

s22(1)(a)(ii)

From: s22(1)(a)(ii) @casa.gov.au>
Sent: Wednesday, 2 November 2022 10:48 AM
To: Marcelja, Andreas; Aleck, Jonathan; s47F; Walker, Robert
Cc: s22(1)(a)(ii); OPOKU Naa
Subject: FW: TWU Pilot's Division Flight Safety Committee meeting updated [SEC=OFFICIAL]
Attachments: TWU Pilots Flight Safety report October 2022.pdf

OFFICIAL

FYI

s22(1)(a)(ii)

PSM

General Aviation Workplan Lead
 Stakeholder Engagement Division

Civil Aviation Safety Authority

p: s22(1)(a)(ii) **m:** s22(1)(a)(ii)

GPO Box 2005, CANBERRA ACT 2601

www.casa.gov.au



From: s47F
Sent: Tuesday, 1 November 2022 9:54 AM
To: s22(1)(a)(ii) @casa.gov.au>; s22(1)(a)(ii) @atsb.gov.au>; s22(1)(a)(ii) @airservicesaustralia.com>
Cc: s47F
Subject: TWU Pilot's Division Flight Safety Committee meeting updated

Hi s22(1)(a)(ii),

Please find attached the update which has gone to our members. Your full responses are found in the links. Again thank you for your assistance in clarifying the questions our members raised in the survey. I look forward to seeing you all again soon.

Kind regards

s47F

Sent from my iPad

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PILOT UPDATE

OCTOBER 2022

PILOT SAFETY MEETINGS

REPORT-BACK

Recently your member-led TWU Flight Safety Committee met with the ATSB, CASA and Airservices in Canberra to discuss your questions around investigation processes, FRMS implementation and airspace-related issues.

The meetings have ensured we have a direct line of contact for safety issues in the future, and a platform for open communication with each of the agencies.

An overview of answers to your questions is below, and [you can see the full answers here.](#)



JOIN THE TWU PILOTS FLIGHT SAFETY COMMITTEE



CASA

Is CASA concerned that productivity-based pay systems could lead to pilots flying (to raise their income) when they're not fit to fly?

There are obligations on Flight Crew Members (FCM) not to commence a duty if they may not be fit for duty due to fatigue, and on AOC holder /operators not to assign FCM for flight duty if they believe the FCM is unfit for duty.

***TWU:** Following reports from members on FRMS issues, we are monitoring and will report any alleged breaches. We'll continue to work with management to ensure rostering practices are not only compliant with regulations but practical when it comes to managing fatigue.*

How does CASA monitor the application of current airline FRMS systems (audits?) and the growing practice of airlines using duty limits as targets?

CASA must be satisfied with duty limits and the principles that underpin them before they can be approved.

Limits cannot be changed without CASA approval. CASA audits FRMS holders for compliance with the approved FRMS manuals and effectiveness of the FRMS procedures.

***TWU:** Submit fatigue reports and contact your TWU Flight Safety representative at flightsafety@twu.com.au in the event of a fatiguing /potentially fatiguing duty. Fatigue reports provide a basis upon which problematic pairings can be reviewed and changed at company FSAG/pairing review meetings.*

What process is in place if CASAs finds an airline's FRMS application is creating more fatigue and potential safety risks than it's mitigating? Are airline managers personally liable in the event of incidents?

If CASA receives information that an operator has introduced fatigue risks by scheduling practices that are not FRMS-compliant, a Response Surveillance activity (special audit) may be conducted.

Accountability rests with the operator unless there is wilful, deliberate or reckless action on the part of the employee.

TWU Michael Kaine **P:** 02 8114 6500 **E:** twu@twu.com.au **W:** www.twu.com.au

Authorised by Michael Kaine, National Secretary, Transport Workers' Union. Level 9, 447 Kent St, Sydney 2000 p(02) 8114 6500 twu@twu.com.au



ATSB

If a primary cause of a safety event is fatigue, what weight of responsibility would be assigned to company management?

The finding would likely be at the level of the individual if there was evidence of:

- The individual working two jobs
- The individual not taking advantage of rest opportunities

There would likely be a finding/safety issue for the operator if there was evidence of:

- The issue being more widespread
- Rostering practices were found to be fatigue-inducing

Can an ATSB safety report be amended after submission as additional information is remembered?

In short, yes, ATSB reports can be amended following receipt of additional information. [More info on amending ATSB safety reports.](#)

Can ATSB investigate scheduling practices within company FRMS to identify if they're having an adverse effect on pilots' mental health/wellbeing due to fatigue?

Yes, but the investigation wouldn't usually start at that point. The ATSB model considers elements in the order of: **the occurrence, individual actions, local conditions, risk controls** (like scheduling practices) and organisational influences. To investigate the **risk controls**, there would therefore need to be an evidentiary trail that led to it. [More info on investigation processes.](#)

AIR SERVICES

The recent increase in TIBA has many airline crews concerned. Will this continue and if so, for how long?

Although unplanned absence has been higher than expected, we continue to provide services at 99.9% of published service levels. [More info.](#)

TWU: Your Flight Safety Committee is calling on Airservices to continue monitoring staff levels to ensure full ATC services are provided to keep the skies safe.

Why is it taking so long to implement a tower at Ballina Airport, considering there is such a high RPT presence, combined with light aircraft?

The CASA Office of Airspace Regulation (OAR) has been consulting on an airspace review and we await the determination. We implemented a Surveillance Flight Information Service (SFIS) and gave a proposal to CASA to provide an approach service to the ground which was included in the review.

TWU: TWU Flight Safety is contacting CASA OAR requesting further information about:

- Establishment of a tower at Ballina Airport
- Utilisation of a discrete frequency at Proserpine and Shute Harbour
- Implementation of SIDs and STARs at Launceston
- Status of the Pilbara basin airspace review

Why is the Unicom operator at Ballina/Byron based in Brisbane and not on site at Ballina? Why do they not at least have a camera at the airfield to monitor the movement areas?

The service provided at Ballina is not a Unicom and provides a Flight Information Service (FIS) using surveillance, which is best provided from Brisbane Centre. The aerodrome and airspace continues to be non-controlled. Cameras would potentially need to be included as part of an aerodrome service.

Why are the control towers at YBCG, YBSU, YBHM closed so early?

YBCG: we are working on getting new controllers fully endorsed and expect a return to ERSA hours in Jan

YBHM: operation hours are promulgated by NOTAM as described in ERSA. We endeavour to provide the service to meet RPT needs but are also constrained by travel to and from the island each day.

What is being done to address the threat created by the volume of high-capacity traffic passing through Pilbara mining Ports?

CASA-OAR published a draft review of the Pilbara Basin Airspace in March 2021. We believe this has not been finalised but it did not make any determination to amend the airspace within the region.

TWU: TWU Flight Safety is writing to Airservices requesting implementation of VHF coverage below 7000' at Boolgeeda.

Your Flight Safety Committee will continue to engage in dialogue with the various agencies, and follow up on members' concerns. To have an active say, [join the TWU Flight Safety Committee.](#)

s22(1)(a)(ii)

From: WOOD Richard
Sent: Monday, 27 March 2023 12:41 PM
To: Monahan, Chris
Subject: RE: Request for 360 support [SEC=OFFICIAL]

OFFICIAL

Checked my junk mail, nothing there so might be worth following up.

Happy to talk AA when you are free. I'm pretty free today if you have time, till 330.

Richard

OFFICIAL

From: Monahan, Chris <Chris.Monahan@casa.gov.au>
Sent: Monday, 27 March 2023 12:38 PM
To: WOOD Richard <Richard.Wood@infrastructure.gov.au>
Subject: RE: Request for 360 support [SEC=OFFICIAL]

OFFICIAL

Not sure, I thought they would have reached out by now, they said to check junk mail just in case. If not there I will ping them

Thanks

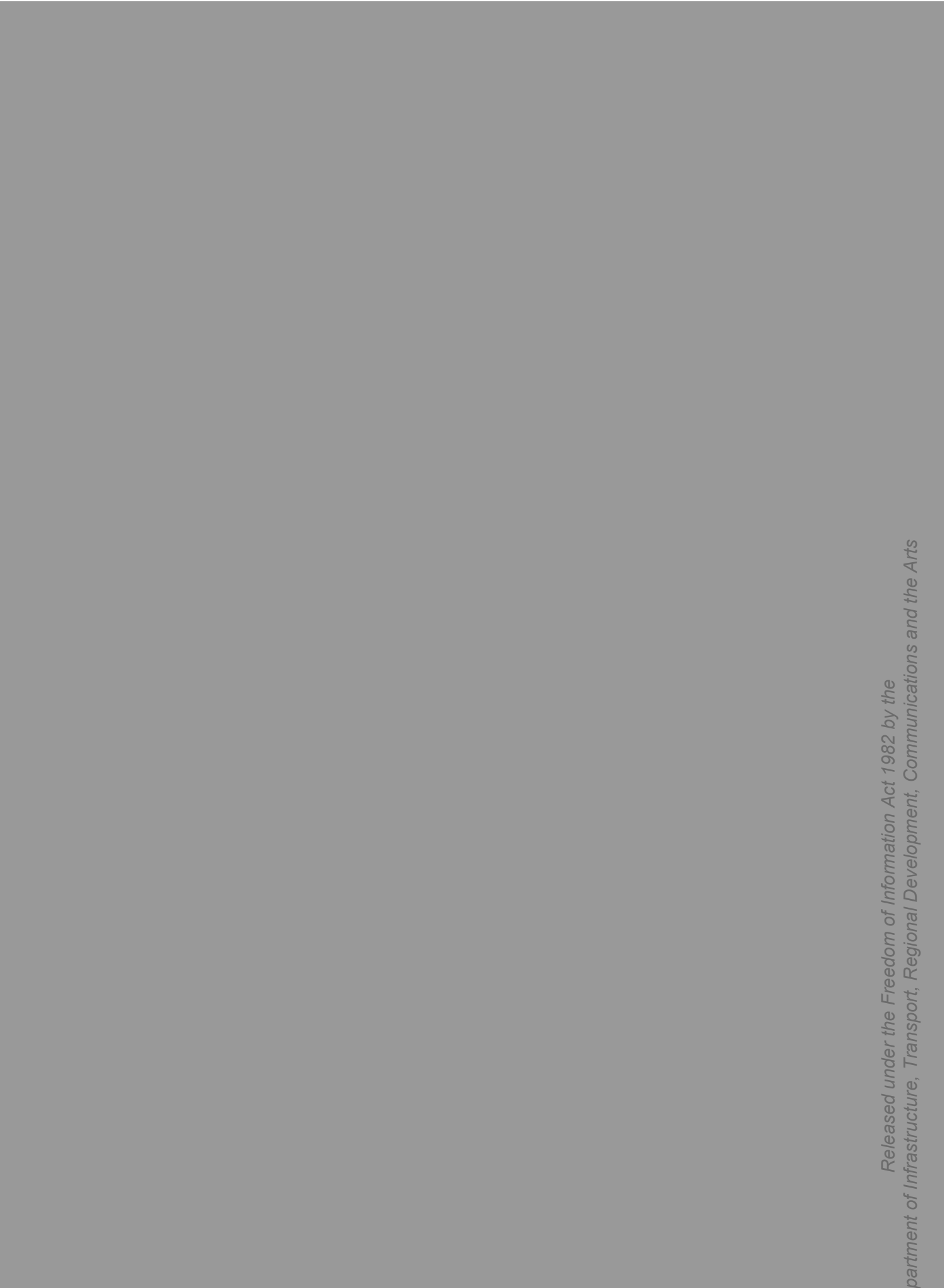
Ps I had a good/interesting chat with s47F from AA last week about service variations, worth catching up when you have a few minutes.

