

## **The Rivermouth Action Group Inc**

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**From:** "The Rivermouth Action Group Inc" <activist@rag.org.au>  
**To:** "Chipman, Max" <max.chipman@AirservicesAustralia.com>  
**Sent:** Thursday, 3 June 2010 11:32 PM  
**Subject:** Re: noise complaints data southside Brisbane  
 Hi Max

I am very disappointed with your decision not to respond with any information whatsoever to any of my previous list of questions.

I nor our Group will not be ignored when seeking information.

Please accept this email as a Freedom of Information request.

I request a remission of all fees and charges as the information requested is in the public interest and as I am on a Disability Pension and I have limited finances.

I now request the following documents:

*As you stated in your last email, Airservices Australia have a POLICY which sets out the way in which aircraft noise complaints are counted.*

- 1 I request a copy of the approved approx 15 years old policy (mentioned in your last email) which sets out how aircraft noise complaints are to be recorded/counted by Airservices Australia including the signature and name and position of who approved the policy and when it came into effect.*
- 2 I also request a copy all various draft copies and all precursors to the policy's adoption.*
- 3 Any one or more document/s that lists all the members of the committee and their positions which were involved in the development of the said policy on aircraft noise complaints which limits as you say, to one complaint per day per person.*
- 4 A copy of the Section of any Act of Parliament or Regulation allowed this POLICY to come into force?*
- 5 Any documents the Department holds which relates to how are international aircraft noise complaints recorded or counted?*
- 6 Any document containing the number of individual aircraft complained about by members of the public in Brisbane about the Brisbane Airport over a recent 12 month period or if not available a copy of every individual complaints over the past 12 months which were made without disclosing who made them.*
- 7 Any document which sets out how individual aircraft noise complains are to be recorded by Airservices under the following conditions:*
  - a More that one phone call per day from the same person complaining about a different aircraft's noise;*
  - b More than one fax per day from the same person complaining about a different aircraft's noise;*
  - c More that one email per day from the same person complaining about a different aircraft's noise;*
  - d More that one SMS or other mobile phone transmission such as MMS per day from the same person complaining about a different aircraft's noise;*
- 8 Any document which sets out how Airservices policies are to be developed and approved.*
- 9 Any documents which show how consultation was carried out before the one complaint per person per day came into force.*

I am willing to accept the requested documents as a pdf file/s on CD or DVD to save the cost of paper documentation production.

In the case of audio files as documents then audio on CD or DVD disks.

Please advise of any documental proof I am required to supply or forms to fill out so that this FOI application can be processed.

*Barry Wilson*

Barry Wilson  
3 June 2010

----- Original Message -----

**From:** [Chipman, Max](#)  
**To:** [activist@rag.org.au](mailto:activist@rag.org.au)  
**Sent:** Thursday, June 03, 2010 3:27 PM  
**Subject:** RE: noise complaints data southside Brisbane

Barry,

You have posed many questions that I can only answer in general terms. As previously stated, it is Airservices policy that one contact = one complaint. This is a position that we've applied to our complaints handling processes for the past 15 years. We are most interested in the issues that are complained about and the number of people that lodge complaints, rather than the number of complaints that are received. This is regarded as the most effective means of discerning the issues and the extent of the impact.

Regards

**Max Chipman**

Noise Enquiry Unit/Safety and Environment

E-mail: [max.chipman@airservicesaustralia.com](mailto:max.chipman@airservicesaustralia.com)

*"We make a living by what we get, but we make a life by what we give".*

Winston Churchill

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**From:** The Rivermouth Action Group Inc [mailto:activist@rag.org.au]  
**Sent:** Saturday, 22 May 2010 12:22 AM  
**To:** Chipman, Max  
**Subject:** Re: noise complaints data southside Brisbane

Hi Max

Although I do not fully understand your response I now ask the following questions.

You spoke about a POLICY in the way in which complaints are counted.

- 1 Who made the POLICY?
- 2 What position/s did they hold?
- 3 Who approved/authorised the POLICY and what was their position?
- 4 Is the POLICY in writing and is it published on the Departmental Web Site and where?
- 5 If not, will you please supply us with a copy?
- 6 Who is now in a position to change or amend that policy?
- 7 What Act of Parliament or Regulation allowed this POLICY to come into force?
- 8 Are international complaints counted in a similar manner?
- 9 What is the true number of individual aircraft complained about by members of the public in Brisbane over the past 12 months?
- 10 What records are kept about individual aircraft noise complaints and for what period of time?

I will contact Charles and try to ascertain the number of phone calls/ faxes and/or emails he sent over the past 12 months.

We would be please to receive your speedy responses to the above questions keeping in mind we wish to make a submission by the end of the month.

