

## Brisbane Airport Community Airspace Advisory Board (AAB)

# Meeting Minutes

DATE	LOCATION
26 February 2025	Brisbane Airport Conference Centre – Pullman Hotel
MEETING TITLE: Brisbane Airport Community Airspace Advisory Board Meeting 7	
MEETING TIME:	START TIME – 12.30      SCH END TIME – 14:30      ACTUAL END TIME – 14:51

### Attendees

Name	Position
Kim Jordan	Chair - Brisbane Airport Community Airspace Advisory Board (AAB)
David Diamond	Community Representative
Tess Bignell	Community Representative
Stephen Muller	Community Representative
Janelle Moody	Community Representative
Matt Loveday	Community Representative
David Wells	Airservices Australia – Head of Service Level Upgrade Implementation Portfolio
Donna Marshall	Airservices Australia – Head of Community Engagement
Marion Lawie	Airservices Australia – Senior Advisor, Community Engagement, Noise Action Plan for Brisbane
Tim Boyle	Brisbane Airport Corporation – Head of Airspace Management
Mike Healy	Virgin Australia – Head of Fleet Operations
David McCutcheon	Qantas Freight – Deputy Chief Pilot
Sarah Nattey	Assistant Secretary, Airports Branch, Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA)
Andrew Marshall	Director, QLD, SA and NT Airports, Airports Branch, (DITRDCA)
Rachel Lee	Secretariat, DITRDCA
Carolyn Castle	Secretariat, DITRDCA
Mel Griffiths	Secretariat, DITRDCA

### Apologies

Peter Curran – Deputy CEO, Airservices Australia

# Minutes

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## Agenda Item 1: Welcome and Acknowledgement of Country

The Chair, Kim Jordan, opened the meeting at 12:30 PM and welcomed members and industry advisors. She acknowledged the traditional Custodians of the land on which Brisbane Airport is located, the Turrbal people, and paid respects to their Elders past and present.

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## Agenda Item 2: Administration

Kim introduced the meeting.

David Diamond, Mike Healy, and Andrew Marshall attended the meeting virtually.

Other matters:

- Kim acknowledged the passing of Sandra Bell, and noted that the Secretariat had received a letter of condolence from the Hon Catherine King MP, Minister for Infrastructure, Transport, Regional Development and Local Government, which had been circulated to community representatives.
  - Kim confirmed that Janelle Moody and Matt Loveday had been appointed as community representatives on an interim basis to 30 April 2026, following consultation with the Minister.
  - Kim welcomed Matt to the AAB, and Matt introduced himself. Kim and Matt noted that Matt was also a community representative on the Brisbane Airport Community Aviation Consultation Group.
  - Kim welcomed David Wells to the AAB as senior representative for Airservices Australia (Airservices), and David introduced himself. David outlined his background as an Air Traffic Controller (ATC), and significant experience with aviation, major airports, and airspace control systems. David noted he is the portfolio lead in Airservices working on flight paths, engagement with the Civil Aviation Safety Authority (CASA), and is actively involved in several aviation change programs across the country.
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## Agenda Item 3: Action items

*The Action Items list is at Attachment A.*

The Chair ran through the action item list and noted the following with regard to action items that were not related to Airservices Australia:

- **Action Item 1.11** will be discussed at *Agenda Item 4*, noting draft route forecasts had been circulated out of session on 21 February 2025.
- **Action Item 3.4** and **Action Item 3.8** will remain open, noting that Airservices had provided a paper to the Chair for consideration, which would be circulated to community representatives for feedback out of session.

The group then discussed the **Action Item 3.4** and **Action Item 3.8** in detail:

- Kim emphasised that while Think Research would be assessing options for metrics for the *Noise Action Plan for Brisbane*, noise sharing had the potential to divide communities, and expectations should be set that developed metrics would be performance based, rather than being a popularity contest, or focusing purely on population.
  - Donna Marshall, Airservices agreed that metrics developed would not be formed the basis of a popularity contest, and would be focussed on achieving the best net outcome.
  - Stephen Muller emphasised his concerns around noise sharing.
  - Donna emphasised that noise sharing was a viable approach to managing noise impacts on communities where a concentration of operations exist, and sought views from community representatives on other metrics that could inform Think Research's approach.
  - Kim requested that suggestions be provided to the Chair in response to the paper that Airservices had developed, which would be circulated out of session.
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- Matt noted that noise sharing was appropriate, but that population overflown may not be a relevant metric to assess options – the issue is not the size of populations overflown, but that the routes are overloaded – the solution is to build a new route.
- Janelle noted community representatives may not have the expertise to inform this work, but emphasised that focus should cover areas impacted by both arrivals and departures.