Chris

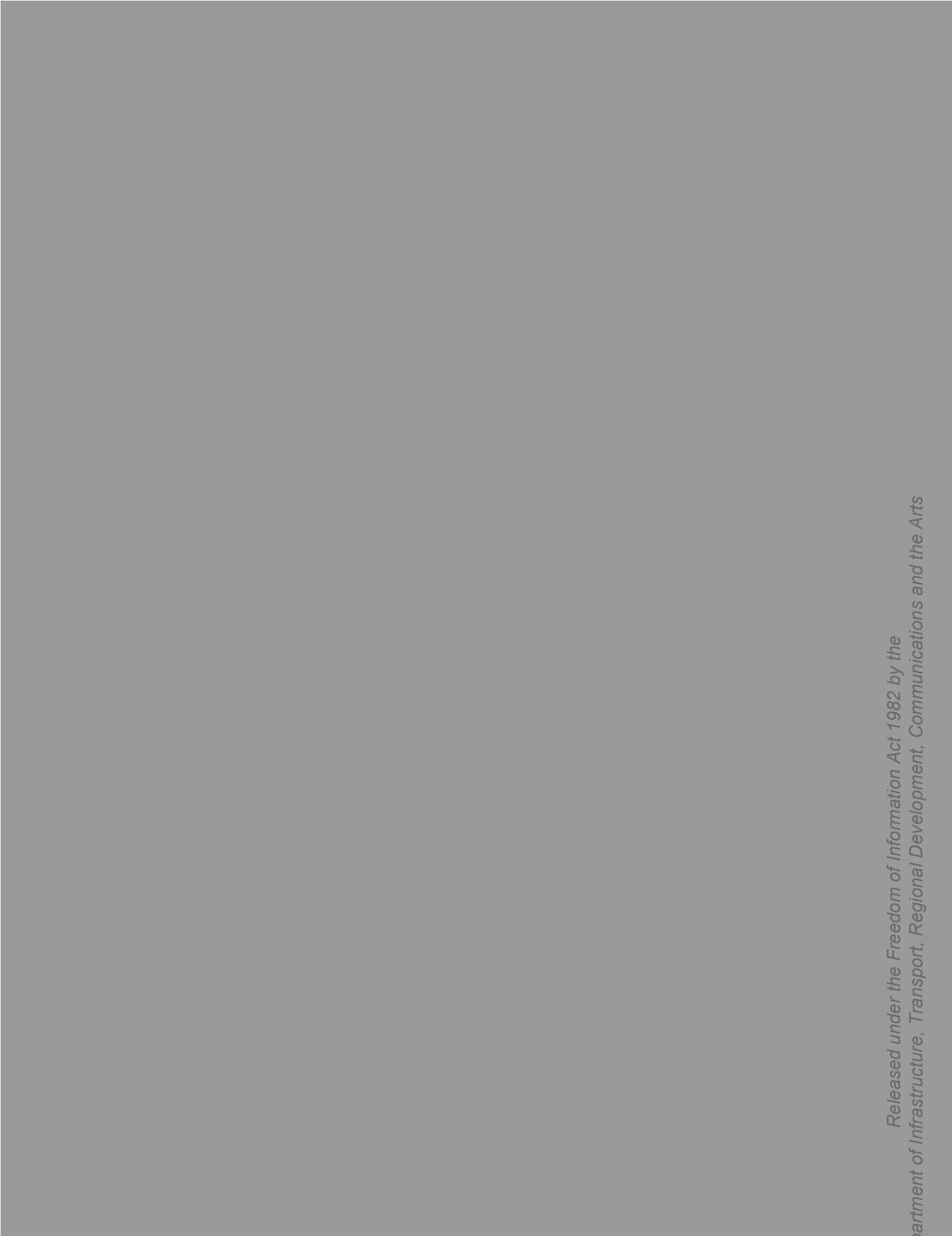
Chris Monahan
 Executive Manager
 National Operations and Standards
 Civil Aviation Safety Authority
 p: s22(1)(a)(ii) m: s22(1)(a)(ii)
 16 Furzer Street, Phillip, ACT 2606
 GPO Box 2005, Canberra ACT 2601

s22(1)(a)(ii)

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s22(1)(a)(ii)

From: WOOD Richard
Sent: Tuesday, 27 September 2022 1:49 PM
To: Monahan, Chris
Cc: s22(1)(a)(ii)
Subject: RE: Australian article - ATC [SEC=OFFICIAL:Sensitive] [SEC=OFFICIAL]

OFFICIAL

Thanks, appreciated.

OFFICIAL

From: Monahan, Chris <Chris.Monahan@casa.gov.au>
Sent: Tuesday, 27 September 2022 1:43 PM
To: WOOD Richard <Richard.Wood@infrastructure.gov.au>
Subject: FW: Australian article - ATC [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Richard

For your awareness I sent this in reply to an Office query.

Chris

Chris Monahan
 Executive Manager
 National Operations and Standards
 Civil Aviation Safety Authority
 p: s22(1)(a)(ii) m: s22(1)(a)(ii)
 16 Furzer Street, Phillip, ACT 2606
 GPO Box 2005, Canberra ACT 2601

From: Monahan, Chris
Sent: Tuesday, 27 September 2022 1:42 PM
To: s47E(d)
Cc: Spence, Pip <Pip.Spence@casa.gov.au>; s47E(d)
 Monahan, Chris <Chris.Monahan@casa.gov.au>
Subject: RE: Australian article - ATC [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

s22(1)(a)(ii)

CASA has been aware of this for some time and has been working with Airservices on this matter.

Airservices have stated that they have sufficient personnel to conduct the operations but recently has been hampered by Covid and other illness resulting in temporary changes in service, also known as service variations. Most of the service variations are only for a few hours but it is something we are working with AA daily

on. While the overall up-time of the AA system is still within expectations we are looking at where these variations are occurring to see if it is impacting some areas more than others.

The vast majority of time temporary airspace management rules are put in place which ensures safety in the airspace but with a reduced flow or capacity. It is still safe but can disrupt some schedules. In operating airspace we use TIBA to put controls in place to maintain safety performance which are usually through a TRA and that results in reduced flow. At aerodromes TRAs are usually considered disproportionate to the risk so we revert to CTAF procedures which are less onerous for users but achieve the same outcome.

CASA is engaged at multiple levels with AA to understand the issues and where the critical nodes are for their service delivery. We have had several meetings and our teams are working together to create an enduring solution. We are also conducting on-site surveillance in the impacted areas to have more data on the root cause.

In short, there has been an increase in service variations which CASA believes needs to be addressed. We are working with AA and the airlines to identify the root causes to minimise any further variations. The main impact is that there can be flow disruption which translates into operational impacts for operators.

CASA currently believes AA is safely managing the airspace, but we are also working to reduce the service variations back to pre-Covid levels to provide consistency for the airlines going forward.

Let me know if you need more information or would like to chat. I am glad to explain in more detail if it helps.

Regards Chris

Chris Monahan
Executive Manager
National Operations and Standards
Civil Aviation Safety Authority
p: s22(1)(a)(ii) m: s22(1)(a)(ii)
16 Furzer Street, Phillip, ACT 2606
GPO Box 2005, Canberra ACT 2601

From: s47E(d)
Sent: Tuesday, 27 September 2022 8:35 AM
To: Monahan, Chris <Chris.Monahan@casa.gov.au>
Cc: Spence, Pip <Pip.Spence@casa.gov.au>; s47E(d)
Subject: Australian article - ATC [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Hi Chris, hope you're well.

Just checking in on this article in today's Oz - [Pilots express safety concerns over disappearing air traffic controllers \(theaustralian.com.au\)](https://www.theaustralian.com.au)

Has CASA had any engagement with Airservices on this issue or any concerns raised?

