

## COMMUNITY ENGAGEMENT

3 Could you share your insights on the effectiveness of ASA noise complaints and information service. How well does it address the concerns of communities affected by aircraft noise?

In 7 years of challenging ASA with complaints and seeking information from either their complaints or engagement sections I/we can honestly state I/we have never received a positive, informative response from this organisation nor has any positive outcome been achieved from this process. This debilitating situation has continued for 5 – 7 years and not been resolved.

**ASA is deeply frustrating to deal with, characterised by carefully constructed responses designed to confuse rather than clarify. ASA continually states flight safety as it's priority and a catch-all defence to not providing any positive community action and was critiqued by the ANO who stated this as a pretext for inaction and is the cause of major frustration to the community.**

The failure in responding to complaints and community engagement are due mainly to the following reasons:

**1. My/our opinion is that the ASA Board and most staff members are totally incompetent and not experienced in dealing with communities.**

**2. Totally unaccountable and unanswerable for the negative and unacceptable situations they have imposed on my community and myself and are not open to change.**

**3. Display no empathy or understanding to communities or the negative effects they have lumbered on communities.**

**4. Autocratic, dictatorial, bullying and harassing in their attitude to community**

**5. Have no concept or understanding of the term community engagement.**

*6. DO NOT COMPLY TO THEIR OWN TIME FRAME - NO APOLOGY*

Community engagement by ASA is providing false statistics, false maps and information to the community to achieve their goals. An example of this is stating that all communities will **noise share** in 2017 onwards. This was a blatant lie with my/our community now exposed to **83 % of all incoming flights** from a southerly direction and is permanently subjected to considerable departure noise.

**ASA on a large % of occasions does not respond to complaints or engagement queries.**

**ASA operate with a sense of impunity and shirks accountability at every turn.**

**Local community engagement sessions are a challenge** in themselves as ASA disallows repeated calls to **have group sessions** and not one on one. To prevent group participation no seating is provided and this is I believe a duty of care situation created by ASA and is an extremely low method of manipulation to prevent persons remaining for an extended period. It is also extremely hard on older residents attending sessions.

These **community sessions** are very **precisely orchestrated to achieving ASA required outcomes**. At 2 previous engagement sessions my group presented a **motion to ASA** stating the feasible, safe outcomes we required and requesting finalisation. There was not one dissenting community member regarding this issue. This motion was handed to Tim Gill who very reluctantly accepted it stating it was ASA engagement session and virtually stating not the communities. **To date there has been no response to this motion.**

**A copy of this motion has been tendered to you.**

When ASA has compiled information on community sessions the dates, times and locations of these sessions can only be **accessed by the bar code** on the flyer. Many people, again like me do not have smart phones and can't access the information. This is again a deliberate ploy by ASA to ~~hopefully~~ limit the number of attendees at the meetings. **Once again ASA manipulating the result they want.**

**ASA online site is extremely hard to navigate.**

Finally the **community did not seek noise abatement** but requested the two feasible, safe options mentioned 2 ½ years ago in their PIR to be instigated. This request was ignored and we are now trialling forced noise abatement which has been designed by ASA to fail.

Facts supporting this statement is confirmed by the ASA statement:



**"outside tower hours airspace is uncontrolled and application of the NAP is at the aircraft operators discretion and adherence is not mandatory."**

Flights over my immediate area, which is affected directly by 3 flight paths,<sup>d</sup> due to the NAP have become **hap hazard** and sticking to no defined path. There have been a considerable number of breaches to the NAP and surely these 2 statements **raise the serious question of aircraft and community safety?**

All these facts support the statement that **ASA's community engagement and the manner in which it addresses their complaints is totally ineffective. Community engagement does not address the concerns of communities affected.**

**And INEFFECTIVE suits ASA and totally frustrates the community.**

Thankyou for your attention.

THE GROUP HOLDS THE OPINION WE ARE IN A PRECARIOUS POSITION AFTER THE RELEASE OF THE WHITE PAPER IN THAT THE SHORT & LONG PATHS ARE NOT NEW & NO FLIGHT PATH PRINCIPLES WERE APPLIED TO THESE PATHS. THE CURRENT PATHS IN 7 YEARS HAVE NOT BEEN FINALISED SO WHAT POSITION DOES THIS LEAVE OUR COMMUNITY IN? STUCK IN THE MIDDLE BETWEEN OLD & NEW LEGISLATION. WILL AS KEEP "SCREENING" US BECAUSE WE ARE IN NO MAN'S LAND.

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