

ANO INVESTIGATION INTO GOLD COAST COMPLIANCE WITH NOISE ABATEMENT PROCEDURES

AIRSERVICES AUSTRALIA BOARD RESPONSE

Following receipt of a complaint from a Gold Coast resident questioning the use of the Gold Coast Airport Instrument Landing System (ILS), the Aircraft Noise Ombudsman (ANO) commenced an investigation into the use of this procedure, which is subject to specific terms of use detailed in Airservices Australia's Noise Abatement Procedures (NAPs). The ANO provided a report to the Board on 29 July 2025 making no recommendations in relation to the Gold Coast ILS.

Within the Gold Coast ILS Report, however, the ANO proposed a systemic review into Airservices' NAP monitoring and reporting, in accordance with its powers under Part 9, Clause 82 of the ANO Charter that it "...**conduct a review of Airservices' capacity to effectively monitor and publicly report on compliance with Noise Abatement Procedures**".

The Board would like to thank the ANO for providing the report and acknowledges the comments of the ANO in relation to the need for improvement in NAP reporting and monitoring.

Airservices has been working on new public NAP reporting over the last two years, introducing this first in Brisbane in July 2024, and then expanding the reporting to cover a total of 10 major and regional airports nationally from May 2025. This reporting is accompanied by a monitoring and investigation process, to ensure unusual results or low adherence to key noise abatement measures can be investigated and improvement actions taken.

Given the introduction of these new practices, the Board has agreed with the ANO that a review will be undertaken with the following revised terms of reference:

Commencing in October 2025, the ANO will conduct a review of Airservices' systems and processes in place at that time for reporting and monitoring on Noise Abatement Procedures (NAPs) within the control of Airservices. The review will examine whether:

- 1. Airservices' contemporary practice sufficiently acquits the requirements of Ministerial Direction 37/99 to monitor and report on NAPs,*
- 2. the information reported publicly is clear and understandable to the community, and*
- 3. the process to monitor and investigate non-adherence to NAPs is sufficient to improve NAP outcomes.*

The ANO will immediately alert the Board through the Chair of the Board Sustainability Committee if, during the review, it observes any material issues which it believes require prompt action by Airservices. A report in accordance with the ANO Charter will be provided to Airservices' Board in December 2025 providing the ANO findings and identifying areas requiring further review or improvement.

The Board also notes that the ANO's Gold Coast ILS report references safety as one of a number of possible factors influencing ILS nomination at the Gold Coast Airport. Pilots take into consideration a variety of factors when choosing their approach options, including weather, crew experience, environmental factors, aircraft performance and cockpit workload. These factors can impact decisions to use the ILS. Airlines and aircrew apply these operational decisions both within, and outside published tower hours.

Airservices is regulated by CASA and all ATSB reports and investigations are reviewed and considered. Airservices regards the safety of air navigation as the most important consideration in the performance of its functions. .

We are committed to working positively with the ANO in relation to the upcoming review.

15 August 2025