The group discussed the below action items and determined that:

- **Action Item 4.2** may be able to closed, noting that while Kim had written a paper, the *Senate Inquiry into Impact and Mitigation of Aircraft Noise* had also made recommendations relating to the application of noise levies, which the Government was already considering in its response. Kim agreed to circulate relevant recommendations from the Senate Inquiry to community representatives out of session, and seek agreement to close the item.
- **Action Item 5.1** would remain open, with airline representatives given another opportunity to speak at a future meeting. As this item was discussed, David McCutcheon noted the suggestions provided during the meeting of 20 November 2024 were being progressed, and he did not anticipate substantial updates could be provided at future meetings in the short term. David emphasised a view that Australia generally reflects best practice.

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### Agenda Item 3A: Action items – Airservices

The Chair ran through the action item list with regard to action items that were directly related to Airservices Australia. The group discussed the below action items and determined that:

- **Action Item 4.1** had been addressed prior to the meeting of 9 September 2024. Steve will review and advise if he has further questions.
- **Action Item 5.2** could be closed, noting the design concept workshop had been held on 11 December 2024. As the item was discussed, Matt queried whether any documentation from the session could be circulated. Donna noted that Trax International was further assessing the preferred options based on feedback from the session, and that information was not currently available to share. She also noted the 11 December review of online and no documentation was created for this purpose.
- **Action Item 5.3** had been addressed out of session. Tess agreed that the item could be closed.
- **Action Item 6.1** could be closed, noting that website updates had been published, and notice had been circulated out of session on 21 February 2025. Community Representatives may send any additional comments to Airservices via the Secretariat.
- **Action Item 6.2** could be closed, noting that an updated graphic was circulated out of session on 21 February 2025, and would be published on the Noise Action Plan for Brisbane website. Community representatives are invited to send any feedback to Airservices via the Secretariat. As the item was discussed, the group noted that the item was a substantial improvement over previous graphics used to summarise phases and packages.

The Chair then passed over to Airservices representatives to present on remaining items.

Donna noted that data for **Action Item 6.3** would be presented during *Agenda Item 5*.

### Amberley Airspace constraints

Donna noted that information on Department of Defence and Restricted Areas constraints had been circulated out of session on 21 February 2025, ahead of the meeting. A copy of the document is at *Attachment B*.

Donna sought feedback from the group on the information presented, particularly with regard to Amberley Airspace. The group discussed the paper in detail:

- Tess thanked Airservices for the paper, confirming that it reflected her understanding of Defence's management of restricted airspace. Tess emphasised that she was interested in an update on any
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discussions and negotiations between Airservices and the Department of Defence that had taken place, enabling commercial flights to have more regular access to the restricted airspace, and reducing noise over communities.

- Tess noted that airspace was shared in places like Darwin and Williamstown, and that similar shared airspace arrangements could be put in place for Brisbane.
- David Diamond agreed with Tess's assessment.
- Kim suggested that the AAB was interested in understanding how feasible potential changes to enable greater flexibility from Defence, particularly the RAAF (Royal Australian Air Force) in the use of restricted airspace was, and Defence's view on potential changes.
- Donna noted that Darwin and Williamstown were not equivalent examples to Brisbane, as the shared airspace was fully managed by the RAAF (and Airservices did not have a role in managing).
- Donna noted that Airservices was engaging with RAAF, who were happy to discuss options relating to their airspace, but that no commitments had been made at this stage. She noted that discussions last year had identified that Defence was awaiting outcomes from a CASA airspace review to support further consideration of any options.
- Kim emphasised the importance of social licence with regard to RAAF use of airspace.
- Marion Lawie, Airservices, noted that Airservices was holding a workshop with the RAAF in March 2025 to discuss potential options, and requested that any feedback from community representatives be passed on via the Secretariat to support these discussions.
- David Diamond noted that more active engagement from the department would also be helpful to progress conversations.
- Sarah Nattey and Donna Marshall clarified that the department did not have a role in airspace design, but the department would engage with Airservices representatives if there were opportunities to facilitate engagement with Defence.
- Kim requested that Airservices representatives update the AAB at the next meeting, following its meeting with Defence.
- Kim noted that if the RAAF appeared unlikely to make any commitments to support implementation of the *Noise Action Plan for Brisbane*, other avenues, such as writing to the relevant Minister, could be considered by the AAB.

