

Question on notice no. 279

Portfolio question number: SQ23-005132

2023-24 Supplementary Budget estimates

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

Senator Bridget McKenzie: asked the Airservices Australia on 2 November 2023—

In the February estimates Senator Bridget McKenzie was asking Mr Harfield advised "if it is the same complaint repeated by the same complainant we will treat that as one complaint," "but if it's something different we'll take that as a separate complaint." Mr Curran then clarified "the only time we wouldn't count the complaint as an additional complaint is if it was about the very same flight".

This would seem to be crystal clear, but this is not the lived experience of residents of La Pouse. One resident who repeatedly contacts Airservices citing different flights on different days that are not flying according to requirements has been told that he must stop contacting Airservices as they don't want to hear from him as he is bringing up the same issue. The online complaints form actively discourages repeat contact as it says "You need only contact us once in order for your issue to be taken seriously and given due consideration".

Other residents have expressed that it is pointless contacting noise complaints as they are not taken seriously and nothing ever happens. The community feels their complaints are not being taken seriously.

Do Airservices therefore think that as the data is not truly representative of issues and because many have NCIS fatigue, Airservices needs to adopt a different means to engage with the community on issues of concern?

Answer —

Please find answer attached

Rural and Regional Affairs and Transport

QUESTION ON NOTICE

Supplementary Budget Estimates 2023 - 2024

Infrastructure, Transport, Regional Development, Communications and the Arts

Committee Question Number: 279

Departmental Question Number: SQ23-005132

Division/Agency Name: Agency - Airservices Australia

Hansard Reference: Written (02 November 2023)

Topic: AIRSERVICES - Online complaints form restrictions

Senator Bridget McKenzie asked:

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This would seem to be crystal clear, but this is not the lived experience of residents of La Perouse. One resident who repeatedly contacts Airservices citing different flights on different days that are not flying according to requirements has been told that he must stop contacting Airservices as they don’t want to hear from him as he is bringing up the same issue. The online complaints form actively discourages repeat contact as it says “You need only contact us once in order for your issue to be taken seriously and given due consideration”.

Other residents have expressed that it is pointless contacting noise complaints as they are not taken seriously and nothing ever happens. The community feels their complaints are not being taken seriously.

Do Airservices therefore think that as the data is not truly representative of issues and because many have NCIS fatigue, Airservices needs to adopt a different means to engage with the community on issues of concern?

Answer:

All complaints are considered and recorded by the Noise Complaints and Information Service (NCIS) and Airservices is working to continuously improve complaint handling. Airservices now publicly reports on the number of complainants (individuals who make a complaint) and the number of complaints (contacts) received.