).

# Community webinar - meeting notes

## National Engagement Standard – Airservices

### Webinar 9: June 21, 2023, 5:00PM-6:30PM

**Number of attendees:** 3

**Location:** Online (Zoom)

**Session summary:**

#### Community Engagement Standard feedback:

1. **Addressing community concerns and improving engagement:** Attendees highlighted the need to actively address community concerns and enhance engagement between Airservices, Airports, and residents. They believe industry needs to listen to feedback, empower communities, and take action based on community input.
2. **Principles:** One attendee said that meaningful and outcomes-based principles are the most important.
3. **Placing importance on the community:** Attendees agreed that the community should be the most important consideration following safety.
4. **Engagement period:** One attendee highlighted that the engagement period needs to be extended.
  - a. Level 1: minimum of 12 weeks
  - b. Level 2: minimum of 6 weeks

#### Other feedback:

1. **Flight paths aircraft operations:** During the webinar, one attendee highlighted that communities don't understand the difference between flight paths and flight track. They clarified that flight tracks represent the actual paths taken by aircraft, while flight paths are predetermined sets of waypoints. Attendees also spoke of the impact of aircrafts on noise pollution and emissions
2. **Implementing curfews and mitigating noise:** Attendees expressed concern about early morning helicopter noise. Attendees suggested the possibility of implementing curfews at Brisbane and Western Sydney airports.
3. **Social license and accountability:** One attendee said the social license of Airservices could be diminished from the organisation's actions and poor responsiveness to community concerns. They highlighted the importance of actively maintaining transparency, explaining decisions, and considering community feedback.



# Community webinar - meeting notes

## National Engagement Standard – Airservices

### Webinar 6: June 22, 2023, 6:00PM-7:30PM

**Number of attendees:** 7

**Location:** Online (Zoom)

**Session summary:**

#### Community Engagement Standard Feedback:

1. **Community participation:** The attendees are keen to participate in community engagement opportunities. However, they emphasized the need to receive direct information quickly and allowing stakeholders enough time to give feedback.
2. **Accessibility:** One attendee suggested holding engagement sessions closer to the airport in the Gold Coast. They also emphasised the importance of providing clear and accessible information through user-friendly websites.
3. **Engagement period:** Some attendees suggested extending the consultation period, particularly for Level 1 – from 8-12 weeks to 12-16 weeks and Level 2 from 4-6 weeks to 4-8 weeks to accommodate busy schedules/community groups.
4. **Meaningful engagement:** Some attendees expressed frustration with previous engagement processes, feeling that their input had little influence on decision-making. They emphasized the need for meaningful engagement that allow for actual impact from feedback and a clear understanding of what they can influence. They wanted to understand before giving feedback what they could give feedback on i.e. what was 'negotiable' and what was 'not negotiable'

#### Other feedback:

1. **Noise and pollution concerns:** Several attendees raised concerns about the impacts of aircraft noise and air pollution. One attendee highlighted the impact of noise on horses and cattle. Other attendees spoke of the noise from 4:00 AM from a helicopter training school near their house. They highlighted the need for transparency, justification, and resolution of these issues. They also highlighted the need for increased efficiency from the NCIS.
2. **Government response and accountability:** Attendees expressed dissatisfaction with the response from government agencies and authorities, feeling that they were being brushed aside or ignored. They called for increased honesty, interest in addressing concerns, and greater accountability.
3. **Communication and information dissemination:** Attendees emphasized the importance of clear communication, justifying decisions, and providing relevant information to the community, including parents and schools. One attendee also suggested reaching out to CACGs to quickly disseminate information. They suggested using technological tools such as apps or websites to track noise levels.
4. **Review of environmental impact studies:** Concerns were raised about the accuracy of previous environmental impact studies for Brisbane Airport, leading to discrepancies between the expected and actual noise pollution levels. Community members called for rectifying the situation through a new Environmental Impact Statement (EIS).
5. **Flight path adjustment and negotiation:** Attendees expressed a desire for minor adjustments to flight paths at

Brisbane Airport to minimise noise. They questioned the negotiability of flight paths.



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