#### **Action**

1. Airservices to provide an update to the AAB following meeting with RAAF in March 2025.

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#### **Agenda Item 4: Community member issues – raised prior to meeting**

##### **Brisbane Airport Corporation Presentation of Brisbane flight path maps**

Kim introduced the item, noting that a draft of route forecasts had been circulated out of session on 21 February 2025, and invited Tim Boyle, Brisbane Airport Corporation (BAC) to lead discussion of the item.

The group discussed the item:

- David Diamond noted that this was the first time he felt he had seen a forward-looking outline of projected growth in use of flight routes, and that the data had potential to be used to evaluate current options and project impacts at 5, 10, and 15-year intervals.
  - Tim and Donna clarified that the data provided could not currently be used for the purpose of evaluating proposed flight path options, but that similar information could be presented to support the community in understanding the potential impacts of options developed by Trax International.
  - David Diamond suggested that a similar tool would be beneficial to support consideration of future plans for flight paths, and future Master Plans and Major Development Plans for Brisbane Airport.
  - David Diamond noted that it would be more appropriate to present 24/7 flight routes, rather than the average operations on a weekday between 6:00AM and 10:00 PM, which he had initially requested be used for this assessment.
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- Matt noted that he was supportive of David's comments, and he acknowledged the value of the tool to evaluate the impact of noise sharing on residents under flight paths.
- David suggested that the tool should be publicly available to help inform community discussions.
- Tess queried why the information on the frequency of use of flight paths did not match the information on Airservices' online flight map, WebTrak.
- Marion clarified that the information presented to the AAB relates only to Brisbane Airport incoming and outgoing flights, whereas information on WebTrak included all flights travelling within the Brisbane basin airspace, including Archerfield traffic and traffic enroute to other locations.
- Tess thanked Marion for the clarification.
- Donna noted that a clarifying statement would be added to WebTrak to confirm the nature of the data presented.

Donna asked the group what next steps should be for the tool:

- Tess requested that current 24-hour data would be very useful as a starting point, and queried if the data could be updated based on future flight path options.
- David emphasised that the tool was useful as a comparator to assess potential options.
- Donna queried what data should be most appropriately presented.
- Tess, David and Kim suggested that the 90th percentile worst day would be a good starting point to help communities understand potential impacts.
- Tim clarified that changes in flights presented in the dataset over forward years were based on expected population growth, and therefore flight volumes, and did not necessarily reflect the actual flight paths that would be used. He noted that the numbers related to destinations/ports of origin and did not relate to which flight path or procedure (ILS (Instrument Landing System) vs RNP-AR (Required Navigation Performance Authorisation Required), for example) may be used.
- Tim noted that the intention was for the dataset to form the basis of a web-based interactive tool.
- Tim emphasised that the further into the future projected, the less accurate the projection was likely to be. i.e. while a five-year projection was likely to be relatively accurate, a 20-year projection would have a larger potential for error.

The group noted that BAC and Airservices would continue progressing **Action Item 1.11**, based on feedback received during the session.

David Diamond queried when the forecast maps could be finalised, noting an interest in closing the item.

The group agreed that the mapping should be finalised before the publication of Package 3 preferred design concepts were released, to support community engagement activities.

### **Update on New Flight Path Implementation**

Kim introduced the item, noting that Airservices had provided a response to Stephen's out of session inquiries about how closely aircraft were following the new SID (Standard Instrument Departure) which was introduced in November 2024. Airservices' response was circulated out of session on 21 February 2025.

