

From: s47(f)
To: MBX FOI; s47(f)
Subject: RE: FOI 24-61 (Minnucci) - Request for documents
Date: Friday, 6 September 2024 12:04:31 PM
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image009.png](#)

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Here is the email trail requested.

s47(f)

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From: Media (Public Affairs)
Sent: Thursday, August 1, 2024 12:59 PM
To: Media (Public Affairs) <@. >; 'Killick, David' <@. >
Subject: RE: Complaints data

Hi David,

Here is a comment attributable to an Airservices spokesperson:

“Airservices has conducted significant engagement with the Hobart community on changes to flightpaths which were implemented in 2019, including on measures to reduce and share the impact of aircraft noise.

Our Post Implementation Review completed in April 2022 identified several suggested improvements from the community and industry and builds on the extensive engagement completed for the airspace design review which commenced in 2018. We are currently trialling a Noise Abatement Procedure (NAP) for arrivals to Runway 30 which aims to better share noise from aircraft arrivals. The trial commenced on 13 June 2024 and will be in effect for 6 months after which we will complete an assessment to determine if the NAP will be permanently implemented following the trial.

Airservices will be holding in-person consultation sessions in early September to engage on the other recommended actions from the PIR as well as improvements identified by our regulator (Civil Aviation Safety Authority). You can follow the progress of the Hobart Community and Industry Suggested Alternatives at [Hobart Community](#) or find further details of the PIR recommended actions [here](#).”

Please let us know if there’s anything else you need for your story.

Best regards,

s47(f)

From: Media (Public Affairs)
Sent: Thursday, August 1, 2024 12:10 PM
To: Killick, David <@. >
Cc: Media (Public Affairs) <@. >
Subject: RE: Complaints data

Hi David,

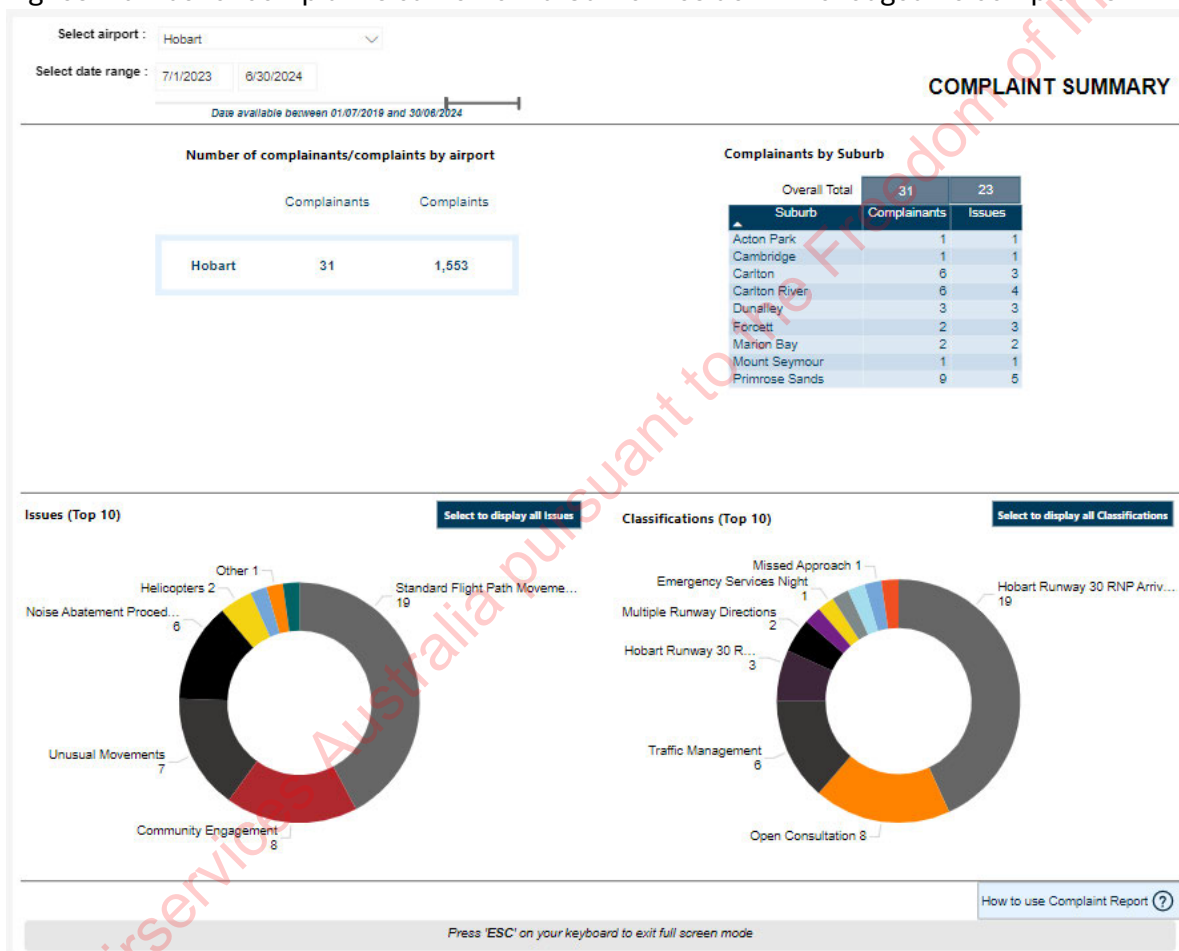
Thanks for your email.

