

## Rural And Regional Affairs And Transport

### QUESTION ON NOTICE

#### Supplementary Budget Estimates 2021 - 2022

#### Infrastructure, Transport, Regional Development and Communications

Committee Question Number: 107

Departmental Question Number: SQ21-001071

Division/Agency Name: Airservices Australia

Hansard Reference: Written (05 November 2021)

Topic: AIRSERVICES - Community Engagement operation costs

Senator Larissa Waters asked:

How much does it cost Airservices Australia on an annual basis to operate its Community Engagement team? Please provide figures for the last five financial years, with details for:

- the Noise Complaints and Information Services (NCIS) team;
- the Engage Airservices website portal and associated outsourcing costs to the service provider "Bang The Table / Engagement HQ," and;
- any other parts of Airservices' Community Engagement efforts.

Answer:

Total annual operating costs for the Community Engagement team, including staffing costs for the NCIS team, Engage Airservices website, outsourcing costs for the last 5 financial years are listed below:

- Financial year 2017
  - Total: \$1.22 million
  - NCIS team: \$0.68 million
  - Other Community Engagement staff and supplier costs: \$0.54 million
  - Consultancies: \$0
  - Engage Airservices annual licensing and support fee: \$0
- Financial year 2018
  - Total: \$2.32 million
  - NCIS team: \$1.53 million
  - Other Community Engagement staff and supplier costs: \$0.79 million
  - Consultancies: \$0
  - Engage Airservices annual licensing and support fee: \$0
- Financial year 2019
  - Total: \$2.32 million
  - NCIS team: \$1.15 million
  - Other Community Engagement staff and supplier costs: \$0.98 million

- Consultancies: \$0.19 million
- Engage Airservices annual licensing and support fee: \$0
- Financial year 2020
  - Total: \$2.39 million
  - NCIS team: \$0.92 million
  - Other Community Engagement staff and supplier costs: \$1.43 million
  - Consultancies: \$0
  - Engage Airservices annual licensing and support fee: \$0.04 million (Engage Platform introduced in 2020)
- Financial year 2021
  - Total: \$1.94 million
  - NCIS team: \$0.89 million
  - Other Community Engagement staff and supplier costs: \$0.97 million
  - Consultancies: \$0.04 million
  - Engage Airservices annual licensing and support fee: \$0.04 million