

OUR COMMITMENT TO COMMUNITY ENGAGEMENT

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

WHO IS AIRSERVICES?

We are a government-owned organisation responsible for keeping travellers safe country-wide.

We provide safe, secure, efficient, and environmentally-sustainable services to the aviation industry.

We are responsible for Australia's airspace management, aeronautical information, aviation communications, radio navigation aids, and aviation rescue fire fighting services.

Committed to keeping up with the quickly evolving aviation industry, we are always adopting improvements in technology to ensure our services are as advanced and efficient as the best in the world.

OUR COMMITMENT

We are committed to clear, proactive, inclusive, accessible, responsive, transparent engagement with communities who may be affected by proposed changes to flight paths and airspace.

- **Clear** – we provide clear information to help community members understand how a change may impact them, the timeframes for the change and how they can be involved.
- **Proactive** – we communicate in a timely manner and at the earliest appropriate opportunity in the flight path change process.
- **Inclusive** – we actively seek participation and input from across the community including engaging with Culturally and Linguistically Diverse (CALD) communities and people with a disability.
- **Accessible** – we seek to remove barriers to participation by sharing information in plain English, using websites that comply with [Web Content Accessibility Guidelines](#), and making available options for translation and interpretation
- **Responsive** – we are accessible to individuals and the community during the engagement process and respond to queries and feedback.

We are genuine in our consideration of feedback and will seek to improve flight path and community outcomes in our response to this.

- **Transparent** – we are transparent with communities on the level of engagement, how their participation can impact on decision-making, and how decisions will be made.

We actively share information on our decision-making processes, including how community inputs have been considered and shaped final outcomes.

OUR PROCESS

We undertake a standardised multi-step flight path change process, which includes a range of assessment and engagement activities, dependent on the scale and breadth of the change.

- Visit [Engage Airservices](#) to engage with our program of flight path and airspace changes.
- Access our [Flight Path Design Principles](#) to learn about flight path design, development and implementation.
- Visit [Aircraft Noise](#) to learn about current aircraft noise and operations in your area.

Airservices is committed to timely, quality, meaningful engagement. While the nature of aviation operations means that we cannot remove all impacts, through engagement we seek to understand community interests and consider these in flight path and airspace change decisions.