Barry Wilson

----- Original Message -----

**From:** [Chipman, Max](#)  
**To:** [The Rivermouth Action Group Inc](#)  
**Sent:** Friday, May 21, 2010 4:11 PM  
**Subject:** RE: noise complaints data southside Brisbane

Hi Barry

From 1 May 2009 to yesterday we have received 345 complaints from Charles.

For the past 15 years we have had a policy of "one contact, one complaint" regardless of the number

of aircraft listed in the complaint. When this policy was formulated it was, and still is, considered that the significant information contained within a complaint are the 'issues' associated with particular runway operations. A complaint listing many hours of individual flights carries the same weight at a complaint which states that they had aircraft noise for those same hours. 1 complaint registered for each.

The 'issue' is the factor which may be able to be addressed; the number of flights is a commercial decision made by others and consequently out of our hands.

Regards

**Max Chipman**

Noise Enquiry Unit/Safety and Environment

E-mail: [max.chipman@airservicesaustralia.com](mailto:max.chipman@airservicesaustralia.com)

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Winston Churchill

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**From:** The Rivermouth Action Group Inc [mailto:activist@rag.org.au]

**Sent:** Thursday, 20 May 2010 11:41 AM

**To:** Chipman, Max

**Subject:** Re: noise complaints data southside Brisbane

**Importance:** High

Hi Max

Charles Bill has just brought up his list of noisy aircraft which he has complained about.

From what I noticed these were only aircraft after 6 pm and before 6 am.

The period has been between 30 Nov 2009 and 6 May 2010 and I counted **1881** noisy aircraft he complained about.

Please can you investigate the discrepancy in you official register of noise complaints as you wrote to me saying that **1678** complains were received from the Southside of Brisbane over 12 months.

Does Charles need to lodge a FOI on ALL his complaints to Airservices Australia to prove that your numbers are in error or is there some reason that ALL of his individual aircraft noise complaints are not recorded separately?

If there is a reason for not recording them separately please explain in detail as to why and how this occurs.

Regards

Barry Wilson  
20 May 2010

----- Original Message -----

**From:** [Chipman, Max](#)

**To:** [The Rivermouth Action Group Inc](#)

**Sent:** Thursday, May 20, 2010 9:31 AM

**Subject:** RE: noise complaints data

Hi Barry

Interesting. Yes, please provide details of those complaints so that we can check this apparent anomaly.

Regards

**Max Chipman**

Noise Enquiry Unit/Safety and Environment

E-mail: [max.chipman@airservicesaustralia.com](mailto:max.chipman@airservicesaustralia.com)

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**From:** The Rivermouth Action Group Inc [mailto:activist@rag.org.au]  
**Sent:** Thursday, 20 May 2010 12:51 AM  
**To:** Chipman, Max  
**Subject:** Re: noise complaints data  
**Importance:** High

Hi Max

Thanks for your response as it was interesting.

I have been told by our groups secretary that between 08/03/2010 and 06/05/2010 he has lodged some 1208 complaints himself.

Can you explain where the bulk of his complains have gone as he regularly lodges aircraft noise complaints and even if he averages only 500 per month, the number from the south side I expected would have been much higher.

If I need to, I will check his log of complaints, if necessary, to clarify the number of complaints he sent over the past 12 months as to have an accurate count for you.

Can you shed any light on this matter.

Barry Wilson  
20 May 2010

----- Original Message -----

**From:** [Chipman, Max](#)  
**To:** [The Rivermouth Action Group Inc](#)  
**Sent:** Tuesday, May 18, 2010 11:25 AM  
**Subject:** RE: noise complaints data

[Barry](#)

To provide you with the monthly breakup as requested is problematical, however I trust that the following information will serve your purposes.

The breakup of Brisbane complaints and complainants for north and south of the river from 1st May 2009 to 30 April 2010 is as follows:

92 complaints were received from 46 complainants for locations north of the river.

1678 complaints were received from 187 complainants for locations south of the river.

Hope this helps.

Regards

**Max Chipman**

Noise Enquiry Unit/Safety and Environment

E-mail: [max.chipman@airservicesaustralia.com](mailto:max.chipman@airservicesaustralia.com)

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**From:** The Rivermouth Action Group Inc [mailto:activist@rag.org.au]  
**Sent:** Wednesday, 12 May 2010 2:56 PM  
**To:** Chipman, Max  
**Subject:** noise complaints data  
**Importance:** High

Hi Max

With reference to our phone conversation today 12 May 2010.

Please find attached noise complaint data request.

Barry Wilson  
Chairperson  
The Rivermouth Action Group Inc  
12 May 2010

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No virus found in this incoming message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 9.0.819 / Virus Database: 271.1.1/2880 - Release Date: 05/18/10 04:26:00

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