

27 April 2018

Airservices statement on ANO report findings

Airservices Australia accepts all of the recommendations made by the Aircraft Noise Ombudsman (ANO) in the report – [Investigation into complaints about the introduction of new flight paths in Hobart](#) – issued 27 April.

Airservices has acknowledged that it failed to adequately inform and engage with residents who have been impacted by aircraft noise due to flight path changes introduced in September 2017.

Looking ahead, Airservices is committed to working with the affected communities, undertaking open and transparent consultation regarding proposed flight path changes to rebuild goodwill and trust with local residents.

Today's findings from the ANO broadly align to those of an [Airservices internal review](#) undertaken late last year following concerns raised by the Hobart community. This review – completed in December 2017 – examined Airservices' processes associated with aircraft noise management and resulted in decisive steps to improve future engagement with the community.

Airservices is confident that actions already underway have satisfactorily addressed the ANO's recommendations.

In particular, a review of our environmental assessment criteria is progressing and we are engaging external expertise to guide and develop community consultation into the future.

Airservices will publish details for community consultation with Hobart residents on its [website](#) shortly. Consultation is scheduled to begin in late May-early June 2018.

ENDS

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