



Community
Engagement



Community Engagement Plan

for Hobart Airspace Design Review

Prepared for Airservices Australia

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1.0 Introduction

Airservices Australia (Airservices) introduced changes to arrival and departure flights at Hobart Airport in September 2017. The changes were designed to organise aircraft departing from or arriving into Hobart Airport onto standard routes. Following implementation, concerns were raised and a modification to the routes was introduced in March 2018.

The new flight paths are associated with satellite-based navigation systems aimed at improving the safety of aircraft landing and departures. The use of satellite navigation systems is occurring across Australia as required by the Civil Aviation Safety Authority (CASA).

In April 2018 the Aircraft Noise Ombudsman (ANO) released her report *Investigation into complaints about the introduction of new flight paths in Hobart April 2018*. Airservices accepted ANO recommendations including that Airservices seek expertise in community engagement.

Airservices retained Tania Parkes Consulting (TPC) to lead community engagement to better understand the social impacts of the September 2017 and March 2018 Hobart flight path changes to inform the Hobart Airspace Design Review. Pre-consultation stakeholder introductions were made in May 2018 and broader community and stakeholder consultation sampling was undertaken in June 2018.

TPC was also tasked with assisting Airservices to develop an engagement plan with community input that would form the basis for consultation on the Hobart Airspace Design Review when the initial findings are available. The June 2018 consultations informed this Community Engagement Plan.

2.0 Objectives

A Community Engagement Plan should be a responsive document that is updated throughout the engagement process to ensure it remains relevant to community needs.

2.1 Consultation objectives

Airservices is committed to working with the affected communities and to undertaking open and transparent consultation regarding proposed flight path changes.

The objectives of the Community Engagement Plan are to:

- Identify community stakeholders and map their interests
- Formulate communication and consultation methods to ensure community stakeholders can constructively contribute to the engagement process within a contained period of time
- Engage community stakeholders to contribute local knowledge to assess impacts and inform future decisions on airspace changes
- Effectively communicate with community stakeholders to promote a better understanding of why changes to airspace occur and how those decisions are made
- Demonstrate Airservices' commitment to high quality community engagement by using best practice methods
- Ensure that the views of community stakeholders are heard, accurately documented and effectively conveyed for consideration in decision making.

2.2 Best practice

Best practice principles for community engagement are to be:

- *Proactive* - communicate early with affected communities and relevant stakeholders
- *Inclusive* - ensure all communities of interest and key stakeholders have easy access to information
- *Accessible* - the team will be accessible to stakeholders and communities for the duration of the consultation
- *Transparent and accountable* - make information publicly available and provide information on the decision-making processes
- *Responsive* - respond in an effective manner to individual concerns
- *Sensitive* - make every reasonable effort to understand needs and minimise impacts on communities and stakeholders
- *Reliable* - honour all commitments and be consistent in communication and interaction with communities and stakeholders
- *Organised* - record engagement activities to ensure that all issues are properly dealt with and documented for future reference.

3.0 Methodology

The community engagement process is as important as its results. Communities and stakeholders need to have confidence that the process will deliver a well considered, if not well liked, outcome.

Community cynicism and distrust about flight path changes in Hobart have accumulated over some time. 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 and moving forward, is committed to engaging with communities in an open and transparent way.

The methodology that follows is designed to provide an open and transparent approach to constructively engage with the community.

3.1 Stage 1: Agree community engagement plan

The Draft Community Engagement Plan will be presented for online survey feedback illustrating how the June 2018 consultations have informed the engagement plan and in particular methods for further consultation.

Deliverable: Community Engagement Plan.

Timing: August- September 2018.

3.2 Stage 2: Stakeholder Reference Panel

Airservices has the technical expertise to best design airspace to ensure aircraft and passenger safety.

However, it will be important to ‘bring stakeholders to the table’ to assure them that they have a voice in informing Airservices of issues of importance to them in refining airspace design, and that they have the opportunity to understand the issues from the perspective of other stakeholders.

It is therefore recommended that Airservices establishes a limited Stakeholder Reference Panel to meet in advance of the broader community consultations, over a full day, for facilitated discussion on the initial findings of the Hobart Airspace Design Review.

This will help key stakeholders and community advocates to better understand the technical reasons for Airservices’ decisions thereby potentially making the broader community consultations more productive. It may be useful for the Stakeholder Reference Panel to be briefed again prior to the public release of the final flight paths.

The suggested Stakeholder Reference Panel representation is as follows:

- Hobart International Airport x 1
- Airlines x 2
- Pilot x 1
- Tasmanian Government Department of State Growth x 1
- Tourism Industry x 1
- Local Government councils x 2

- Community x 4
- Airservices x 1

Deliverable: Draft and final reports to Airservices.

Timing: September 2018.

3.3 Stage 3: Community consultations

These consultations will focus on presenting the initial findings of the Hobart Airspace Design Review (that have been discussed at the Stakeholder Reference Panel) and consulting with the broader community.

- Consultation sessions will be held in central locations accessible to all areas potentially impacted by the Hobart Airspace Design Review findings.
 - Briefing information will be provided ahead of consultation sessions.
 - Community feedback was that groups of up to 50 people at each session is a comfortable size for people to speak and be heard.
 - There may be residual issues that need to be addressed with stakeholders individually.
 - Notification of consultation sessions will be through the Mercury and local free newspaper advertisements, neighbourhood centres, schools and community representative networks, email/mail, Airservices website, local government Council social media, placement on notice boards in prominent locations and letterboxing where local contacts made through the June 2018 consultations are able to assist.
- Feedback can also be provided through TPC email and direct free call 1800 phone number.
- It will be important that technical information is presented in a format that can be easily understood by the public (i.e. minimise technical jargon).
- Ensuring that community meetings are held in comfortable surrounds is important to facilitate productive dialogue.
- Use of current and accurate maps is important to effectively communicate the narrative and meaningfully engage the community in the consultation process.

Deliverable: Draft and final reports to Airservices.

Timing: October-November 2018.

3.4 Stage 4: Analysis and reporting

The results of all community engagement undertaken will be analysed and compiled into draft and final versions of a Consultation Summary Report.

Deliverable: Consultation Summary Report.

Timing: November-December 2018.

3.5 Indicative timeline

| Activity | Timing |
|-----------------------------|------------------------|
| Community Engagement Plan | August-September 2018 |
| Stakeholder Reference Panel | September 2018 |
| Community consultations | October-November 2018 |
| Analysis and reporting | November-December 2018 |