

**Question on notice no. 197**

**Portfolio question number: SQ22-000777**

**2022-23 Budget estimates October and November**

**Rural and Regional Affairs and Transport Committee, Infrastructure,  
Transport, Regional Development, Communications and the Arts Portfolio**

**Senator Bridget McKenzie:** asked the Airservices Australia on 25 November 2022

—

Senator McKENZIE: How many complaints has your team received between 12 July 2020 and now about the aircraft noise at Brisbane Airport?

Mr Curran: I haven't got the data cut exactly like that, but I can give you a sense of the number. Senator McKENZIE: How have you cut the data?

Mr Curran: I can give it to you by month, would that be preferable? I can give it to you by month since July. I would just have to add them up.

Senator McKENZIE: Sure, go for it.

Mr Curran: Perhaps I misheard the question. Did you say since 2020?

Senator McKENZIE: Yes, 12 July 2020.

Mr Curran: I haven't got it specifically since 12 July 2020. It would be in the order of several thousands. I can provide the specific answer to that question on notice

**Answer —**

Please find answer attached.

## Rural and Regional Affairs and Transport

### QUESTION ON NOTICE

#### Budget Estimates 2022 - 2023

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

Committee Question Number: 197

Departmental Question Number: SQ22-000777

Division/Agency Name: Agency - Airservices Australia

Hansard Reference: Spoken, Page No. 44 (25 November 2022)

Topic: AIRSERVICES - number of complaints regarding aircraft noise at Brisbane Airport

#### Senator Bridget McKenzie asked:

Senator MCKENZIE: How many complaints has your team received between 12 July 2020 and now about the aircraft noise at Brisbane Airport?

Mr Curran: I haven't got the data cut exactly like that, but I can give you a sense of the number.

Senator MCKENZIE: How have you cut the data?

Mr Curran: I can give it to you by month, would that be preferable? I can give it to you by month since July. I would just have to add them up.

Senator MCKENZIE: Sure, go for it.

Mr Curran: Perhaps I misheard the question. Did you say since 2020?

Senator MCKENZIE: Yes, 12 July 2020.

Mr Curran: I haven't got it specifically since 12 July 2020. It would be in the order of several thousands. I can provide the specific answer to that question on notice

#### Answer:

The Noise Complaints and Information Services (NCIS) received 14,019 complaints and enquiries from 2,956 complainants between 12 July 2020 and 31 October 2022. The table below provides a breakdown of the number of contacts by month.

Month	Number of contacts
(12-31) Jul-2020	243
Aug-2020	856
Sep-2020	823
Oct-2020	696
Nov-2020	467
Dec-2020	662
Jan-2021	288
Feb-2021	268
Mar-2021	546
Apr-2021	594
May-2021	692
Jun-2021	462
Jul-2021	362
Aug-2021	313

Month	Number of contacts
Sep-2021	522
Oct-2021	499
Nov-2021	507
Dec-2021	294
Jan-2022	268
Feb-2022	371
Mar-2022	440
Apr-2022	756
May-2022	795
Jun-2022	351
Jul-2022	348
Aug-2022	398
Sep-2022	535
Oct-2022	663

Airservices notes that the complaints and enquiries data for the period 12 July 2020 to 28 February 2022 has been retrospectively updated. The complaints and enquiries database is dynamic and minor changes can occur as in-progress complaints and reviews are completed. This has resulted in minor variations with the data in the response to Committee Question Number 108 (SQ22-000252) from the 2021-2022 Additional Estimates hearing (see attached). The updated data shows that the Noise Complaints and Information Services (NCIS) received 9,733 complaints and enquiries from 2,095 complainants between 12 July 2020 and 28 February 2022.

**Question on notice no. 108**

**Portfolio question number: SQ22-000252**

**Additional estimates**

**Rural and Regional Affairs and Transport Committee, Infrastructure,  
Transport, Regional Development and Communications Portfolio**

**Senator Larissa Waters:** asked the Airservices Australia on 14 February 2022—

How many complaints and inquiries relating to aircraft noise at Brisbane Airport has the Noise Complaints and Information Services (NCIS) team received since 12 July 2020?

Please provide a monthly breakdown of the number of complaints received online, by phone, and by post, and the suburbs in which the complainants live.

**Answer —**

Answer attached.