Thanks as always.

s22(1)(a)

s22(1)(a)(ii) (he/him)

Transport Adviser • Office of the Hon Catherine King MP
Minister for Infrastructure, Transport, Regional Development and Local Government

s47E(d)

OFFICIAL:Sensitive

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From: s22(1)(a)(ii)
Sent: Thursday, 2 March 2023 11:34 AM
To: WOOD Richard; OPOKU Naa
Cc: s22(1)(a)(ii)
Subject: FW: Joint Letter - Airservices Australia [SEC=OFFICIAL]
Attachments: 230301 AAA_A4ANZ Joint Letter - Airservices.pdf; ATC Service Variations WE 31Jan.pdf; ATC Service Variations WE 7Feb.pdf

OFFICIAL

Hi Richard and Naa, please see joint letter attached.

We plan to have a ministerial reply to them early next week. Do we know how far off we are from having the answers to the questions raised?

Thanks

OFFICIAL

From: s47F
Sent: Wednesday, 1 March 2023 7:10 PM
To: s47E(d)
s47E(d)
Cc: s47F
s47F
Subject: Joint Letter - Airservices Australia

Dear Minister,

Please find attached a joint letter from Airlines for Australia & New Zealand (A4ANZ) and the Australian Airports Association (AAA) drawing your attention to current and emerging concerns with operational matters at Airservices Australia.

Also attached is two weeks of recent Service Variations implemented by Airservices Australia highlighting significant reductions in capacity - impacting airlines, airports and the travelling public.

Dr Alison Roberts (A4ANZ) and myself are able to provide a briefing to you and your advisers on these urgent matters.

Regards,
James

James Goodwin
Chief Executive
Australian Airports Association
02 6230 1110 | s47F | s47F
www.airports.asn.au

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1 March 2023

The Hon Catherine King MP
 Minister for Infrastructure, Transport, Regional Development and Local Government
 Parliament House
 CANBERRA ACT 2600

CC: Department of Infrastructure, Transport, Regional Development, Communications and the Arts
 CC: Airservices Australia

Dear Minister,

Airservices Australia – Workforce shortages and impacts, EBA Negotiations, relocation of the Sydney Terminal Control Service, and increase to charges

We are writing to you to raise significant and worsening issues within the Australian aviation sector involving Airservices Australia (Airservices). Over the past six months, airports, airlines and their customers have experienced an increase in flight delays, cancellations and disrupted operations due to workforce shortages at Airservices Australia affecting Air Traffic Control (ATC). The frequency of variations, delays and cancellations has escalated in the past few weeks.

This is a national issue, but is currently particularly acute at Sydney Airport (SYD). For the month of February, Airservices Australia dramatically reduced the number of arrivals at SYD due to staff shortages (from 50 arrivals per hour to less than 36 arrivals per hour 63% of all operational hours) on 21 of 28 days, resulting in dozens of cancellations and hundreds of delays across all airlines. In some cases, the cancellations due to ATC in February are greater than for the whole of the northern winter 2019 season (pre-COVID), noting the delays at SYD have significant flow on impacts across the entire domestic aviation network.

As both domestic and international aviation recommenced in 2022, airlines and airports invested heavily to ensure that operations returned to their best, despite widely reported challenges. Our members acknowledge the entire aviation ecosystem has experienced issues given the extended Covid shutdown, however, do not have confidence that Airservices has a plan to deal with staffing and other matters. If such a plan exists, Airservices have not communicated appropriately to airports and airlines in a way that would instil a level of confidence there is a pathway to normal operations within a reasonable timeframe.

In circumstances where air traffic controllers are experiencing 'unplanned absences' at rates 44 per cent higher than before the pandemic, it is particularly disappointing, for example, that Airservices has until recently insisted that it had sufficient air traffic controllers while being consistently unable to meet its service obligations. We have attached examples of Air Traffic Variations for January and February.

While acknowledging that Airservices provides advance notice of service variations, has improved Notice to Airmen (NOTAM) consistency, and prioritised resources to support specific Approach Control areas, our members have little insight into the action being taken to address the resourcing challenges which are causing a sustained increase in the level of Traffic Information Broadcast by Aircraft (TIBA) incidents, early tower closures or reduced throughput. These are all issues that have been raised directly by our members with Airservices without sufficient response.

What is concerning is that impacts to operations look likely to occur, or be compounded, for some time with the movement of the air traffic control unit (TCU) from Sydney to Melbourne, with Airservices indicating this could create industrial issues until 2025. In addition, there is concern that staffing related

disruptions could become more acute during the upcoming Enterprise Bargaining Agreement negotiations. Airports and airlines would like to see additional contingency planning to ensure that these negotiations do not adversely affect operations further at a time where there is already considerable disruption. In addition, it is disappointing that these issues come at a time where Airservices has indicated that its charges will be increasing. We consider that raising prices at a time when service levels are substandard will further lower confidence between the aviation industry and Airservices.

With the industry working hard to recover from the devastating impacts of Covid, we would welcome your intervention on these important issues. We are grateful for the response from your office thus far, and for the swift engagement with Airservices, but our members need a clear plan and timeline for resolution and guidance on these matters, including better ongoing communication.

