

**Rural and Regional Affairs and Transport**

**QUESTION ON NOTICE**

**Budget Estimates 2023 - 2024**

**Infrastructure, Transport, Regional Development, Communications and the Arts**

**Committee Question Number: 267**

**Departmental Question Number: SQ23-004026**

**Division/Agency Name: Agency - Civil Aviation Safety Authority**

**Hansard Reference: Written, 16 June 2023**

**Topic: CASA - Stakeholder Satisfaction Survey**

**Senator Bridget McKenzie asked:**

1. The CASA Stakeholder Satisfaction Survey was sent to select stakeholders recently, this only went to 6,600 of an estimated 118,000 stakeholders, what is reasoning behind this?
2. On what basis were the 6,600 stakeholders selected?
3. On what basis were the estimated 111,400 excluded?
4. What date was this decision made?
5. After suspending the 2020 survey when it was made public, did you resume getting feedback?
6. What opportunities were given for the wider community to provide feedback?
7. Regarding the close call of two Qantas 737's in Sydney on April 29, did you work with Australian Transport Safety Bureau (ATSB) and Airservices Australia (ASA) on this matter to determine the cause of the matter?
8. What course of action has been taken to ensure this does not happen in the future?
9. Was human error or staff fatigue a factor in the incident?
10. Were staff shortages in air traffic control a factor in the incident?
11. In the view of CASA what was the cause of the incident?

**Answer:**

1. The 6,600 stakeholders were a random stratified sample of stakeholders within the Civil Aviation Safety Authority's (CASA) database. This methodology was recommended by our research provider and is consistent with the sampling methodology used for the previous 2 surveys in 2018 and 2020.
2. See above.
3. See above.
4. The decision to use a stratified random sample was first made for the 2018 survey following a recommendation by the independent research provider. This approach was

also recommended when the new independent research provider was appointed on 20 April 2020.

5. Yes. The survey was published on CASA's website on 8 April 2021.
6. Wider community feedback was not sought as part of the survey. However, consistent with previous surveys, feedback was sought from targeted stakeholders and associations that considered feedback from their members and broader aviation community.
7. CASA has been advised that Australian Transport Safety Bureau (ATSB) is investigating this incident and is available to support ATSB if needed.
8. Pending the outcome of a formal investigation, CASA is satisfied that Airservices is initiating actions to minimise the risk of a similar occurrence.
9. CASA awaits the outcome of the formal investigation to understand possible contributing factors to this incident.
10. CASA awaits the outcome of the formal investigation to understand possible contributing factors to this incident.
11. It would be inappropriate for CASA to speculate on the causes of this incident and will await the outcome of the formal investigation by ATSB.