

Appendix B: Ministerial expectations

The Government issues a Statement of Expectations (SOE) and directions that also inform the performance of our functions. The Airservices Australia Board sets our Statement of Intent (SOI) against the SOE.

In addition to the SOE, the Minister can issue directions which inform the performance of our functions. This section outlines the SOE, SOI and Ministerial directions current for 2018–19.

Ministerial directions and government policy orders

Four ministerial directions remain current:

- handling of aircraft noise complaints at Sydney and other federal airports (issued 29 May 1996)
- progressive implementation of the Sydney Long Term Operating Plan (issued 30 July 1997)
- responsibilities in relation to the environmental effects of aircraft (issued 3 May 1999)
- provision of approach radar services at specific airports (issued 31 August 2004).

The government can issue policy orders with which we must comply. During 2018–19, no government policy orders applied to Airservices.

Statement of Expectation and Statement of Intent

For period 22 May 2017 to 30 June 2019.

Overview

Statement of Expectation

This instrument is known as the Statement of Expectations for the Board of Airservices Australia for the period 22 May 2017 to 30 June 2019.

This instrument commences on 22 May 2017 and expires at the end of 30 June 2019 as if it had been repealed by another instrument.

This instrument repeals the previous *Statement of Expectations for the Board of Airservices Australia* for the period 1 July 2013 to 30 June 2015 and the *Statement of Expectations for the Board of Airservices Australia* for the period 1 July 2015 to 30 June 2017.

This instrument puts in place a new Statement of Expectations (SOE) which serves as a notice to the Board of Airservices Australia (Airservices) under section 17 of the *Air Services Act 1995* (the Act).

The new SOE outlines in a formal and public way, the Government's expectations concerning the operations and performance of Airservices.

Statement of Intent

The Airservices Board's Statement of Intent as outlined in this section responds to each element of the Statement of Expectations (22 May 2017 to 30 June 2019) and states our formal commitment to meeting our Minister's expectations.

In addition, this Corporate Plan supports our Statement of Intent in response to the Statement of Expectations.

Governance

Statement of Expectation

Airservices should perform its functions in accordance with the Act, which requires that Airservices must regard the safety of air navigation as the most important consideration.

Airservices shall also perform its functions in accordance with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) as well as other relevant legislation.

Airservices should maintain high standards of professionalism, service, probity, reporting, accountability and transparency, consistent with the provisions of the PGPA Act and have a code of conduct and values consistent with excellence in the public sector.

I expect that the Board and the Chief Executive Officer will work together to enable Airservices to operate as a world leading Air Traffic Control and Aviation Rescue and Fire Fighting Service (ARFFS) provider, backed by the requisite facilities and skilled workforce.

I also expect the Board to ensure Airservices has the necessary resources and capabilities in place to effectively assist in the delivery of the key aviation initiatives outlined below.

Statement of Intent

Airservices will continue to perform its functions of providing safe, secure, efficient and environmentally responsible services that are valued by the aviation industry on behalf of our owner, the Australian Government. In performing these functions, we will continue to adhere to our values and code of conduct, which assist us to maintain high standards of professionalism, customer service, probity, reporting, accountability and transparency.

The Board will make decisions consistent with its responsibilities under the *Air Services Act 1995* relating to the objectives, strategies and policies to be followed by Airservices, ensuring that we perform our functions in a proper, efficient and effective manner. The Board will continue to work closely with the Chief Executive Officer to ensure that Airservices has the resources and capabilities needed to deliver world class aviation services to its customers and the community. Our 2015–2035 Workforce Strategy will ensure that we continue to invest in our workforce capability to provide an appropriately skilled workforce to deliver on our service objectives.

Key Aviation Initiatives

Statement of Expectation

I expect Airservices, in conducting its service provision and related roles, to:

- a. complete the safe and effective implementation of its recent organisational change program, known as the Accelerate Program (noting the Program is scheduled for completion on 30 June 2017) and undertake a post implementation review of the Program by 30 December 2017
- b. progress implementation of a new national air traffic system under the OneSKY project including Government endorsed harmonisation initiatives with the Department of Defence (Defence)
- c. cooperate fully with the Civil Aviation Safety Authority (CASA) in their safety regulatory oversight of the OneSKY project

Statement of Intent

Airservices will complete of the Accelerate Program by 30 June 2017. A post implementation review will be completed by 30 December 2017.

A harmonised civil military air traffic management system, delivered via the OneSKY Program, remains a critical priority for Airservices and we will continue to work closely with the Department of Defence.

Airservices will continue to work very closely with CASA in relation to its role as safety regulator for civil air operations in Australia, including on key initiatives such as the OneSKY Program. We will do this by proactively engaging CASA through well-established mechanisms and sharing information in an open and transparent manner.

Key Aviation Initiatives

Statement of Expectation

- d. work with the Department of Infrastructure and Regional Development (Department), CASA and Defence in providing advice on options for enhancing the level of safety and efficiency of Australian controlled airspace including at major regional airports
- e. work with the Department and CASA in the implementation of the agreed recommendations arising out of the ARFFS regulatory policy review
- f. work with the Department and CASA in modernising airspace protection policy
- g. assist in implementing the Government's environmental initiatives including:
- supporting the ongoing role of the independent Aircraft Noise Ombudsman (ANO) and implementation of agreed recommendations made by the ANO
 - appropriate resourcing of the Noise Complaints and Information Service to continue to improve the flow and quality of information to noise affected communities
 - the ongoing commitment to the Sydney Airport Long Term Operating Plan as required by Legislative Instrument F2009BOO158

Statement of Intent

As part of Airservices ongoing focus to improve the provision of safe and innovative services for industry, we will actively focus on identifying and supporting opportunities to enhance the level of safety and efficiency of controlled airspace in Australia, engaging with industry and working collaboratively with Government agencies through the Aviation Policy Group and other forums. We will take advantage of new technologies such as ADS-B and identify opportunities to increase the use of Class E airspace in Australia.

