

**Question on notice no. 134**

**Portfolio question number: SQ24-000224**

**2023-24 Additional estimates**

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

**Senator Janet Rice:** asked the Airservices Australia on 22 February 2024—

?Please provide an updated list of the suburbs where complainants reside that have contacted the Airservices Noise Complaints and Information Service (NCIS) in relation to Brisbane Airport or Archerfield Airport over the period July 2020 to February 2024.

?What budget has been allocated to the resource the NCIS team in the last and in this financial year?

?What proportion of the budget and NCIS resources is going to deal with complaints from Greater Brisbane considering that the volume of complaints is greater than all other complains across the country combined?

**Answer —**

Please find answer attached

**Rural and Regional Affairs and Transport**

**QUESTION ON NOTICE**

**Additional Estimates 2023 - 2024**

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

**Committee Question Number: 134**

**Departmental Question Number: SQ24-000224**

**Division/Agency Name: Agency - Airservices Australia**

**Hansard Reference: Written (22 February 2024)**

**Topic: AIRSERVICES - Brisbane Suburbs noise complaints**

**Senator Janet Rice asked:**

- Please provide an updated list of the suburbs where complainants reside that have contacted the Airservices Noise Complaints and Information Service (NCIS) in relation to Brisbane Airport or Archerfield Airport over the period July 2020 to February 2024.
- What budget has been allocated to the resource the NCIS team in the last and in this financial year?
- What proportion of the budget and NCIS resources is going to deal with complaints from Greater Brisbane considering that the volume of complaints is greater than all other complains across the country combined?

**Answer:**

1. **Attachment A** lists the suburbs of complainants that have contacted the Noise Complaints and Information Service (NCIS) in relation to Brisbane Airport over the period July 2020 to February 2024.
1. **Attachment B** lists the suburbs of complainants that have contacted the NCIS in relation to Archerfield Airport over the period July 2020 to February 2024.
2. The 2023-24 Airservices NCIS budget is \$1,122,134. In 2022-23 the NCIS budget was \$765,505.
3. Approximately 37 per cent of NCIS resources were allocated to Brisbane complaints in 2023. This is based on the proportion of total complaints responded to nationally and those responded to for Brisbane.

**Attachments**

- **Attachment A:** Origin of Brisbane Noise Complaints July 2020 to February 2024
- **Attachment B:** Origin of Archerfield Noise Complaints July 2020 to February 2024

## Attachment A: Origin of Brisbane Airport Noise Complaints: July 2020 to February 2024

Acacia Ridge	Cannon Hill	Ferny Hills	Logan Reserve	Nundah	St Lucia
Albany Creek	Cannonvale	Fig Tree Pocket	Lota	Ocean View	Stafford
Albion	Capalaba	Forest Lake	Lutwyche	Ormiston	Stafford Heights
Alderley	Carbrook	Forestdale	Macgregor	Oxley	Steiglitz
Alexandra Hills	Carina	Fortitude Valley	Mackenzie	Paddington	Stockleigh
Algester	Carina Heights	Gaythorne	Macleay Island	Pallara	Stones Corner
Amity	Carindale	Geebung	Mango Hill	Park Ridge	Stretton
Amity Point	Carrara	Gordon Park	Manly	Parkinson	Sunnybank Hills
Annerley	Carseldine	Graceville	Manly West	Pinjarra Hills	Taigum
Arana Hills	Cashmere	Grange	Mansfield	Pinkenba	Taringa
Armstrong Creek	Cedar Creek	Greenbank	Mapleton	Point Lookout	Tarragindi
Ascot	Chandler	Greenslopes	Margate	Priestdale	Teneriffe
Ashgrove	Chapel Hill	Gumdale	Marsden	Pullenvale	The Gap
Ashgrove West	Chelmer	Hamilton	Mcdowall	Raby Bay	Thornedside
Aspley	Chemrside West	Hawthorne	Meadowbrook	Ransome	Thorneside
Auchenflower	Chermside	Heathwood	Middle Park	Red Hill	Thornlands
Balmoral	Chermside West	Hemmant	Milton	Redbank Plains	Tingalpa
Banksia Beach	Clayfield	Hendra	Moggill	Redcliffe	Tinglapa
Banyo	Cleveland	Heritage Park	Moorooka	Redland Bay	Toowong
Bardon	Clontarf	Highgate Hill	Moorooka	Redlands	Underwood
Beachmere	Clontarf Beach	Highvale	Morayfield	Regents Park	Upper Brookfield
Beenleigh	Closeburn	Hill End	Morningside	Riverhills	Upper Kedron
Bellbowrie	Coochiemudlo Island	Hillcrest	Mount Cotton	Robertson	Victoria Point
Belmont	Coorparoo	Holland Park	Mount Glorious	Rochedale	Virginia
Birkdale	Corinda	Holland Park West	Mount Gravatt	Rochedale South	Wakerley
Bongaree	Cornubia	Hurlstone Park	Mount Gravatt East	Rocklea	Warner
Boondall	Crestmead	Inala	Mount Mee	Runcom	Waterford
Boronia Heights	Daisy Hill	Indooroopilly	Mount Nebo	Russell Island	Waterford West
Bowen Hills	Dayboro	Ipswich	Mount Ommaney	Salisbury	Wavell Heights
Bracken Ridge	Deagon	Jamboree Heights	Mount Pleasant	Samford Valley	Wellington Point
Bray Park	Deception Bay	Jimboomba	Mount Warren Park	Samford Village	West End
Bridgeman Downs	Delaneys Creek	Jindalee	Munruben	Samsonvale	Westlake
Brighton	Doolandella	Joyner	Murarrie	Sandgate	Wights Mountain
Brisbane	Draper	Kalinga	Nathan	Sandstone Point	Wilston
Brisbane City	Dunwich	Kallangur	New Beith	Scarborough	Windsor
Brookfield	Durack	Kangaroo Point	New Farm	Seven Hills	Wishart
Buccan	Dutton Park	Karana Downs	Newmarket	Shailer Park	Woody Point
Bulimba	East Brisbane	Kedron	Newport	Sheldon	Woolloongabba
Bunya	Eatons Hill	Kenmore	Newstead	Sherwood	Woollowin
Burbank	Eight Mile Plains	Kenmore Hills	Ningi	Shorncliffe	Woorim
Caboolture	Ellen Grove	Keperra	Norman Park	Sinnamon Park	Wynnum
Calamvale	Enoggera	Kippa Ring	North Stradbroke	Slacks Creek	Wynnum West
Camira	Everton Hills	Kobbie Creek	North Stradbroke Island	South Brisbane	Yeerongpilly
Camp Hill	Everton Park	Kuraby	Northgate	Spring Hill	Yeronga
Camp Mountain	Fairfield	Laceys Creek	Nudgee	Springfield Lakes	Yugar
Canberra	Ferny Grove	Lamb Island	Nudgee Beach	Springwood	Zillmere

