

# SYDNEY AIRPORT COMMUNITY FORUM



**Senator Marise Payne**  
Senator for New South Wales  
Chair, Sydney Airport Community Forum

**Cr Vince Badalati**  
Mayor of Hurstville

**The Hon Bruce Baird MP**  
Federal Member for Cook

**Mr Warren Bennett**  
Board of Airline Representatives in Australia

**Mr John Clarke**  
Upper North Shore Community

**Cr John Flowers**  
Mayor of Rockdale

**Mr Rod Gilmour**  
Sydney Airport Corporation Ltd.

**Mr Kevin Hill**  
Kurnell Community

**The Hon Joe Hockey MP**  
Federal Member for North Sydney

**Cr Sue Hoopmann**  
Bennelong Community

**Cr Rae Jones**  
Mayor of Ashfield

**Cr Ian Longbottom**  
Mayor of Lane Cove

**Mr Robert McClelland MP**  
Federal Member for Barton

**Mr Michael Megna**  
Inner West Community

**Mr John Murphy MP**  
Federal Member for Lowe

**Ms Maria Patrinos**  
CRAAN

**Mr Anthony Roberts MLA**  
State Member for Lane Cove

**Cr Kevin Schreiber**  
Mayor of Sutherland Shire

**Cr Fiona Sinclair King**  
Wentworth Community

**Mr Murray Warfield**  
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11 October 2005

**The Hon Warren Truss MP**  
Minister for Transport and Regional Services  
Parliament House  
CANBERRA ACT 2600

Dear Minister

I am writing to convey the outcomes from the 43<sup>rd</sup> meeting of the Sydney Airport Community Forum (SACF) which was held on 2 September 2005.

Members of SACF were pleased to know that you welcome receiving information after each meeting on the issues and activities that are discussed.

As you may be aware airspace protection is a major concern for members, and they appreciated receiving advice from the Department on the study that is currently being undertaken. There were some concerns expressed about the future of airspace protection and it was decided that members of SACF would write to you individually on this matter to outline their concerns in greater detail.

Members have a number of reservations about the phase out of Chapter 3 aircraft. They noted that these aircraft may not be easily phased out given that some airline companies rely on them to provide budget services to travellers. They further believe that the Department, as the regulating body, should be responsible for restricting the use of these aircraft rather than individual airports.

The further work on the Review of the Long Term Operating Plan is close to finalisation. The Sub Committee overseeing this issue met via teleconference on 28 September to decide on the additional work to be undertaken by the consultants, with the intention of completing this project this year as you have requested.

The other significant issue currently for the Forum is the procurement of the Community Advocate by public tender. A resolution was put to members and they agreed to retain the services of a Community Advocate. The Department, with active and keen participation by members of the Forum, will commence work to procure the services of the Community Advocate.

I have indicated in previous correspondence that SACF initiated a trial of the Community Advocate using the services of Mr Dave Southgate, an officer within your Department. Mr Southgate provided an exemplary service as Community Advocate to Forum members who regard him highly for his professionalism and proficiency. I will be writing to Dave Southgate personally thanking him for carrying out these duties for the Forum - a significant contribution to the Forum's work, given his other responsibilities. SACF members also appreciate your Department agreeing to allow him to undertake this task.

There were a number of other community issues raised at the recent meeting. In particular was the treatment for handling multiple calls from the community to the Airservices Australia noise complaints number. Members are concerned over the difficulty in classifying this situation for the purposes of management reporting. In some cases, complainants may be able to manipulate the statistical records by presenting multiple records of what may be considered one complaint. Airservices indicated that multiple calls create an issue for statistical reporting and will investigate options to ensure they are captured appropriately for presentation in future management reports.

Community members also raised the possibility of reintroducing the Freecall number for lodging noise complaints. However, it was noted that the Board of Airservices Australia made a management decision some years ago to dispense with the freecall service for a 1300 number. It was further noted that a freecall number creates a tendency for some complainants to overuse or jam the service thus preventing other affected residents from lodging complaints. In addition, automated systems can generate multiple complaints even when complainants are not at home and this unduly inflates the statistical records.

A final community issue is that Airservices offered to manage the telephone calls to the 'Have Your Say' line which the SACF Secretariat currently receives. A major concern for community members is that the general community may then lose a means of voicing their concerns on issues that affect them regarding Sydney Airport. SACF members remain adamant that the community must have a voice on issues that affect them.

Members will also receive an update from the Department at the next meeting on the status of a second airport for the Sydney Basin.

I will await your views on the issues raised at the meeting.

Yours sincerely



**MARISE PAYNE**  
**CHAIR**