

Status of ANO Recommendations – Hobart Review

No.	ANO Hobart Recommendation	Status
1	Airservices should incorporate consideration of potential noise impacts from the commencement of flight path design and integrate that consideration throughout the design process.	Completed and closed by the ANO.
2	Airservices should review its environmental assessment criteria to ensure they are appropriate as a quantitative measure for analysis against the EPBC Act requirements and for assessment of social impact.	
	<p>ANO October-December 2018 Board Report:</p> <p>Ongoing - Airservices has advised that its actions to address this recommendation are 'in progress', including:</p> <ul style="list-style-type: none"> - it is reviewing its environmental assessment referral criteria to ensure it is appropriate and aligned to the EPBC Act requirements and when complete will seek the advice of the Department of Environment. This review will be completed by June 2019; - it is also developing social impact criteria for aircraft noise management, to be completed by June 2019. 	<p>In progress and on track for completion by June 2019.</p> <p>There are two components to this recommendation. The first is the review and revision of the environmental impact assessment (EIA) EPBC Act criteria which is on track to be completed by June 2019. The second is the development of social impact criteria which was originally estimated to be completed by December 2018. Work undertaken has found these two bodies of work are inter-related and leverage off each other i.e. the social impact criteria is informed by the EIA assessment criteria and vice versa.</p> <p>These two components are being progressed as a package and both bodies of work are on track for completion by June 2019.</p>
3	<p>Airservices should ensure that its additional analysis of social impact to form part of the Environmental Assessment:</p> <ul style="list-style-type: none"> (a) includes a clearly defined purpose; (b) includes explicit commentary on social impact taking into account particular community history, context and sensitivities; and (c) incorporates a critically analytical assessment of the potential impact on the community of proposed change referring to both qualitative and quantitative values. 	

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	<p>ANO October-December 2018 Board Report:</p> <p>Ongoing – Airservices has advised that its actions to address this recommendation are ‘in progress’, including:</p> <ul style="list-style-type: none"> - it has amended its Environmental Assessment template to document the more detailed social impact information required; - its subsequent stakeholder engagement plans will incorporate the appropriate social impact analysis and context; - it has contracted a social impact specialist firm to strengthen its community engagement planning; - this focus is already included in the re-engagement with Hobart stakeholders and the community. <p>Airservices has advised that since it began this work, it has identified dependencies with Recommendation 2 and the development of social impact criteria. Anticipated completion is now June 2019.</p>	<p>In progress.</p> <p>Since Airservices began this work, we have identified dependencies with recommendation 2 and the development of social impact criteria.</p> <p>Airservices is developing templates and a new evaluation procedure which will include the outcomes of work identified at recommendation 2. As such, the timeline for completion has been revised to June 2019.</p>
4	<p>In undertaking its Environmental Assessments and preparing reports on those assessments, Airservices should:</p> <ul style="list-style-type: none"> (a) ensure that all assessment criteria, for both EPBC Act purposes and for assessment of social impact, are clearly explained in its documentation in a way that makes clear their purpose, whether they are primary or secondary, the assessment methodology, and the consequences that follow if a threshold is exceeded. (b) explicitly document any assumptions made and explain the basis for each assumption. (c) explicitly document its consideration of change proposals against each of its stated criteria. (d) undertake a more nuanced assessment of whether a change is ‘significant’ in social impact or under the EPBC Act requirements, taking into account both quantitative and qualitative values so that a non-binary and more informative approach is taken to assessment against criteria; and (e) refer to or document all relevant information that forms the basis of its environmental assessment and conclusions in a single explanatory Environmental Assessment report. 	
	<p>ANO October-December 2018 Board Report:</p> <p>Ongoing – Airservices has advised that its actions to address this recommendation are ‘in progress’, and that its response is the same as for Recommendation 3.</p> <p>Airservices has additionally identified dependencies with Recommendation 2 and therefore work to address this recommendation is expected to be completed in June 2019.</p>	<p>In progress.</p> <p>This recommendation has dependencies with recommendation 2 (environmental and social impact criteria) and will therefore be completed by June 2019.</p>