Yours sincerely

s47F



James Goodwin

Chief Executive

Australian Airports Association

s47F



Dr Alison Roberts

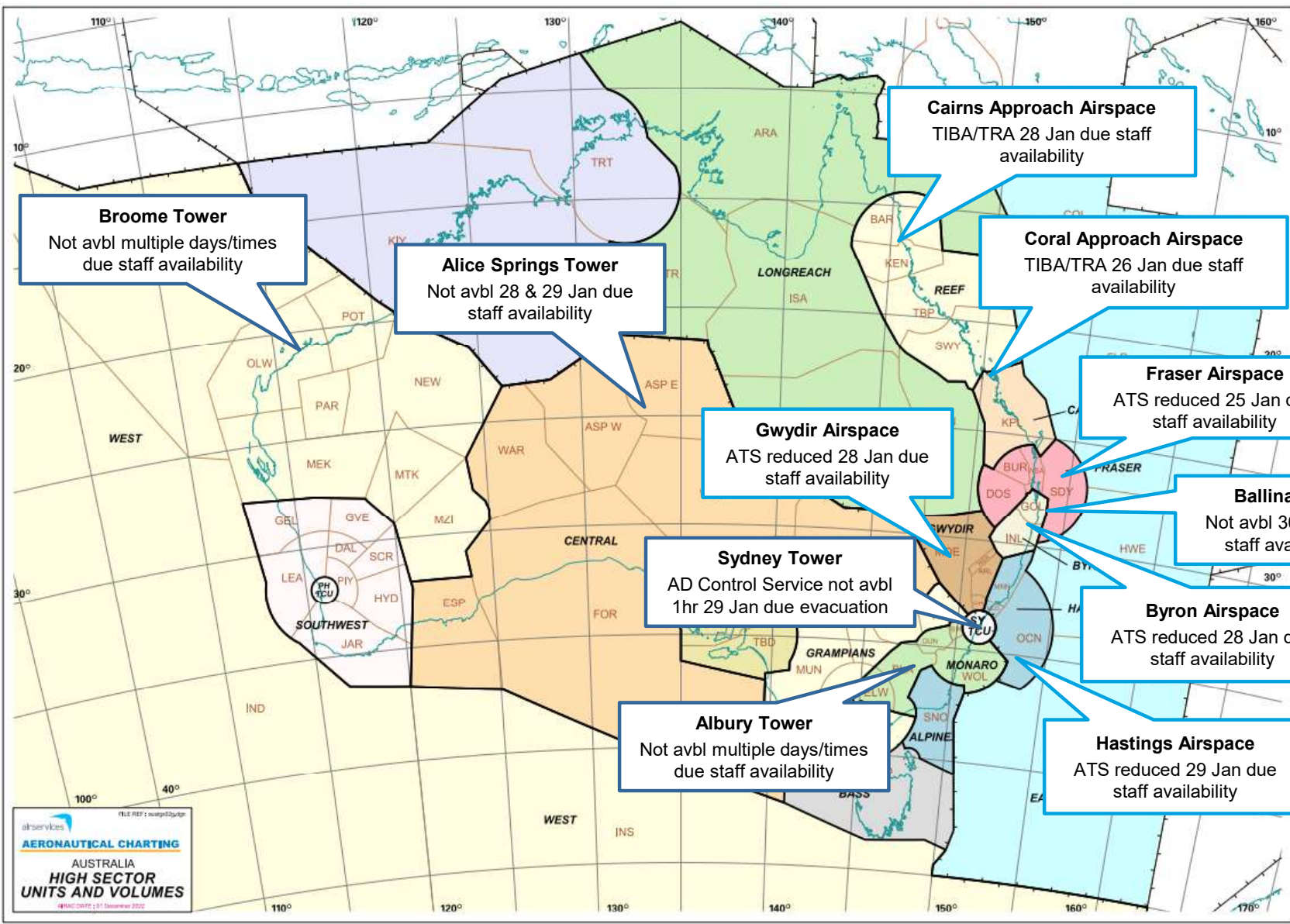
Chief Executive

Airlines for Australia and New Zealand



Network Performance for Week Past

ATC Service Variations



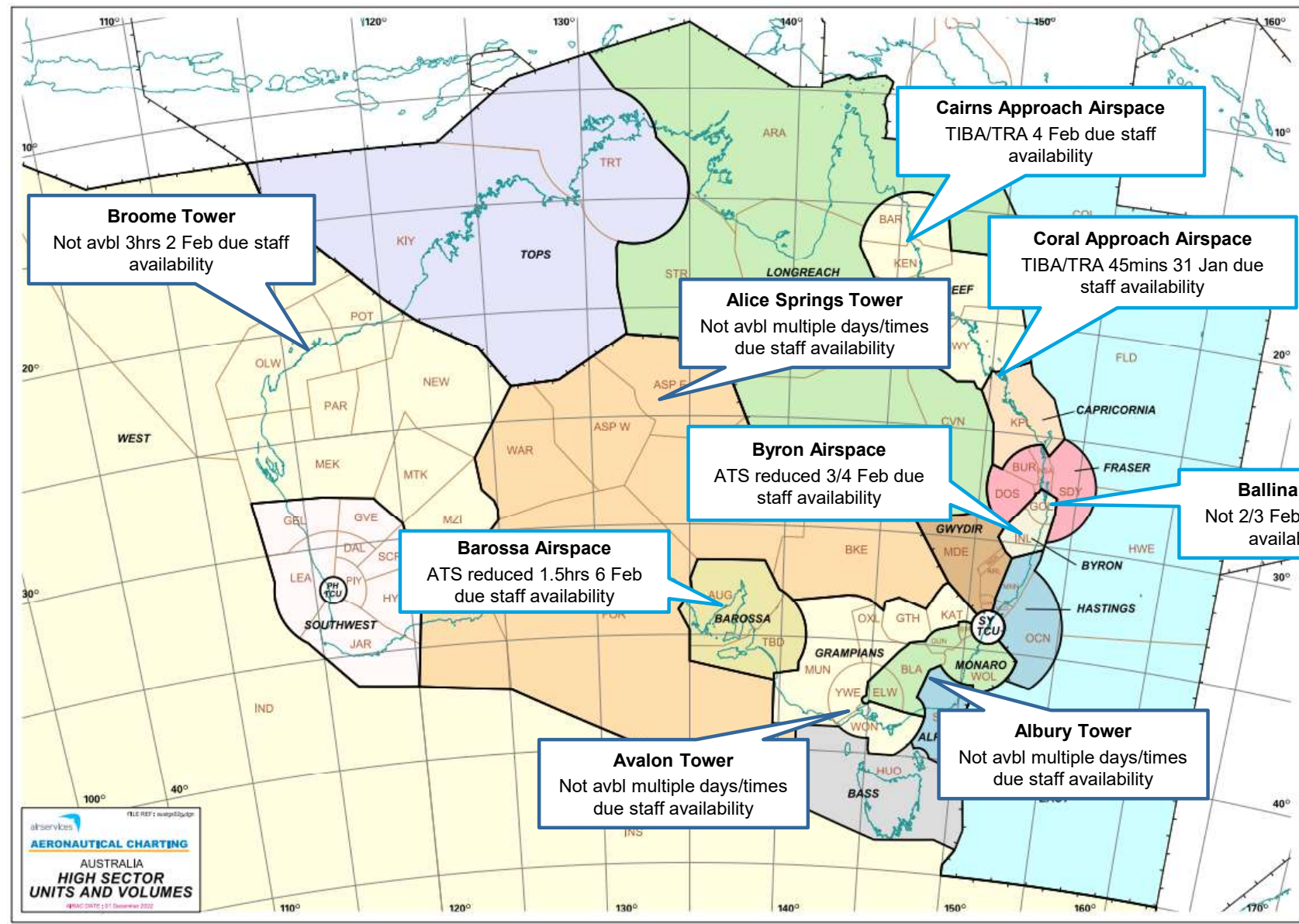
airservices
AERONAUTICAL CHARTING
 AUSTRALIA
HIGH SECTOR
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Network Performance for Week Past

ATC Service Variations



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s22(1)(a)(ii)

From: OPOKU Naa
Sent: Thursday, 16 February 2023 1:31 PM
To: s47E(d)
Cc: s47E(d); WOOD Richard; CHAPPLE Clare; s22(1)(a)(ii);
 Aviation Governance
Subject: SUMMARY - 2022-23 Airservices Corporate Plan – Quarter 1 Progress Report
 [SEC=OFFICIAL]
Attachments: 2022 12 01 Chairman to Minister Q1 2022-23 Report.pdf; 2022 12 01 Airservices
 Quarterly Report Q1 FY2023.pdf

OFFICIAL

Dear s22(1)(a)(ii)

On 1 December 2022, the Chairman of Airservices, John Weber provided the Minister with the progress report against the 2022-23 Corporate Plan to reflect the performance for Q1 of the financial year, being July to September 2022 (attached). We have reviewed the contents of the report and provided below for your reference a summary of the report. I have provided comments in *italics* on items of interest – happy to discuss further.

Aircraft Movements:

- Traffic continue to increase, with a total of 386,461 flights being managed for the quarter; this is a 46.6% increase from the 263,674 flights recorded in the same period for 2021-22.

Service:

- Increased travel demand coupled with the impacts of COVID-19 and a bad flu seasons has impacted staffing levels, led to temporary disruptions of Airservices' services at times. Airservices anticipates a decrease in these variations as the effects of COVID-19 and the flu season subside and Airservices training pipeline is alleviating these effects as new recruits start to enter the workforce.

Safety:

- Despite the industry challenges, Airservices continued to deliver their services safely, maintaining zero significant attributable safety occurrences. Airservices' air navigation service provision was at 99.8% of published hours, and they delivered 83% (baseline: 75%) of the planned capacity published for the 4 major airports.

Aviation Rescue Fire Fighting Service (ARFFS)

- Airservices fire fighters responded to 1074 emergencies, including 126 aircraft responses, 269 first aid responses, 577 fire alarm responses, saved one life and supported local communities through 2 emergency responses.

Financial Performance:

- The pandemic-related disruption has continued to significantly impact Airservices' financial performance, primarily their international revenue still at 60% of pre-pandemic levels, which resulted in a net loss of \$47.4m recorded for the quarter in line with plan, \$455,000 in excess of the forecast in the Corporate Plan.
- Return on Assets (RoA) is forecast to be in line with corporate plan (the plan). As per plan, domestic traffic continues to return relatively strongly, but the higher fuel prices and labour shortages have capped their recovery at 90% of pre-pandemic levels. There continues to be lower traffic for international travel, which remains at only at 60% of pre-pandemic capacity. Airservices anticipate that the path to the aviation market recovery will be ongoing until 2024-25.
- Staff costs slightly over budget (1.3%) for the quarter due to higher than planned unplanned leave meant Airservices had to utilise recreation leave lines, utilise higher change of shift related payments and overtime to ensure minimal service impact.

- Supplier costs were over budget (8.3%) for the quarter mainly due to project operating expenditure due to accounting treatment of Enterprise Network Modernisation Program (ENMP) planning and design phase as an operating expense coming through Airservices' profit and loss statement rather than a capital expense sitting against Airservices' balance sheet assets.
- Full year forecast is estimated to be in line with the plan as Airservices continue to manage Airservices costs. There is risk around the quantum of pay rises agreed for the upcoming enterprise agreement negotiations with Airservices fire fighters and support services staff. Airservices have budgeted in line with the current bargaining framework. There remains risk to Airservices revenue (approx. \$15m - \$20m), as domestic traffic lags Airservices planning assumption due to sustained high fuel prices and the aviation sector's ability to meet demand reliably.
- **Capital Expenditure:** At the end of Q1 2022-23, Airservices' Enterprise Investment Plan (EIP) is on track to deliver over 90% of Airservices allocated expenditure by the end of the financial year. The accounting treatment of ENMP activities as operating in nature is the main driver of the underspend in Airservices capital expenditure as this is coming through as project operating expenditure.

Community Consultation:

- Community consultation in relation to the Brisbane Runway Post Implementation Review (PIR) and Trax Final Report (Trax International performed an independent review) continued as does work on Airservices Community Engagement Standard.

OneSKY:

- The OneSKY Program continues formal testing of the initial release of the Civil Military Air Traffic Management System (CMATS). The Program remains within overall budget with no additional cost to airlines or taxpayers. *We will provide a brief to the Office ahead of the next update to Government which will take into account Key Performance indicators to assist in monitoring progress and a remediation plan to ensure the project remains on schedule.*

PFAS:

- The PFAS program continues to actively implement management actions, advancing its Site Characterisation Workstream with the award of multiple "Tranche 2" Detailed Site Investigations contract. *This appears to be overstating Airservices' practical action to manage PFAS contamination and conflating this with testing.*

Please don't hesitate to contact us if you require additional information.

*Kind regards,
Naa*

Naa Opoku

Assistant Secretary • Safety and Future Technology Branch • International Aviation, Technology and Services Division

naa.opoku@infrastructure.gov.au

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Department of Infrastructure, Transport, Regional Development, Communications and the Arts

CONNECTING AUSTRALIANS • ENRICHING COMMUNITIES • EMPOWERING REGIONS

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I would like to acknowledge the traditional custodians of this land on which we meet, work and live. I recognise and respect their continuing connection to the land, waters and communities. I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.

OFFICIAL

The Hon Catherine King MP
Minister for Infrastructure, Transport, Regional Development and Local Government
Parliament House
CANBERRA ACT 2600

Dear Minister,

2022-23 Airservices Corporate Plan – Quarter 1 Progress Report

I am pleased to provide you with Airservices progress report against our 2022-23 Corporate Plan for the period 1 July to 30 September 2022. A copy of the report is attached.

If your office requires any additional information, the appropriate contact is Chris Dalton, Deputy Board Secretary, on T: 0427 512 330.