Kim sought feedback from community representatives on the item:

- Stephen noted that implementing the Simultaneous Opposite Direction Parallel Runway Operations (SODPROPS) procedures and new flight paths had been positive for the community, but emphasised community concerns that there were instances where the new flight paths did not appear to be being adhered to, and that community representatives wanted to understand the reasoning for this.
- Donna noted that she would speak to some of these issues further in *Agenda Item 5*.
- Stephen suggested that the reasons provided for diverting from SIDs did not hold up under scrutiny.

- Donna emphasised that Air Traffic Controllers (ATCs) needed to make decisions based on best available information and prediction of future conditions, which did not necessarily reflect conditions that eventuated when looking at historical data.
- Kim emphasised that ATCs held the necessary operational expertise to make decisions directing flights, and it was not the role of the AAB to second guess these decisions.
- Steve reported receiving numerous complaints from residents in Ormiston and Cleveland areas regarding track shortening, and non-adherence to SIDs.
- David McCutcheon noted that the data presented demonstrated that a level of noise sharing was already occurring, and observed that the examples of flights not closely adhering to SIDs included in the paper were returning over land at an altitude of between 10,000-15,000 feet, where noise impacts would be reduced.
- Marion clarified the use of the term 'track shortening' in the Airservices response, explaining it was used when there are no other logged weather or operational requirements to explain why aircraft had not closely followed the published SID.

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## **Agenda Item 5: Airservices Update**

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### **Presentation of SID and STAR Tracking Data**

#### **Actions 2.6a and 6.3**

Donna Marshall presented the item, and noted that the presentation would outline why flights did not always follow designated SIDs or Standard Arrival Routes (STARs), in response to some of Stephen's queries. Donna first discussed SIDs and noted that:

- Aircraft climb at different rates based on type, load, and conditions.
- There were instances in which direct tracking could be appropriately used, noting that the rules allowed for direct tracking, but noise abatement was also a consideration.
- Above 10,000 feet, noise impacts were reduced, and track shortening was permitted within the ruleset followed by ATC.
- Turbo prop flights were taken off SIDs as when required to make way for faster jet flights.
- There were areas when parachuting activities occurred, which needed to be avoided.
- Some aircraft lack the performance capabilities to exactly follow published flight paths. For example, where aircraft were too heavy to achieve SIDs, they were directed using radar headings. This is particularly the case with some larger international flights where pilots may request an alternative.

Donna noted that a new operational direction had been issued to ATCs, specifically for Brisbane Airport. This direction required that ATCs direct aircraft to follow SIDs until an altitude of 20,000 feet is reached, unless there is a valid safety reason to not do so. Donna noted that valid safety reasons could include, for example, separation requirements, weather avoidance, or performance limitations. The direction applies in a similar manner to STARs noting STARs will have a greater degree of tracking variance than SIDs.

Donna noted that Airservices would continue to monitor compliance, and report back on adherence at the next meeting.

The group discussed the operational direction:

- Stephen reiterated that SIDs are not being sufficiently adhered to.
- Kim queried whether it was clear to ATCs why the direction had been issued.
- Donna clarified that ATCs were aware that the direction was to support noise abatement, and that noise preferential flight paths should be used.
- Tess queried if the direction would affect operation of large international carriers, such as Emirates.
- Donna clarified that Emirates operations would not be significantly affected as they primarily used radar SID procedure departures rather than procedural SIDs due to performance requirements.

The group then discussed STARs:

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- Donna explained that ATCs will try to keep flights on STARs, but if needed will divert them directly to waypoints further along the STAR to ensure appropriate sequencing and distance between aircraft.
- Donna noted that because of the need to sequence multiple aircraft to the same runway, STARs will have a greater degree of tracking variability than SIDs., This is to ensure aircraft tracking from different directions aren't arriving at the same waypoint at the same time.
- Donna noted that the information pack would be sent to the Secretariat for circulation to community representatives out of session, and that a public version would be made available in due course.