On our website you can find data on complaints about aircraft noise for all parts of Australia. For ease of reference, this link will take you to the data for Hobart where you can put in your desired timeframe: [Hobart complaints report – AsA National Insightfull \(airservicesaustralia.com\)](https://airservicesaustralia.com/hobart-complaints-report)

Looking at the past financial year, you can see there were 1553 complaints relating to Hobart airport.

While we are unable to share details of complainants for privacy reasons, you can see from the report below that the 1500-plus complaints came from just 31 people.

I have also attached a table below that shows that 1475 of these complaints, some 95% of all complaints for the FY, came from just one person located in Primrose Sands. The next-highest number of complaints came from a Carlton resident who lodged 16 complaints.



**Hobart
Complainants by
Contacts Made FY
2023/24**

Top Complainants	Suburb	Contacts
1	Primrose Sands	1475
2	Carlton	16
3	Primrose Sands	7
4	Dunalley	5
5	Forcett	5

6	Dunalley	4
7	Forcett	4
8	Carlton River	4
9	Marion Bay	3
10	Primrose Sands	3
11	Carlton	3
12	Carlton River	2
13	Cambridge	2
14	Primrose Sands	2
15	Primrose Sands	2
16	Mount Seymour	1
17	Carlton	1
18	Carlton	1
19	Carlton River	1
20	Primrose Sands	1
21	Carlton River	1
22	Carlton	1
23	Marion Bay	1
24	Carlton River	1
25	Carlton	1
26	Primrose Sands	1
27	Carlton River	1
28	Acton Park	1
29	Dunalley	1
30	Primrose Sands	1
31	Primrose Sands	1

For your background, the [Senate Inquiry into Impact and mitigation of aircraft noise](#) is holding a session in Hobart on 28 August.

Airservices has made a [submission to this inquiry](#) which sets out how we acquit our obligations to manage the impact of aircraft operations on the community while enabling aircraft to operate safely and efficiently. It also shows (p.14) that on a national basis:

- The number of people complaining about aircraft noise has actually fallen since 2019 (i.e. pre-COVID)
- The number of complaints has almost tripled over the same period because the people who are complaining are doing so repeatedly

Of the 51k complaints made in 2023, more than 30k of these were made by just five people, one of whom lodged more than 20k complaints (more than 50 per day)

I will send an on-record comment shortly.

Best regards,

s47(f)

Released by Airservices Australia pursuant to the Freedom of Information Act



s47(f)
Head of External Communications
s47(f)

www.airservicesaustralia.com



We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

From: Killick, David <david.killick@news.com.au>
Sent: Wednesday, July 31, 2024 9:14 AM
To: Media (Public Affairs) <media@AirservicesAustralia.com>
Subject: Fwd: Complaints data

You don't often get email from david.killick@news.com.au. [Learn why this is important](#)

CAUTION: This email was sent from an external email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning,

I noticed the story below online and wanted to know whether there was similar data available for complaints in Tasmania or Hobart Airport specifically. I would like to know if a similar pattern was apparent here, what the nature of the complaints have been, and what action has or can be taken to address them.

regards,
David.

<https://www.perthnow.com.au/news/australia/perth-resident-takes-national-honours-after-complaining-more-than-21000-times-about-aircraft-noise-in-2023-c-14525295.amp>

DAVID KILLICK
Senior Reporter
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[Redacted]

We acknowledge the Traditional Owners of the land in all states and territories on which we work and report. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging, and honour their history, cultures, and traditions of storytelling.

[Redacted]

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From: MBX FOI <@.>

Sent: Friday, September 6, 2024 10:28 AM

To: s47(f)

Cc: MBX FOI <@.>

Subject: RE: FOI 24-61 (Minnucci) - Request for documents

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Good morning, s47(f)

I started with Airservices yesterday and am assisting s47(f) and the team with FOI, Privacy and Regulatory matters.

s47(f) is currently away on unscheduled leave, and I am progressing a few FOI matters in her absence.

We have two requests from Ms Minnucci with both decisions due by COB today. Apologies for following up with such short notice but I was hoping CE would be able to send through relevant documents as per the email thread below by midday today please?

Much appreciated

s47(f)



s47(f)

Senior Legal Counsel (Contractor)
Alan Woods Building, 25 Constitution Ave
Canberra ACT 2600, Australia

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From: s47(f)
Sent: Monday, August 26, 2024 2:58 PM
To: s47(f)
s47(f)
Cc: MBX FOI <foi@airservicesaustralia.com>
Subject: RE: FOI 24-61 (Minnucci) - Request for documents

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Hi s47(f)

There are no "documents" or "listings" provided. Just an email to our Head of External Comms and an email response as far as I am aware. I believe a sentence or two request and a couple of lines in response.

I am waiting for s47(f) to return from leave to get copies of both. s22
I have said I am happy to share as it is no more than what was in the article, but Blair is on leave and it all happened on his email.

I will advise further once s47(f) is back next week.

s47(f)

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From: s47(f)
Sent: Monday, August 26, 2024 2:51 PM
To: s47(f)
Cc: MBX FOI <foi@airservicesaustralia.com>
Subject: FOI 24-61 (Minnucci) - Request for documents

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Hi s47(f)

Cathy is requesting access to the complaint documents and listings provided to journalist David Killick at the Hobart Mercury, in relation to the news story published on 2 August 2024. She has expressed some privacy concerns about the information shared with the journalist.

Is there a relevant contact in our Media team who can be looped in?

Thanks

s47(f)

Da Vinci Building 101, 2A Boronia Road,
Brisbane Airport QLD 4008, Australia

www.airservicesaustralia.com

My work days are: Monday, Tuesday, Wednesday and Thursday.



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