Yours sincerely

s47F

John Weber
Chairman

1 December 2022

cc: Minister for Finance
Secretary, Department of Infrastructure, Transport, Regional Development and Local Government

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AIRSERVICES AUSTRALIA 2022-23

QUARTERLY PROGRESS REPORT JULY TO SEPTEMBER 2022

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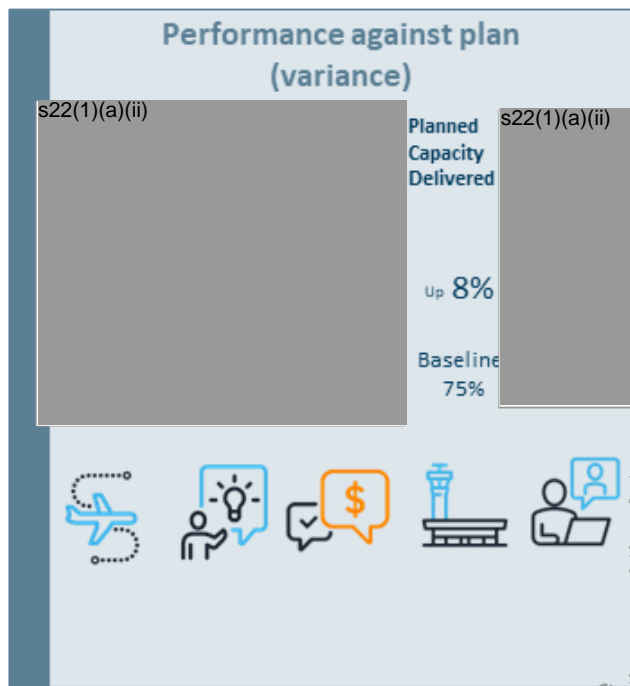
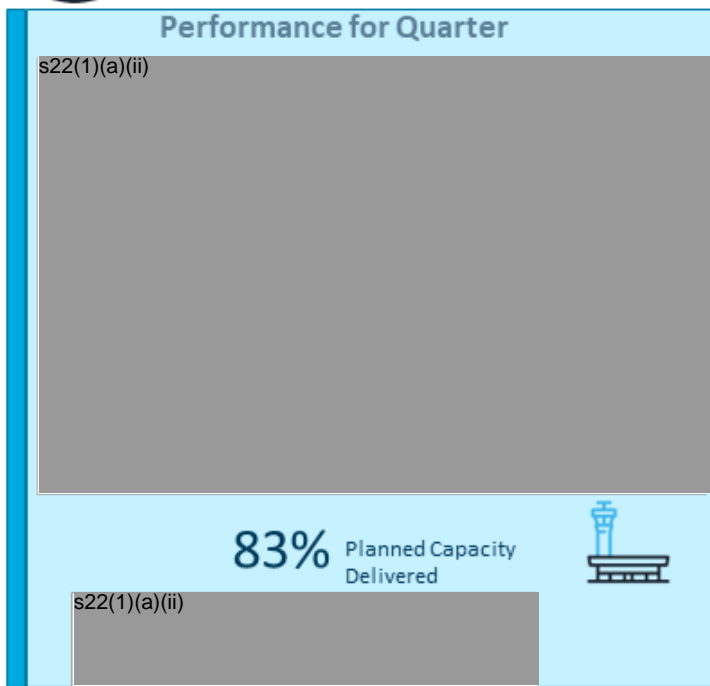
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EXECUTIVE SUMMARY



CONNECTING PEOPLE WITH THEIR WORLD SAFELY



s22(1)(a)(ii)

Increased travel demand coupled with the impacts of ongoing COVID-19 infection and one of the worst flu seasons seen in years, impacting staffing levels, led to temporary disruptions of our services at times. We anticipate a decrease in these variations as the effects of COVID-19 and the flu season subside and our training pipeline is alleviating these effects as new recruits start to enter the workforce.

Despite the industry challenges, we continued to deliver our services safely, maintaining zero significant attributable safety occurrences. Our air navigation service provision was at 99.8% of published hours, and we delivered 83% (baseline: 75%) of the planned capacity published for the 4 major airports.

s22(1)(a)(ii)

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PROGRESS AGAINST PERFORMANCE DOMAINS

This section details the outcomes we have achieved in progressing our commitments under each of our performance domains: **Transforming the Customer Journey**, **Reducing our Cost to Serve**, **Fostering a High Performing Culture** and **Facilitating Sustainable Aviation**. For more detail about our objectives and initiatives, please refer to the [2022-23 Corporate Plan](#).



TRANSFORMING THE CUSTOMER JOURNEY

Transform the end-to-end experience for all those who use Australia's skies.

PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Key Performance Indicator	Baseline	Result
Significant Attributable Safety Occurrences s22(1)(a)(ii)		
Planned Capacity Delivered as Percentage of Time (%)* Achieved capacity (throughput) on day of operations in comparison to what was planned the previous day, measured for our top 4 airports (Sydney Kingsford-Smith, Melbourne, Brisbane, and Perth). <small>*This metric better represents Airservices contribution to industry capacity and replaces On Time Performance.</small>	> 75%	83%
s22(1)(a)(ii)		

Commentary

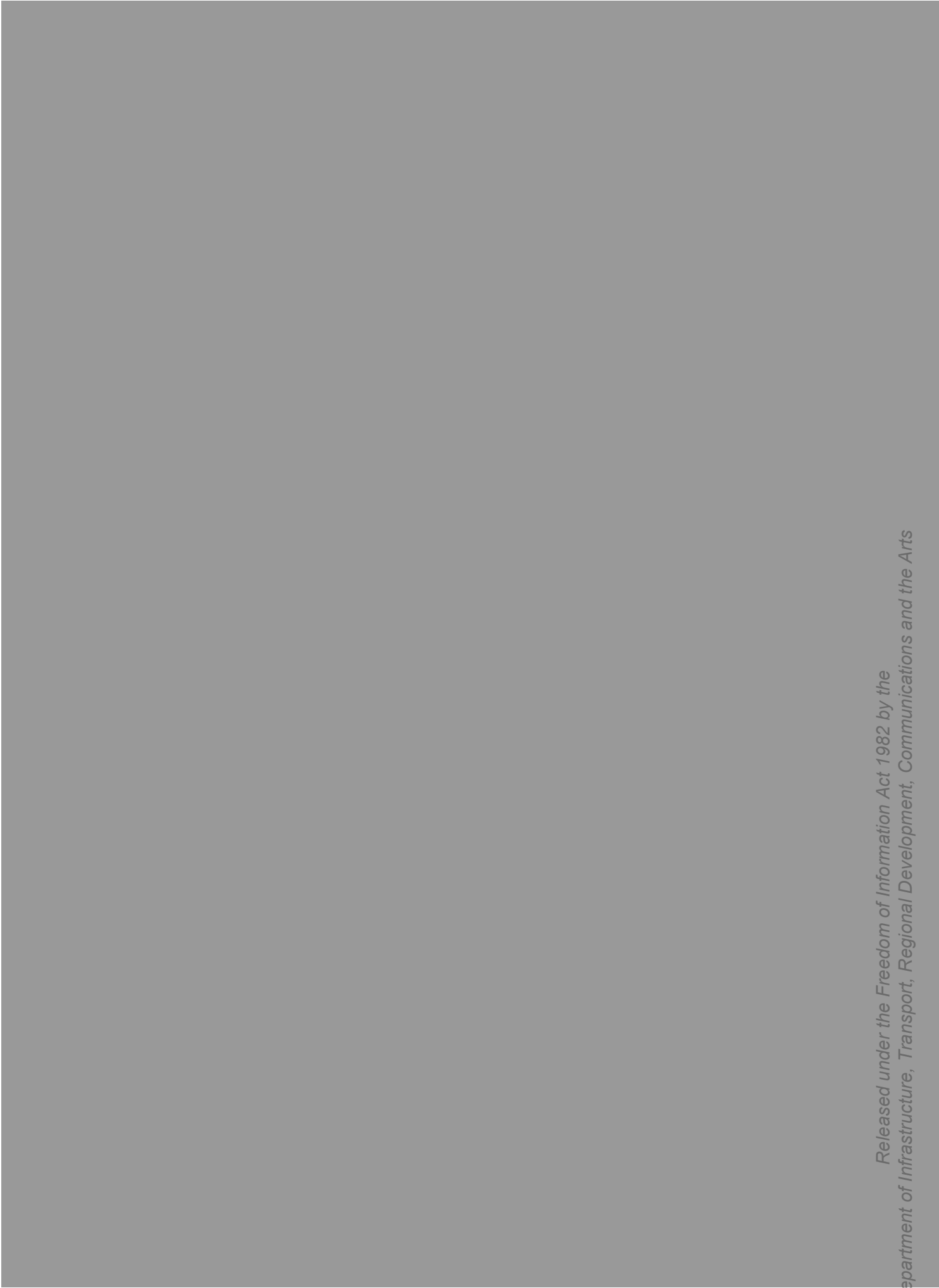
s22(1)(a)(ii)

While we experienced some service variations due to high levels of illness, the planned capacity delivered as percentage of time result was favourable to target for the quarter.