**Rural And Regional Affairs And Transport**

**QUESTION ON NOTICE**

**Additional Estimates 2021 - 2022**

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

**Committee Question Number: 108**

**Departmental Question Number: SQ22-000252**

**Division/Agency Name: Airservices Australia**

**Hansard Reference: Written (24 February 2022)**

**Topic: AIRSERVICES - Brisbane Airport aircraft noise complaints**

**Senator Larissa Waters asked:**

How many complaints and inquiries relating to aircraft noise at Brisbane Airport has the Noise Complaints and Information Services (NCIS) team received since 12 July 2020? Please provide a monthly breakdown of the number of complaints received online, by phone, and by post, and the suburbs in which the complainants live.

**Answer:**

Regarding Brisbane Airport, the Noise Complaints and Information Services (NCIS) received 9,727 complaints and inquiries from 2,175 complainants between 12 July 2020 and 28 February 2022.

**Attachment A** provides a breakdown by contact method.

**Attachment B** lists the suburbs in which complainants live.

**Attachments**

- Attachment A – Brisbane Airport noise complaints by contact method
- Attachment B – Origin of Brisbane Airport noise complaints

## Brisbane Airport noise complaints by contact method

Month	Online	Phone	Letter
Jul-2020*	230	13	
Aug-2020	826	29	1
Sep-2020	786	39	1
Oct-2020	658	35	
Nov-2020	451	17	
Dec-2020	658	4	
Jan-2021	283	5	
Feb-2021	265	3	
Mar-2021	542	4	
Apr-2021	587	7	1
May-2021	680	10	1
Jun-2021	455	9	
Jul-2021	355	5	
Aug-2021	311	3	
Sep-2021	517	4	
Oct-2021	493	6	
Nov-2021	499	9	
Dec-2021	285	9	
Jan-2022	260	8	
Feb-2022	355	7	1

\*since 12 July 2020

## Origin of Brisbane Airport noise complaints

Acacia Ridge	Chermside West	MacLay Island	Salisbury
Albany Creek	Clayfield	Manly West	Samford Valley
Alexandra Hills	Clontarf	Mansfield	Samford Village
Algester	Closeburn	Mcdowall	Samsonvale
Annerley	Coorparoo	Middle Park	Sandgate
Armstrong Creek	Corinda	Milton	Sandstone Point
Arundel	Cornubia	Moggill	Scarborough
Ascot	Dayboro	Moorooka	Seven Hills
Ashgrove	Doolandella	Morayfield	Sheldon
Aspley	Draper	Morningside	Sherwood
Auchenflower	East Brisbane	Mount Cotton	South Brisbane
Balmoral	Eatons Hill	Mount Gravatt	Springwood
Banksia Beach	Eight Mile Plains	Mount Mee	St Lucia
Banyo	Ellen Grove	Mount Ommaney	Stafford
Bardon	Everton Hills	Mount Pleasant	Stafford Heights
Bellbowrie	Fairfield	Mount Samson	Sunnybank Hills
Belmont	Ferny Grove	Mt Gravatt East	Tamborine Mountain
Birkdale	Ferny Hills	Murarrie	Taringa
Bongaree	Forest Lake	New Farm	Tarragindi
Boondall	Forestdale	Newmarket	Teneriffe
Boronia Heights	Fortitude Valley	Newstead	The Gap
Bowen Hills	Greenbank	Norman Park	Tingalpa
Bridgeman Downs	Greenslopes	North Lakes	Toowong
Brighton	Gumdale	Northgate	Underwood
Brisbane	Hamilton	Nudgee	Upper Brookfield
Brisbane City	Hawthorne	Nudgee Beach	Virginia
Brookfield	Heathwood	Nundah	Wakerley
Bulimba	Hemmant	Ocean View	Waterford West
Bunya	Hendra	Pacific Pines	Wavell Heights
Burbank	Heritage Park	Paddington	Wellington Point
Caboolture	Highgate Hill	Pallara	West End
Camp Hill	Highvale	Park Ridge	Westlake
Camp Mountain	Hill End	Parkinson	Wights Mountain
Cannon Hill	Holland Park	Pinjarra Hills	Wishart
Capalaba	Indooroopilly	Pinkenba	Woolloongabba
Carina	Ipswich	Pullenvale	Woorim
Carina Heights	Kalinga	Redcliffe	Wynnum
Carindale	Kangaroo Point	Regents Park	Wynnum West
Carrara	Kenmore	Riverhills	Yeerongpilly
Carseldine	Kenmore Hills	Rochedale	Yeronga
Cedar Creek	Kobble Creek	Rochedale South	
Chandler	Laceys Creek	Runcorn	
Chapel Hill	Logan Reserve	Russel Island	