No.	ANO Hobart Recommendation	Status
5	<p>Airservices should access, through recruitment or otherwise, skilled and experienced subject matter expertise in the practice of community consultation. Leadership should give prominent support to this expertise so as to promote its influence and effect on Airservices' better performance in community consultation.</p>	
	<p>ANO October-December 2018 Board Report:</p> <p>Ongoing – Airservices has advised that significant progress has been made to address this recommendation, including:</p> <ul style="list-style-type: none"> - it has engaged a community engagement consultant to provide social impact and consultation advice for the duration of the Hobart Airspace Design Review; - it has undertaken a comprehensive literature review of social impact assessment and community - it has conducted recruitment processes for a Community Engagement Manager who will be required to have community engagement experience and skills. Expected completion of this recruitment has been delayed several times as a suitable candidate was not recruited in two approaches to market. Airservices continues to pursue this; - it has increased capability of the community engagement team through training and upskilling and access to community engagement specialists and expertise. <p>A revised timeframe for finalisation has not been advised by Airservices and is dependent on conclusion of its recruitment work.</p>	<p>In progress.</p> <p>Airservices has made significant progress with actions to address this recommendation, including:</p> <ul style="list-style-type: none"> - engaged expertise for the duration of the Hobart Airspace Design Review to provide social impact and consultation advice - finalising a literature review of social impact assessment and community consultation methodologies across a range of industries to enhance internal processes and procedures - increased capability of the community engagement team through training and upskilling and access to community engagement specialists and expertise <p>A recruitment process conducted in 2018 for the position of Group and Community Engagement Manager did not find a suitable candidate.</p> <p>Further recruitment is nearing completion with a new Group and Community Engagement Manager expected to commence in February 2019.</p>
6	<p>Airservices should abandon its stated policy of making the Community Aviation Consultation Groups (CACGs) the primary site of its community consultation and instead, with the input and leadership of a skilled practitioner of community engagement, develop a community consultation strategy and guidelines to inform individual detailed strategies for individual changes.</p>	<p>Completed and closed by the ANO.</p>

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7	Airservices should develop a policy that, on those occasions when incorrect statements are made to the community or other stakeholders, it will acknowledge the error and remedy it.	Completed and closed by the ANO.
8	Airservices should ensure that, before deciding to propose a change and to commence to engage with a community about that change, it has acquainted itself with the context and recent history of that community and takes those matters into account in, as far as practicable, its decision making and in its engagement design.	
	<p>ANO October-December 2018 Board Report:</p> <p><u>Ongoing</u> – Airservices has advised that its actions to address this recommendation are ‘in progress’, and that it has links to the development of social impact criteria. As such, Airservices’ work to address this recommendation is expected to be completed in June 2019.</p>	<p>In progress.</p> <p>This recommendation has links to the development of social impact criteria which informs Airservices community engagement approach. As such, completion is expected to be completed by June 2019.</p>
9	Airservices should, as part of its community consultation activity, approach the assessments and other material on which it bases its consultations from a critically analytical perspective so as to ensure that all relevant matters have been considered and the information provided to the community is timely, correct, relevant, transparent, comprehensive, consistent and logically sound.	<p>Completed but not yet closed.</p> <p>ANO monitoring current activities prior to closing off recommendation.</p>
10	In its Hobart SIDS and STARS Review, Airservices should consult with the community well in advance of settling its findings and recommendations. Airservices should take immediate steps to obtain the community’s views on the most practical and effective ways to arrange this consultation.	Completed and closed by the ANO.
11	Where significant issues arise from complaints, Airservices should advise complainants and other stakeholders at the earliest possible stage of efforts being made, including investigation, to address concerns.	Completed and closed by the ANO.
12	Where Airservices identifies through complaints inconsistencies in information provided to residents and other stakeholders, Airservices should take early action to correct information given.	<p>Completed but not yet closed.</p> <p>ANO monitoring current activities prior to closing off recommendation.</p>
13	Airservices should not pre-empt the outcome of internal investigations in its responses to complaints by advising complainants that there is unlikely to be any change.	Completed and closed by the ANO.