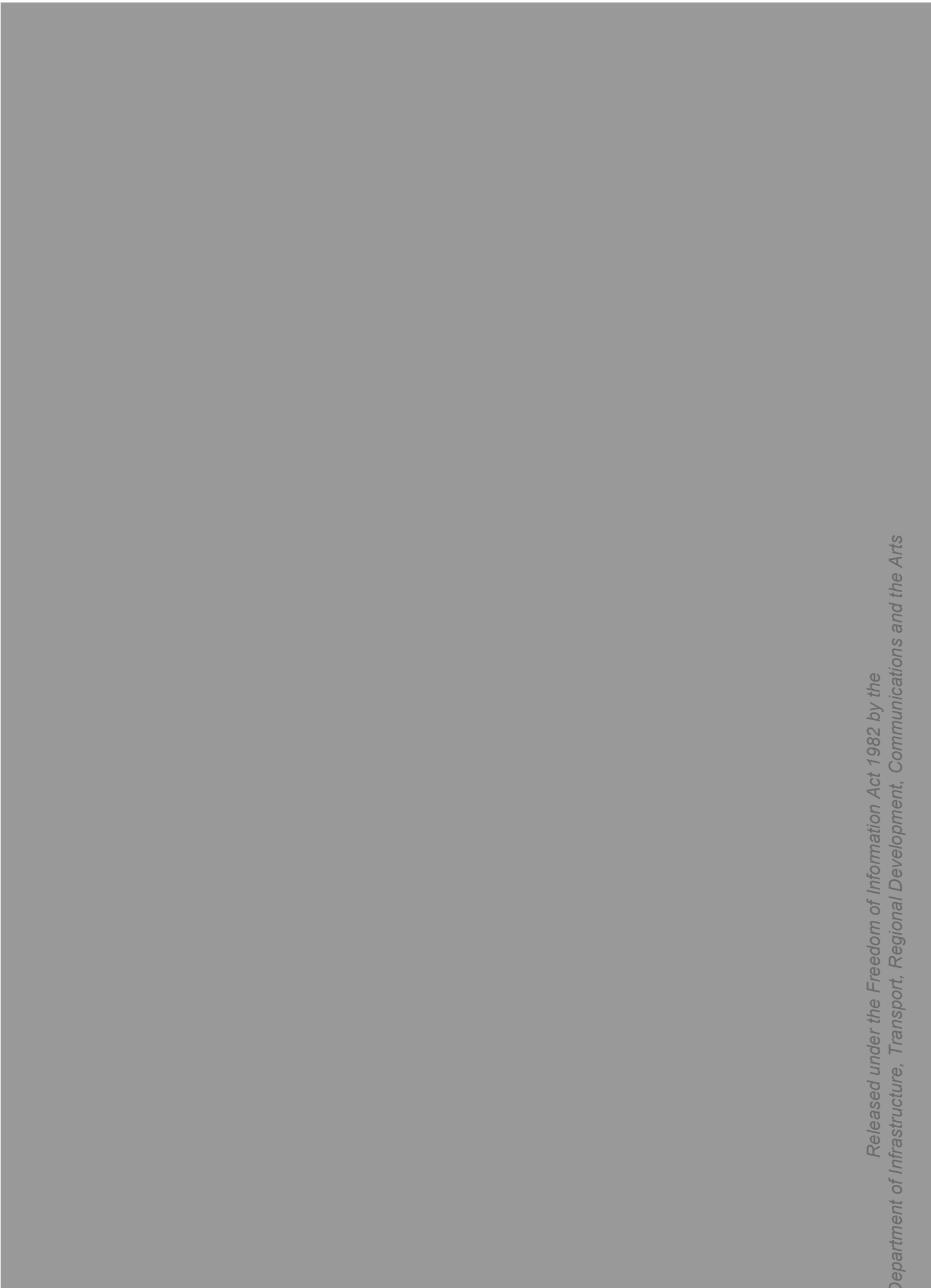
s22(1)(a)(ii)

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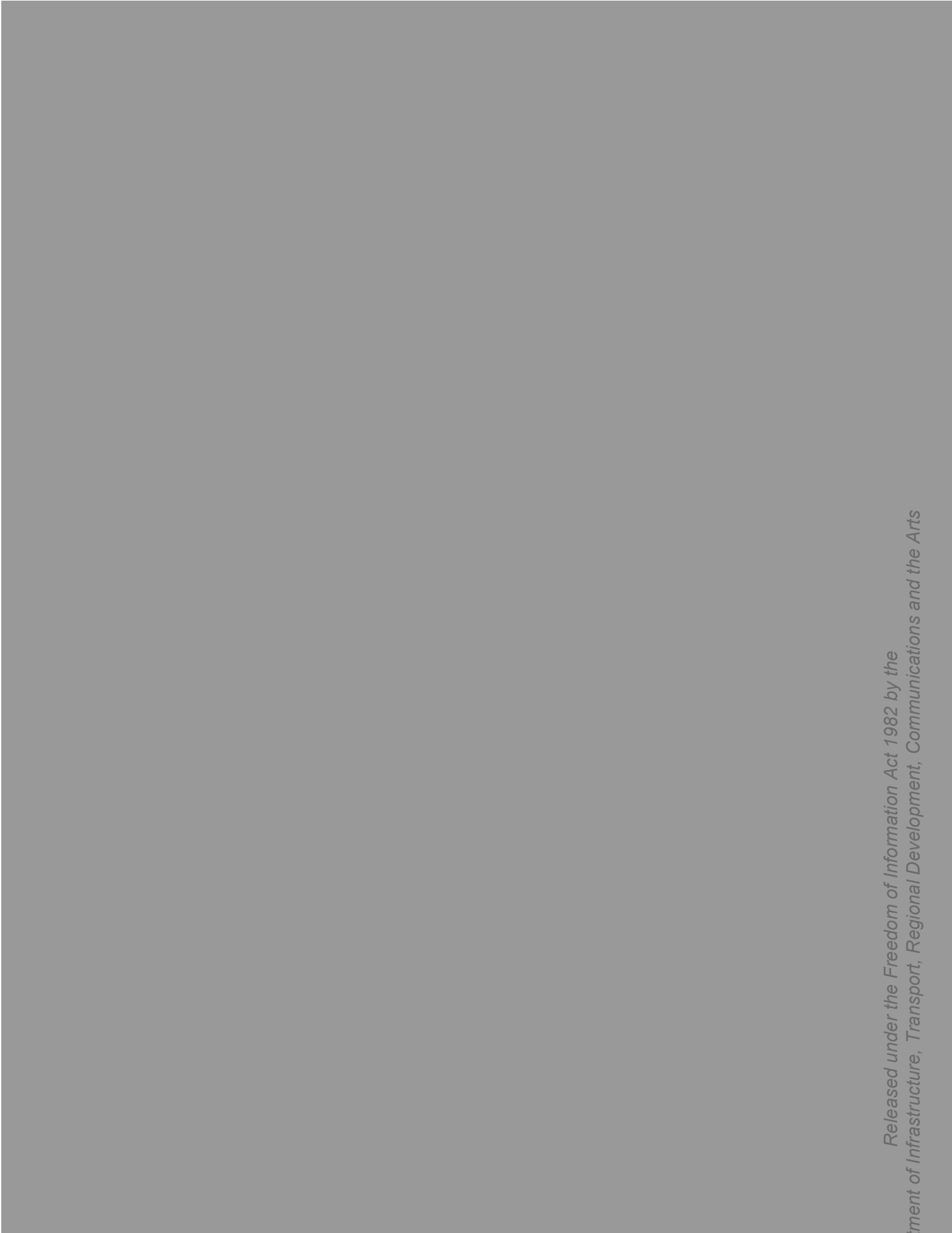
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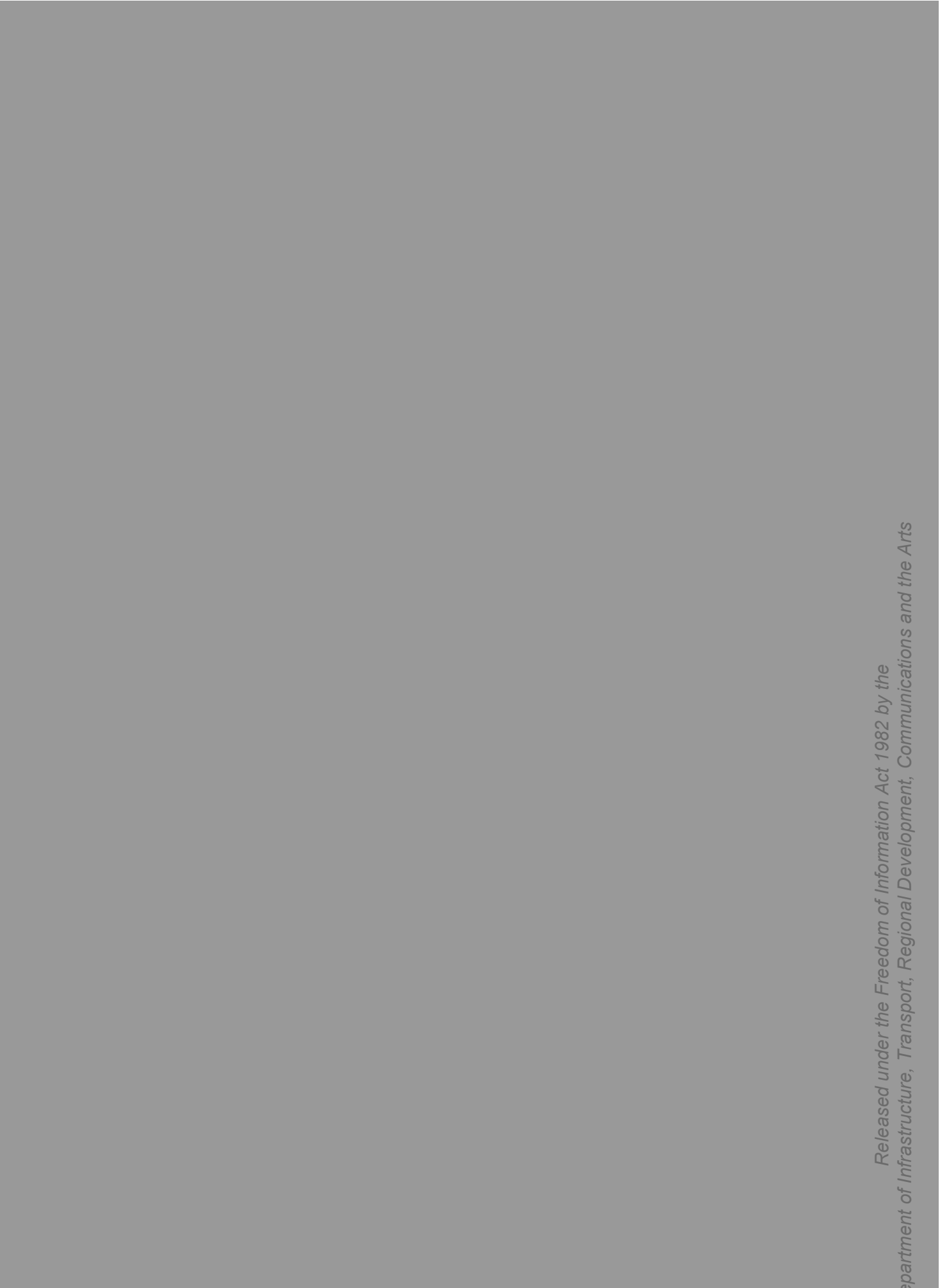