## Attachment B: Origin of Archerfield Noise Complaints: July 2020 to February 2024

Acacia Ridge	Capalaba	Heathwood	Nudgee	Strathpine
Albany Creek	Carina	Highgate Hill	Oxley	Stretton
Alderley	Carina Heights	Hillcrest	Paddington	Sunnybank
Algester	Carindale	Holland Park	Pallara	Sunnybank Hills
Amity Point	Carseldine	Inala	Park Ridge	Tamborine
Annerley	Cedar Creek	Indooroopilly	Parkinson	Tamborine Village
Anstead	Chandler	Ipswich	Peregian Beach	Taringa
Arana Hills	Chapel Hill	Jacobs Well	Petrie	Tarragindi
Archerfield	Chelmer	Jamboree Heights	Petrie Terrace	Teneriffe
Ascot	Clayfield	Jimboomba	Pullenvale	Thornlands
Ashgrove	Coopers Plains	Jindalee	Red Hill	Tingalpa
Aspley	Corinda	Jindalee Brisbane	Redbank Plains	Toowong
Auchenflower	Daisy Hill	Kallangur	Redland Bay	Underwood
Balmoral	Darra	Kangaroo Point	Reserve Creek	Upper Brookfield
Bardon	Deception Bay	Kelvin Grove	Richlands	Veresdale
Beenleigh	Drewvale	King Scrub	Rochedale	Warner
Bellbowrie	Durack	Kuraby	Rochedale South	Waterford
Berrinba	East Brisbane	Lawnton	Rocklea	Waterford West
Boronia Heights	Eatons Hill	Logan Central	Salisbury	Wavell Heights
Bowen Hills	Eight Mile Plains	Macgregor	Samford Valley	West End
Bracken Ridge	Everton Hills	Middle Park	Seventeen Mile Rocks	Westlake
Bray Park	Fairfield	Mitchelton	Shailer Park	Windsor
Brisbane	Ferny Grove	Moggill	Sherwood	Wishart
Brookfield	Ferny Hills	Moorooka	Sinnamon Park	Woodhill
Bulimba	Fig Tree Pocket	Mount Gravatt	Slacks Creek	Woollongabba
Bundamba	Forest Lake	Mount Gravatt East	South Brisbane	Wooloowin
Burleigh Waters	Gailes	Munruben	South Maclean	Woongoolba
Burpengary East	Gaythorne	Narangba	Spring Hill	Wynnum
Calamvale	Gleneagle	New Farm	Springwood	Zillmere
Caloundra West	Graceville	Newmarket	St Lucia	
Camp Mountain	Greenbank	Northgate	Stafford Heights	