

ano

AIRCRAFT NOISE OMBUDSMAN

www.ano.gov.au



Introducing the **Aircraft Noise Ombudsman**

Williamtown defence base

19 March 2015

Tim Abberton

The ANO When?

- Dec 2009 Aviation White Paper – role identified
- Sep 2010 Commenced ANO role (civil only)
- Jan 2015:
Defence-Airservices-ANO
MOU to include military
oversight role

a
new way
of thinking

The ANO

What do we do?

ANO Charter – scope of our role

- reviews the handling of noise complaints
- monitors/reports on the effectiveness of community consultation
- monitors/reports on the presentation of Aircraft Noise information
- provides targeted reviews as requested

The ANO Why?

- To provide an independent review mechanism
- Specific expertise in complaint management and aviation
- Public accountability and public confidence



The ANO How?

An independent perspective

- Not industry
- Not policy makers
- Not political
- Not community advocate
- Not a defender of the status quo



The ANO How?

ANO focus on:

- Opportunities for improvement
- Systemic reviews
- Another way of explaining
- Provide feedback to assist
Defence/Airservices noise management



The ANO Where?

Throughout Australia

- Not just near airfield
- Defence and civil
- Controlled and uncontrolled airspace



The ANO Who?

ANO office consists of:

- Mr Ron Brent – Ombudsman (part-time)
- Two senior advisors (part-time)
- Two administrative staff (job share)



Take home

ANO will continue to seek noise improvement opportunities

Available when dissatisfied with Airservices or Defence response

Independent review of decisions

Small changes ARE worthwhile

Community right to clear information on aircraft noise

We are available on 1800 266 040 or www.ano.gov.au

ANO

Thank you

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