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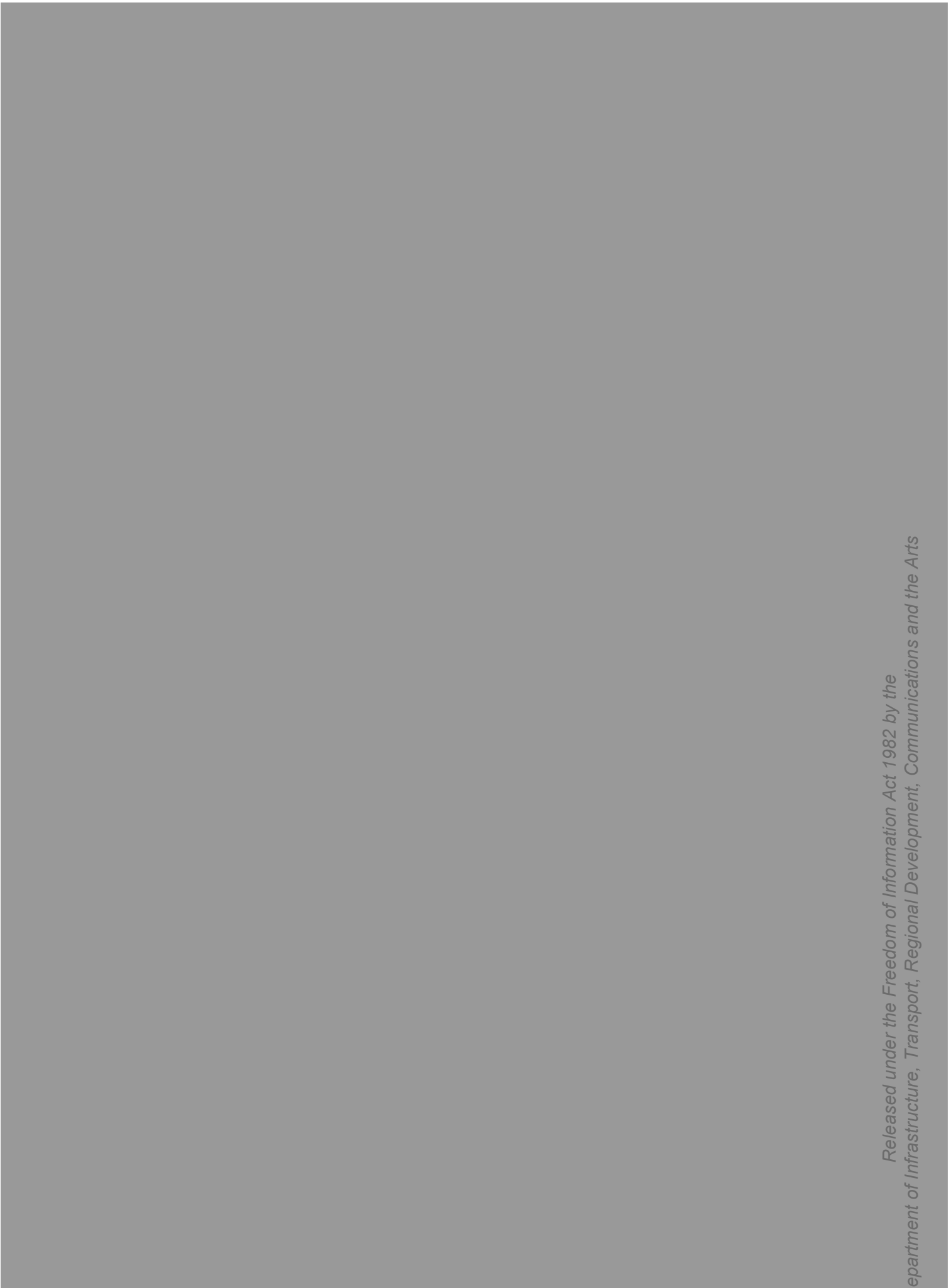


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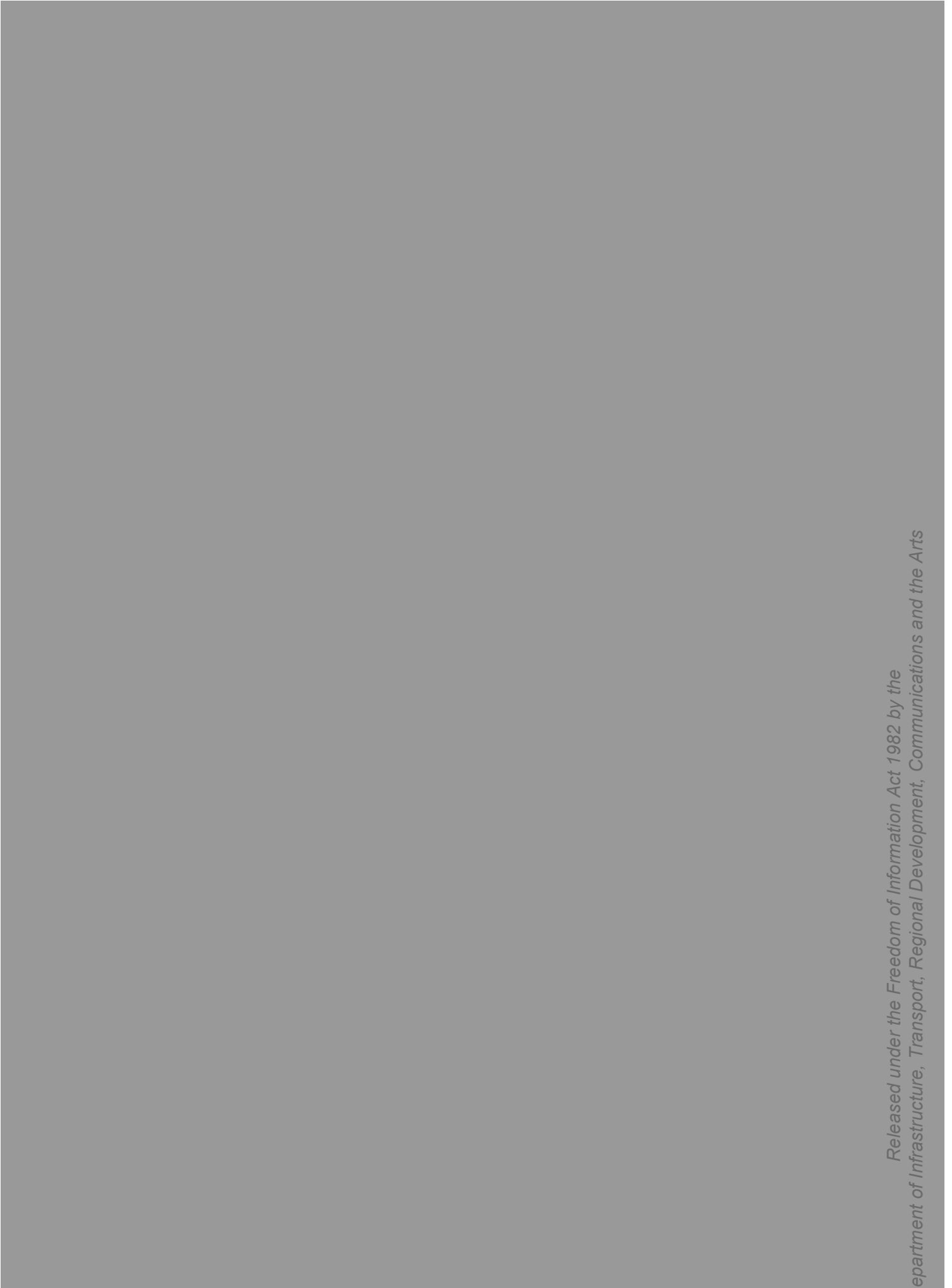
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s22(1)(a)(ii)

From: WOOD Richard
Sent: Thursday, 9 March 2023 6:15 PM
To: s47E(d)
Cc: s47E(d); OPOKU Naa; s22(1)(a)(ii)
Subject: Airservices Australia Air Traffic Control (ATC) workforce shortages and impacts [SEC=OFFICIAL]
Attachments: aircservices MS23-003132.pdf; MC23-038617 ATC.pdf

OFFICIAL

Hi s22(1)(a)(ii)

As foreshadowed, attached is a note on the Airservices services issues. This is coming up through PDMS but I thought you would like an advance version as that can take a little while. Let me know if you need a word version of the letter.

A response to the AAA/A4ANZ letter is also attached. Apologies these have taken longer than anticipated as we needed input from Airservices on their response to the issues raised.

We of course are happy to discuss tomorrow.

Regards

Richard

Richard Wood

First Assistant Secretary • International Aviation, Technology and Services Division

Richard.Wood@infrastructure.gov.au

P 02 6274 6589 • M s22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

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<image001.png>

I would like to acknowledge the traditional custodians of this land on which we meet, work and live.

I recognise and respect their continuing connection to the land, waters and communities.

I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.