### **Noise Action Plan for Brisbane Progress**

Marion provided an update on implementation of the Noise Action Plan for Brisbane. A copy of the document is at *Attachment C*.

Under Package 3:

- Trax is progressing preferred option designs following the design workshop with AAB community representatives on 11 December 2024.
- Trax is developing simulations and testing fly-ability with airlines.
- The team is gathering data for key metrics, including aircraft altitudes and numbers of flights per day using specific paths.
- Trax will undertake comparative analysis of current flight paths and preferred options.

Marion noted that the Phase 5 options assessment report was being finalised for publication, and that:

- Airservices expected that Package 3 design concepts would be finalised by Trax in the coming weeks, with the possibility that community engagement would take place in May or June, noting potential implications of a caretaker period.
- Package 4 work is continuing and Airservices expected consultation would take place later in the year.

The group discussed the update:

- Matt queried whether the timelines provided matched public information on the *Noise Action Plan for Brisbane* website.
- Donna noted that the website currently suggested that Package 3 consultation on preferred designs would take place in early 2025, and agreed that an update needed to be posted on the website, but that advice on the completion of Trax work would be sought beforehand.
- Marion noted that she was reviewing feedback received on the Phase 3 Options Assessment Report and Phase 4 Preferred Options Report during the recent consultation period.

### **Action**

2. Airservices to report back on SIDs and STAR adherence at the next AAB meeting.

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### **Agenda Item 6: BAC Update**

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Tim Boyle presented the item. A copy of the document is at *Attachment D*.

#### **Changes to runway notifications**

Tim noted that social media posts for runway notifications are now more structured, and that updates would also be shared via Casper flight tracking once commissioned.

#### **Tailwind Safety Case**

Tim noted that BAC was developing a safety case for CASA approval to permit a time limited trial of an increased tailwind allowance for SODPROPS at Brisbane Airport, with the goal of obtaining approval for an 18-month trial to gather sufficient data to support an application for a permanent increase to allowable tailwinds.

The group discussed the item:

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- David McCutcheon outlined how tailwind and crosswind conditions affect aircraft landing and take-off, and that implementing increased tailwinds at Brisbane airport would take time. David noted that obtaining CASA approval could be a long process, and that safety cases had also been required before implementing increased tailwind allowances at other airports internationally.
- Matt noted that SODPROPS had been presented to the community as a substantial solution to reduce noise, but that community members did not feel that noise had substantially decreased. Matt expressed concerns that the noise reduction potential for increased tailwind allowance could similarly be over-emphasised.
- Kim clarified that tailwind limitations were a decision for CASA.
- David McCutcheon explained that with the addition of a second runway, CASA safety requirements have changed to accommodate the new configuration
- David McCutcheon noted that in isolation, landing in a 10-knot tailwind versus taking off in those conditions is not operationally safe or preferable, and that 10-knot tailwind operations only work efficiently without other flights waiting.
- Tim advised that three previous proposals had been submitted to CASA regarding 7-10 knot tailwind allowances; which had been refused.
- Janelle noted that communications to the community indicated the Environmental Impact Statement (EIS) for the New Parallel Runway specified 10-knot tailwind tolerance.
- Donna clarified this was for night operations only and that daytime information was based on 5 knots.
- David McCutcheon emphasised that airports are not designed anywhere in the world to operate routinely with planes arriving and departing in 10-knot tailwinds with parallel runway operations.

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## Agenda Item 7: Other Business

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The Chair noted that:

- Queries from Janelle and Matt that had been sent just prior to the meeting would be provided to industry representatives for consideration and response.
- Airservices had provided the Chair and Secretariat with detailed information on their response to matters raised by Mr David Sammut in his paper tabled by Tess at meeting of 20 November 2024, which had also been addressed in direct correspondence between Airservices and Mr Sammut. The Chair also noted that the response would be provided to Tess for sharing with Mr Sammut, and that the Chair had written to Mr Sammut directly in relation to the matters raised.
- The matters raised by Mr Sammut would be de-identified and incorporated into community member question and answer documentation, to be developed by the Secretariat in consultation with the Chair for publication on the AAB website.

