

# COMMUNITY ENGAGEMENT FRAMEWORK OVERVIEW

*We recognise the value of engagement and engage with the community on flight path and airspace changes and current aircraft noise and operations.*

Airservices Community Engagement Framework (CEF) has been developed to provide a rigorous process for delivery of community engagement activity for flight path and associated airspace changes. The CEF has been developed based on stakeholder feedback on previous engagement activity, findings of Aircraft Noise Ombudsman investigations and following consideration of established “best practice” engagement processes, models and practices.

The CEF is a key pillar of our approach to engagement which includes:

- **Community engagement** – timely, meaningful and transparent engagement with communities, community groups and their local, State and Federal elected representatives, with an interest in or impact from aviation operations, and Community Aviation Consultation Groups (CACGs)
- **Industry engagement** – regular, in depth engagement with airport owners and operators, airlines and aviation operators, to determine change requirements and opportunities to enhance the efficiency and sustainability of the aviation sector
- **Government engagement** – ongoing formal and informal regulatory engagement with the Civil Aviation Safety Authority (CASA), Departments and other Commonwealth Agencies, to ensure our statutory and regulatory obligations are met and that key government parties with an aviation function are kept informed of Airservices activity.

We have developed **Flight Path Design Principles** which describe the various elements that are considered in flight path and airspace design. These Principles are relevant to the interests of all of our stakeholders and are applied to all new flight path and airspace changes. For each new change, we will report on how the Principles were applied and how they shaped the final change decision.

Airservices **Commitment to Aircraft Noise Management** provides details of our approach to minimising the impact of aircraft operations, including our legislated obligations, methods to reduce aviation noise impacts, our processes for noise monitoring, interface with the aviation industry, investigations into complaints and forums for discussion of air traffic noise concerns.

## WHAT IS THE COMMUNITY ENGAGEMENT FRAMEWORK?

The CEF provides a clear set of commitments, processes and information tools for our community engagement on flight path and airspace changes. It also establishes how we will respond to community initiated change suggestions and to complaints about aircraft noise.

The CEF includes:

- **Our Commitment to Community Engagement** – a public commitment to how we will engage with communities on flight path and airspace changes. This statement establishes the behavioural commitments in relation to engagement
- **Our Community Engagement Approach** – a range of procedures that support our engagement practice. These procedures cover initial environmental change assessment and social impact analysis, community engagement planning and implementation, feedback collation and data reporting, complaints management, noise information sharing, and investigations of community suggested noise improvements. Information on our approach to engagement is provided on *Engage Airservices*
- **Airservices website** – a dedicated Community Engagement tab that provides access to Airservices updates on temporary changes to aircraft operations, our engagement platform and airport gateways, and information regarding Community Aviation Consultation Groups (CACGs) and the Aircraft Noise Ombudsman (ANO)
- **Engage Airservices interactive engagement platform** – an online engagement portal, providing information on current flight path and airspace changes and engagement activity. Community members can register to receive updates and alerts of new flight path and airspace changes and upcoming engagement activity
- **Airport noise portals** – our Noise and Flight Path Monitoring System (NFPMS) for 15 capital city and regional airports provides public reporting of information on air traffic movements, runway use, and flight paths, and complaints summaries and statistics. It also includes summaries of noise improvement investigations and outcomes
- **Aircraft in your Neighbourhood airport gateways** – an online airport gateway for Sydney, Brisbane, Gold Coast and Sunshine Coast airports, that provides community members with a fully interactive opportunity to access air traffic and noise related information relevant to their address, suburb or general area. This includes flight paths and aircraft flow and links to useful resources
- **WebTrak** – a tool that enables the community to see where aircraft fly and explore historical trends and patterns. Aircraft noise data is also displayed, collected daily from noise monitors strategically located around communities close to the airport
- **Noise and Complaints Information Service (NCIS)** – our aircraft noise complaints, information and investigation service, providing the community with information about aircraft operations, and conducting targeted investigation into air traffic noise impacts to identify noise improvement opportunities and report on compliance of Fly Neighbourly Procedures and Noise Abatement Procedures.

# Airservices Engagement

## Community, Industry, Government

Commitment to Aircraft Noise Management

Flight Path Design Principles

### Community Engagement Framework

Our Commitment to  
Community Engagement

Our Community Engagement  
Approach

[Airservices Website](#)

[Engage Airservices](#)

[Airport noise portals](#)

[Aircraft in your Neighbourhood](#)

[WebTrak](#)

[Noise Complaints and Information  
Service \(NCIS\)](#)