Airservices supports proposed changes for the provision of ARFFS that shifts the current prescriptive regulatory framework to a more risk- and outcomes-based approach. Airservices is actively supporting the Department as it progresses this work and will continue to do so, so that it can harness the service delivery and efficiency benefits that the reforms will enable.

Airservices will continue to contribute to and support initiatives that reduce risk to aircraft operations. We will work cooperatively with the Department, CASA, other Government agencies and industry to consider and implement proposals contained in the Department's Airspace Protection Paper which seeks to modernise airspace protection regulation and identify non-regulatory measures to enhance the safety of aircraft operations.

We will continue to support the role of the ANO by:

- maintaining an independent ANO office
- engaging regularly with the ANO and staff
- implementing agreed recommendations made by the ANO

Effectively managing noise complaints through the Noise Complaints Information Service (NCIS).

The NCIS provides valuable information services to the community and the ANO. We will continue to appropriately resource the NCIS to ensure that it provides this service to a high standard.

Airservices is committed to the 1997 Ministerial Direction relating to the Sydney Long Term Operating Plan to the maximum extent practicable to ensure the safe and efficient operation of Sydney Airport.

Key Aviation Initiatives

Statement of Expectation

- working with the Department and industry on issues related to environmental contamination, including per-and poly-fluoroalkyl substances (PFAS), where it is a result of Airservices operations
 - providing and reporting against an annual environment work program which outlines Airservices ongoing and new initiatives in managing, monitoring and alleviating, where safe and practicable, environmental effects of aircraft operations
 - continue the wider use of space based navigation approaches such as Required Navigation Performance, as appropriate, at Australian airports following consultation with other Government agencies, community and industry stakeholders
- h. continue to support the Government's safety and capability building initiatives in the Asia-Pacific region and the Memorandum of Understanding, regarding the management of Australia's International Civil Aviation Organization responsibilities.

Statement of Intent

Airservices will continue to implement our national PFAS management program, including site investigations, in response to Airservices and other organisations' historical use of aviation firefighting foams containing these chemicals. Airservices will also continue to work closely with Government agencies in developing a whole-of-government approach to managing PFAS.

Airservices will continue to produce and report against an annual environmental work plan which outlines initiatives to manage and monitor the environmental effects of aircraft operations.

Airservices will continue to focus on delivering new and improved air traffic services, including performance-based navigation, to improve capacity and efficiency while also improving environmental outcomes.

Airservices will continue to support the Australian Government's safety initiatives in the Asia-Pacific region to improve safety outcomes, primarily through working with air navigation service providers in Indonesia and Papua New Guinea to build their capability to manage greater air traffic. This includes progressing sustainable programmes that deliver safe, harmonised and integrated outcomes that are aligned with their neighbouring states, including Australia.

Airservices works closely with the Department and CASA to ensure that we are executing Australia's International Civil Aviation Organization (ICAO) responsibilities.

Stakeholder Engagement

Statement of Expectation

I expect that in performing its functions Airservices will:

- a. undertake effective and ongoing engagement with the community, industry and Government on the development and implementation of significant changes by Airservices to air traffic and ARFFS
- b. engage constructively in processes where it can provide information, assistance or advice for policy formulation, implementation and regulation undertaken by Government agencies, both within and outside my portfolio
- c. contribute to a coordinated approach to airport planning including appropriate participation in, and providing information to, planning coordination forums, community aviation consultation groups, and the National Airports Safeguarding Advisory Group
- d. keep the Secretary of the Department and me fully informed of Airservices' actions in relation to the requirements stated in this SOE, and promptly advise about any events or issues that may impact on the operations of Airservices, including the provision of timely quarterly reports of progress against the Corporate Plan and advice on the Accelerate Program and the OneSKY project
- e. work closely with the Department, including the Western Sydney Unit, and other Government agencies, including the Australian Transport Safety Bureau, CASA and Defence to deliver integrated and comprehensive safety advice to the Government, the aviation industry and the community.

Statement of Intent

Acknowledging that our most important consideration is always the safety of air navigation, Airservices will continue to effectively consult with the community, industry and the Government throughout the development and implementation of any significant changes to our service provision.

Airservices will continue to provide information, assistance or advice to other Government agencies, including in the performance of their regulatory and policy functions.

Airservices is committed to ongoing participation in the National Aviation Safeguarding Advisory Group to support a national land use planning framework that improves:

- community amenity by minimising aircraft noise-sensitive developments near airports
- safety outcomes by ensuring aviation safety requirements are recognised in land use planning decisions.

Airservices will also continue to engage and consult with concerned community groups through airport-led planning coordination and consultation forums and Airservices technical noise working groups.

The Airservices Board and the Chief Executive Officer will continue to keep the Department and the Minister fully informed in relation to these expectations through regular reporting, including quarterly reports of progress against the Corporate Plan.

Airservices will continue to support other Government agencies in the performance of their regulatory and policy functions through the provision of timely information, assistance or advice.