David Diamond queried when the previously discussed question and answer document would be available. Kim requested that the document be ready for publication by the end of April 2025.

The group discussed Airservices approach to managing complaints through the Noise Complaints and Information Service website:

- Tess noted that CASA's complaint form enabled multiple interactions to be tracked as the same complaint item, whereas Airservices's form treated each interaction as a separate complaint.
- Tess suggested that CASA's approach would provide a more transparent and accessible way for community members to receive information and read previous communications regarding complaints they had made.
- Janelle noted that this would be similar to an IT support ticketing system.
- Donna agreed to look at CASA's forms, but noted that a system update would likely be required to alter the functionality of NCIS webforms. She also noted that the volume of complaints received by CASA was likely not the same as Airservices and the system needs to match this.

The Chair noted that the next meeting was scheduled for 21 May 2025, and that the Chair and the Secretariat would consider whether future meetings should be extended to two and a half hours.



The Chair thanked members for their participation and closed the meeting at 14:51.

**Action**

3. Secretariat to develop community question and answer document for publication on the AAB website.
  4. Departmental representatives to present on differences between the department's regulatory and policy roles, and the respective responsibilities of Airservices and CASA at a future meeting.
  5. Airservices to review CASA complaints forms and consider opportunities to improve functionality of NCIS web forms.
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# Attachment A

## Open Action Items

No.	Meeting Date	Item	Requirement	Responsible Person	Completion Date	Status
1.1	18 May 2023	Route Growth Forecasts	AAB to work with Brisbane Airport Corporation (BAC) and Airservices on how to better provide information and data on expected aircraft movements, and previous and proposed impacts.	BAC Airservices Australia		Update provided at meeting #7. Draft forecasts were circulated out of session on 21 February 2025, and presented during the meeting. Community representatives to provide any feedback out of session to inform future iterations. Initial maps to be potentially finalised before Package 3 preferred design concepts are released to support community engagement activities.
2.6a	9 September 2024	ATC Operations	Airservices to undertake a process to examine Air Traffic Control operations to determine whether opportunity exists to improve practice.	Airservices Australia		Update provided at meeting #6. ATC operations continue to be examined by Airservices. Airservices to discuss with community members further in a future meeting. Airservices reported on findings at meeting #7 (2.6a and 6.3 combined) including implementation of a new operational direction on SID and STAR tracking.

No.	Meeting Date	Item	Requirement	Responsible Person	Completion Date	Status
3.4	22 November 2023	Independent Assurance	<p>Chair and Donna Marshall to discuss scope of works for Airservices' independent technical advisor for quality assurance.</p> <p>Airservices to task independent technical advisor, Think, to develop a research paper exploring the best metrics to understand noise reduction (in terms of sharing, concentration, and mitigation), and looking at the positives and negatives for each metric.</p>	Chair Airservices Australia		<p>Update provided at meeting #7.</p> <p>Airservices has provided a paper to the Chair outlining a proposed approach to Action Item 3.4 and Action Item 3.8 for consideration.</p> <p>Chair to seek feedback from community representatives out of session.</p>
3.8	22 November 2023	Noise Action Plan Metrics	<p>Industry representatives to update the AAB on any progress to develop metrics under the Noise Action Plan for Brisbane.</p> <p>Airservices to task independent technical advisor, Think, to develop a research paper exploring the best metrics to understand noise reduction (in terms of sharing, concentration, and mitigation), and looking at the positives and negatives for each metric.</p>	Airservices Australia BAC		<p>Update provided at meeting #7.</p> <p>Airservices has provided a paper to the Chair outlining a proposed approach to Action Item 3.4 and Action Item 3.8 for consideration.</p> <p>Chair to seek feedback from community representatives out of session.</p>
4.2	6 March 2024	AAB recommendation for noise-based fees	The Chair to write to the Minister on behalf of the AAB Community members with a recommendation to raise the introduction of noise-based fees with Airport Lessee Companies for their consideration.	Chair		<p>Updated provided at meeting #7.</p> <p>Chair noted the Senate Inquiry into Impact and Mitigation of Aircraft Noise made recommendations relating to noise-based fees.</p> <p>Chair to circulate relevant recommendations out of session and seek community representative agreement to close the item, noting the Government was considering substantively similar matters.</p>