OFFICIAL

From: s22(1)(a)(ii) e@infrastructure.gov.au>
Sent: Thursday, 9 March 2023 5:43 PM
To: WOOD Richard <Richard.Wood@infrastructure.gov.au>
Subject: Airservices Australia Air Traffic Control (ATC) workforce shortages and impacts [SEC=OFFICIAL]

OFFICIAL

As requested

s22(1)(a)(ii)

Executive Assistant to Richard Wood • First Assistant Secretary • International Aviation, Technology and Services

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Ps22(1)(a)(ii)

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Office of the Hon Catherine King MP

Minister for Infrastructure, Transport, Regional Development and Local Government
Member for Ballarat

Ref: MC23-038617

James Goodwin
Chief Executive
Australian Airports Association
s47F

Dr Alison Roberts
Chief Executive
Airlines for Australia and New Zealand
s47F

Dear Mr Goodwin and Dr Roberts

Thank you for your letter of 1 March 2023 to Minister King regarding workforce shortages within Airservices Australia (Airservices), and the resulting impacts on air traffic control (ATC) service levels, particularly in the Sydney terminal control unit (TCU). The Minister has asked me to respond on her behalf.

In light of the growing industry concerns regarding ATC service and workforce levels, the Minister and her Department have raised these matters with Airservices, and sought updates on action taken to date and planning for further actions to address staffing issues.

Airservices has advised that it is undertaking a review of certain roles in the Sydney TCU and improving procedural guidance to allow air traffic controllers to make more informed decisions. Recruitment of three additional Traffic Managers is currently underway, which will increase the number of endorsed Traffic Managers at the Sydney TCU from four to seven. These actions are expected to enhance the resilience of the Sydney TCU.

Airservices further advises it is implementing a new unplanned leave management strategy over the next 12 months, which it expects should reduce the impact of short-term unplanned absences and alleviate some of the recent issues.

The strategy will focus on a workforce communication campaign, highlighting the impacts of unplanned leave and Airservices' obligation to provide a service. Airservices will also strengthen its approach for following through with the attendance management actions outlined in both the Airservices Attendance Management Policy and ATC enterprise agreement.

Airservices has provided the Department a summary of its plan for enhanced service resilience, including its short and medium-term focus for improving efficiency and indicative timeframes for its service resilience initiatives.

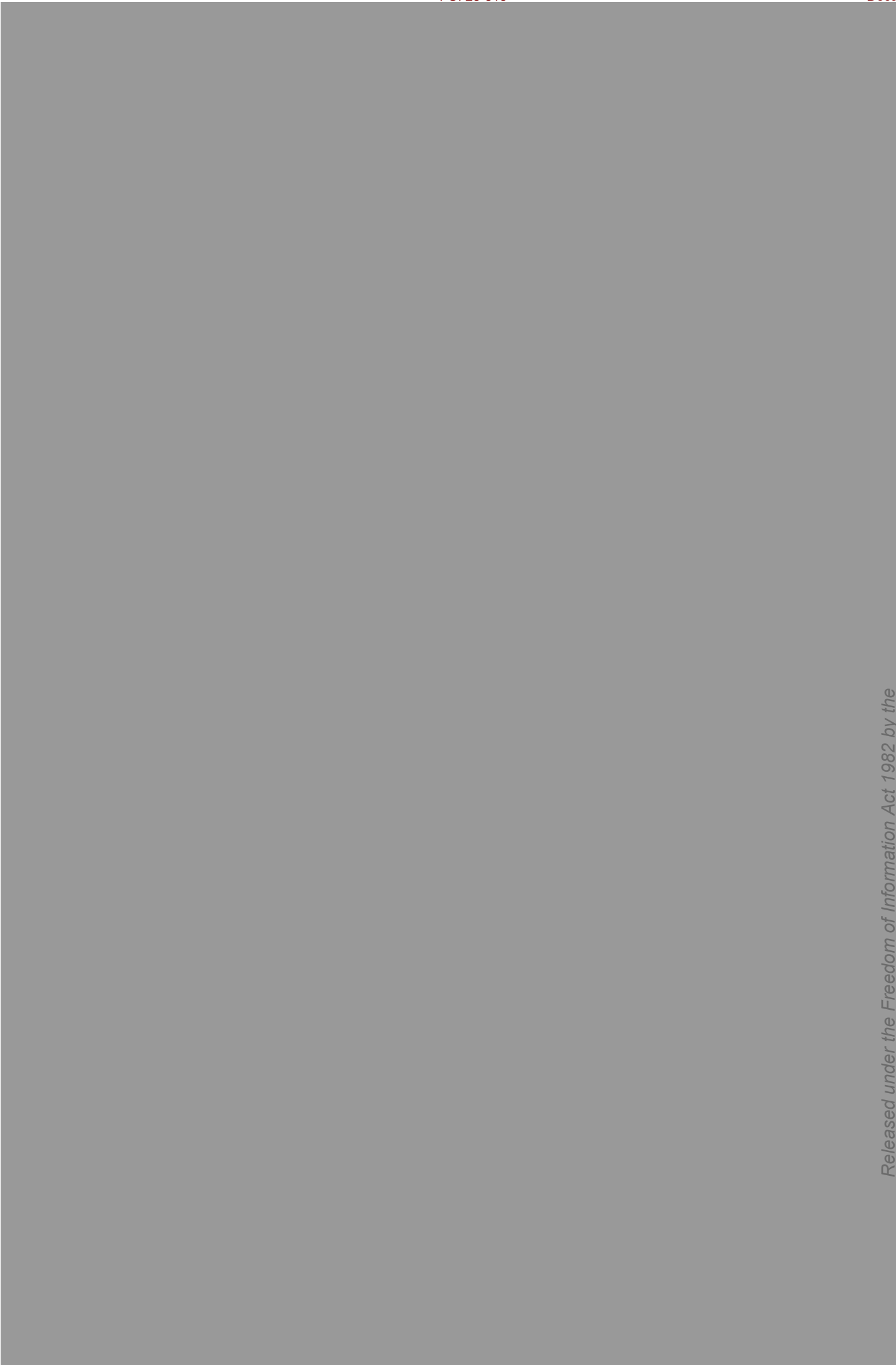
While I understand this documentation is still in draft form, the Minister will write to the Chair of Airservices, outlining the importance of communicating these solutions with industry in order to provide clarity and certainty. I have also emphasised with Airservices directly the Minister's view that it must improve its engagement with its customers.

Thank you for bringing these concerns to the Minister's attention.

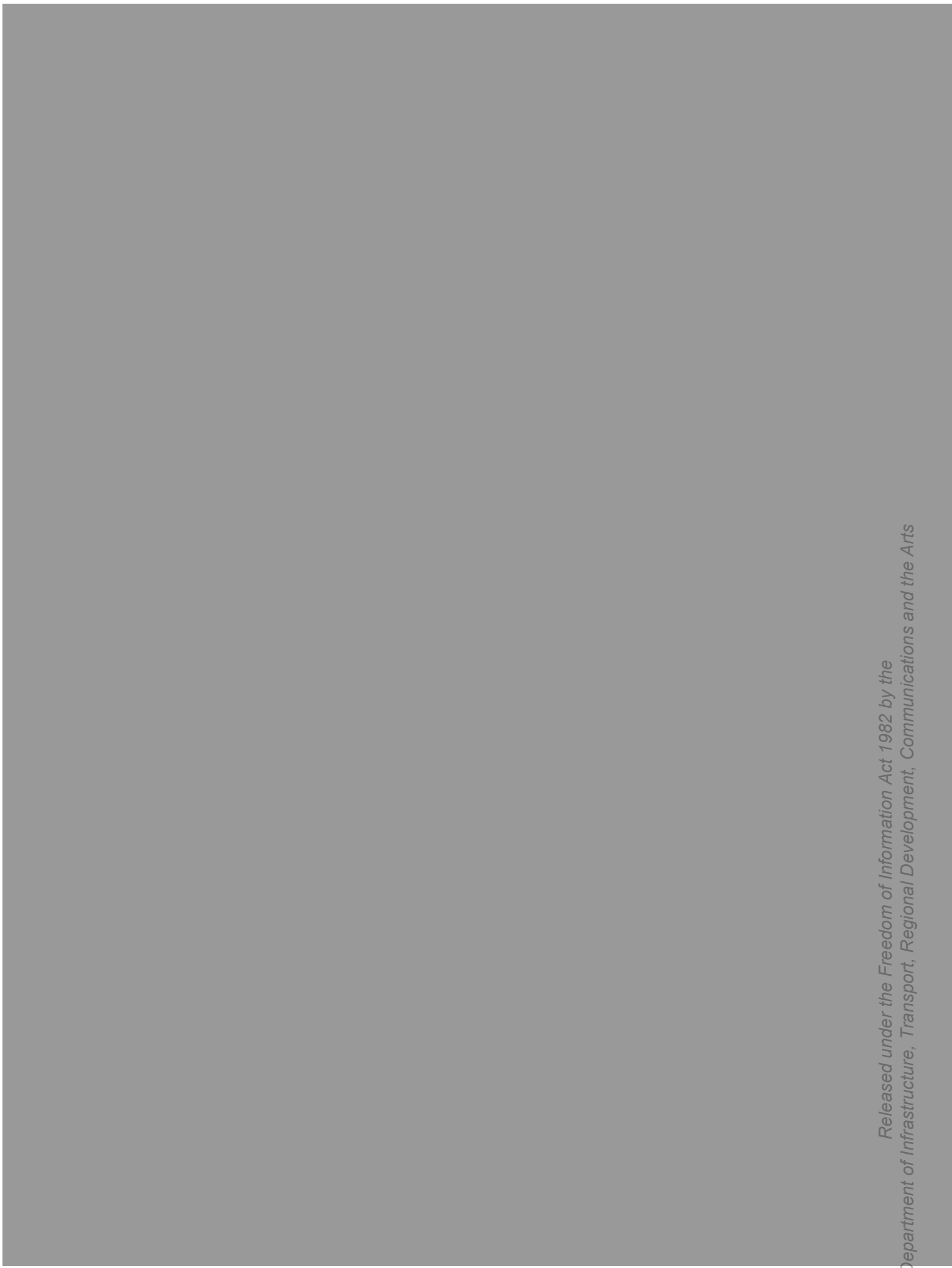
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Chief of Staff

/ /2023



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