No.	Meeting Date	Item	Requirement	Responsible Person	Completion Date	Status
5.1	9 September 2024	Opportunities to reduce noise impacts from airline operations	Airline representatives to bring ideas about reducing noise impacts from their operations to the next AAB meeting.	Qantas Virgin	Ongoing	Update provided at meeting #7. Chair noted that item would remain open, to enable Airline representatives to discuss further at a future meeting.
6.4	20 November 2024	Alternative meeting venues	Community members consider potential locations for future meetings, and provide to the Chair and Secretariat for consideration.	Community members	Ongoing	Update provided at meeting #7. This item remains open so that Community members may suggest alternative venues.
7.1	26 February 2025	RAAF engagement	Airservices to provide an update to the AAB following meeting with RAAF in March 2025.	Airservices	Next AAB meeting	New item.
7.2	26 February 2025	SIDS and STAR adherence following new operational direction	Airservices to report back on SIDS and STAR adherence at the next AAB meeting.	Airservices	Next AAB meeting	New item.
7.3	26 February 2025	Community question and answer documentation	Secretariat to develop document outlining responses to common questions by community members for publication on the AAB website.	Secretariat Chair	April 2025	New item.
7.4	26 February 2025	Regulatory and policy roles and responsibilities	Departmental representatives to present on differences between the department's regulatory and policy roles, and the respective responsibilities of Airservices and CASA at a future meeting.	Department	Next AAB meeting	New item.

No.	Meeting Date	Item	Requirement	Responsible Person	Completion Date	Status
7.5	26 February 2025	CASA complaint forms	Airservices to review CASA complaints forms and consider opportunities to improve functionality of NCIS web forms.	Airservices	Future AAB meeting	New item.

## Closed Action Items

No.	Meeting Date	Item	Requirement	Responsible Person	Completion Date	Status
4.1	6 March 2024	Phase 1 Options Assessment Report Questions	Stephen Muller to provide questions for Airservices' written response via the Secretariat.	Stephen Muller Secretariat Airservices Australia	26 February 2025	Item closed at meeting #7.  Airservices has provided a written response. Following discussion in the meeting of 26 February 2025 confirmed that the item could be closed.
5.2	9 September 2024	Design Concepts	Airservices to provide the AAB with design concepts ahead of release to the community to test community sentiment and take early feedback.	Airservices Australia	26 February 2025	Item closed at meeting #7.  Airservices organising sessions with community representatives with support from secretariat.
5.3	9 September 2024	Airservices Population Overflight Evaluation	Airservices to review communications around Airservices Population Overflight Evaluation report provided to the community and respond to Tess out of session.	Airservices Australia	26 February 2025	Item closed at meeting #7.  Airservices had provided a response ahead of the meeting on 9 September 2024. Following discussion in the meeting of 26 February 2025 confirmed that the item could be closed.
6.1	20 November 2024	Noise Complaints and Information Service website framing	Airservices to review wording for the complaint lodgement form on the Noise Complaints and Information Service website, and seek views from the AAB Chair.	Airservices Australia	26 February 2025	Item closed at meeting #7.  Updates were published and circulated out of session on 21 February 2025.  Community Representatives may send any additional comments to Airservices via the Secretariat.
6.2	20 November 2024	Explaining Noise Action Plan for	Airservices to consider opportunities to more simply explain Noise Action Plan for Brisbane	Airservices Australia		Update provided at meeting #7.  Updated graphic was circulated out of session on 21 February 2025.

No.	Meeting Date	Item	Requirement	Responsible Person	Completion Date	Status
		Brisbane Phases and Packages	Phases and Packages to community members, and report back to AAB.			Community representatives are invited to send any feedback to Airservices via the Secretariat.
6.3	20 November 2024	SIDS and Departure Tracking Visualisations	Airservices to develop a publishable version of the Standard Instrument Departures and Aircraft Departure Tracking visualisations provided to the AAB, accompanied by further complementary data.	Airservices Australia	26 February 2025	Item closed at meeting #7. Visualisations were presented during the meeting.