How you can use this information

If you are living near a major airport or you are thinking of moving close to one you, might:

- use this information to compare a house you are thinking of moving into, that is near an airport, with one in a quieter area. Noise maps are publicly available for most major airports (www.airservices.gov.au).
- think about improving the noise insulation of your house to reduce indoor noise. A building advice leaflet called 'Reducing Aircraft Noise in Existing Homes' has been produced for this purpose and can be obtained from the Perth Airport.
- want to get more information about aircraft noise. A useful brochure called 'Aircraft Noise Information' has been produced by the Perth Airport.
- use this information to consider your attitude to aircraft noise – a tolerant or positive attitude can help people living close to an airport deal better with any noise effects.

Further reading on the effects of noise

For more information on the effects of noise on people:

- 'Aircraft Noise Information' brochure, June 2005, Perth Airport, **www.perthairport.com**
- 'The Health Effects of Environmental Noise – Other Than Hearing Loss', May 2004, enHealth Council, Commonwealth of Australia, **www.health.gov.au**
- 'Community Noise', 1995, World Health Organisation, **www.who.int**
- Health Canada – Aircraft Noise website, **www.hc-sc.gc.ca**

Disclaimer

While all reasonable care has been taken in compiling the information contained in this brochure, the authors accept no responsibility or liability for any consequences arising from its application. The authors recommend that independent expert advice, applicable to a person's individual circumstances, is always obtained.

In addition, it is expected that people reading this information will keep themselves appraised of issues which may influence their assessment of where they live and/or improving the environment in which they live and will rely on their own enquiries.

Prepared by the Department of Environment and Conservation and the Department of Health.

Aircraft images courtesy of Perth Airport.

Aircraft noise and its effects

Thinking of living near a major airport?
Wondering how aircraft noise might affect you?

This is an information leaflet to help you understand:

- **how we react to noise; and**
- **the ways aircraft noise may affect people.**

GOVERNMENT OF WESTERN AUSTRALIA

Department of **Environment and Conservation**
Department of **Health**

What is noise?

People are complex creatures. We all react to sounds in different ways. Some sounds we may find pleasant, while others may bother us. We call the sounds we don't like "noise".

There are many reasons why some people find the sound of aircraft annoying while others do not. They include:

Our attitude to the source of noise – some people have a passion for aircraft, while others view them simply as a nuisance.

Our activity at the time – aircraft noise may be more disturbing at night when we are trying to sleep than during the day when we are active.

How much we can 'control' the sound – a sound is less likely to annoy us if we can stop it or reduce it (for example by closing windows).

The 'messages' in the sound – for example, we will be more likely to pay attention to an aircraft that sounds as though it is flying at a low altitude.

The loudness and duration of the sound – we are more likely to be annoyed by louder sounds than by quiet ones, and by sounds that occur more often and last longer.

How do our senses deal with noise?

Our ears pick up sounds and feed the signals to the brain. The brain releases hormones in response to the noise. The main hormone responses are:

- **Adrenaline and noradrenaline** – These hormones trigger our 'fight or flight' response to sudden noise. They raise our heart rate and boost our muscle strength to ready us for action. These hormones act quickly but tend to last for only a short time. For instance, when a car backfires nearby we may briefly feel angry or nervous.
- **Cortisol** – Long-term exposure to noise, especially those noises that are out of our control, can induce stress and raise cortisol levels. This hormone is our body's response to more severe or prolonged stress. It helps us to resist this stress by changing our body's energy use and readying us for survival. However, stress and thus high levels of cortisol, over a long period, can impact on body functions.

Most of the time our minds can override our natural hormonal response and the noise will not be a bother. Sometimes our reactions cannot be easily controlled and the noise becomes a problem.

Studying how communities react to noise

- Research workers have studied the effects of aircraft noise on people for some years now and their methods are well developed.
- Noise studies are usually done by surveys and testing of large numbers of people to try to isolate the effect on the community due to noise alone.
- No single study gives a full picture of the effects of noise – but when these studies are taken together, a clearer picture emerges.

In reading 'What the research tells us about aircraft noise' below, be aware that:

- The comments are based on reviews of the best Australian and overseas studies that have been done on this topic;
- It gives a good idea how a community may react to noise, but does not show how any one person (you) may react;
- These comments are not meant to alarm you, but to help you to weigh up the benefits of living near an airport against the impacts of noise.

What the research tells us about aircraft noise

Annoyance and disturbance

The noise from aircraft at a major airport tends to come and go as the planes fly over. This may disturb normal household activities such as reading and watching TV, and may bother us when we are chatting with friends – such as when we are outdoors around the barbecue. Annoyance is greater at night than during the day and rises with the noise level and number of flights.

These factors were taken into account in developing the Australian Noise Exposure Forecast (ANEF) system for Australian Airports. The ANEF system is one way of estimating community reaction to aircraft noise. The system displays noise exposure contours around each airport based on the types and number of aircraft movements, their distribution over the day and night time periods, and each aircraft's particular noise characteristics. The higher the ANEF contour level the greater the chance that people in these areas will be annoyed by noise. The study used as the basis for the ANEF system found that, at a level of 25 ANEF, more than half the people were affected by aircraft noise, with some 18 per cent of the people 'seriously affected'. Some people will also be annoyed by noise at ANEF levels below those shown on airport noise maps.

For more information on ANEF contours and other noise maps, refer to Perth Airport's 'Aircraft Noise Information' brochure.

Sleep disturbance

Noisy events like aircraft flying over can wake us up or stop us from falling asleep, especially when they stand out from other normal noise. The number of times a person may be woken from sleep due to aircraft noise can be estimated from a formula based on several overseas studies. This formula suggests that, in the suburbs closest to Perth Airport for example, an average person might be woken about once or twice a week. Of course, this will vary from one person to another.

Many people think they will 'get used to' noise at night. However, even though a noisy event may not wake us, it may well change our 'sleep state' and thus lower our quality of sleep without us being aware. Our sleep quality may affect our mood and performance the next day. According to the National Environmental Health Council (enHealth Council) there is the suggestion that regular disturbed sleep can lead to more serious health problems.

Children's learning

Noise can sometimes stir us to perform better on simple tasks. However, the body of research shows that, over time, aircraft noise can result in children not doing as well on difficult tasks – like reading, listening, problem solving and memory – when compared with children at schools in quiet areas. A reason for this is thought to be that prolonged noise exposure can raise the levels of cortisol. This can have significant effects on body functions and may explain poorer performance in children.

A major German study showed that children's performance improved some 1–2 years after the noise exposure stopped, so these effects may be reversible.

Medical conditions

Blood pressure – Many different factors affect blood pressure and it is difficult to determine if people are likely to suffer from high blood pressure because of noise alone. Researchers suspect there is a link between noise and blood pressure, however the studies do not demonstrate this consistently. Some studies show a higher risk due to noise while others do not.

Heart disease – Overall, the studies show that noise may be a risk factor for heart disease for those living in high noise areas (roughly the 30 ANEF noise contour or higher), although the size of the effect is likely to be small. This means people living close to major airports for long periods need to be aware that they may be at a slightly higher risk of heart disease because of the noise.

Mental illness – There is no strong evidence that noise causes mental illness. However, those with existing mental health problems, usually either depression or anxiety, are more likely to be disturbed by aircraft noise than the general population.

Other effects – Noise may reduce the effectiveness of the immune system and there is some limited evidence that it may cause lower birth weight in babies.

Higher-risk groups

Some groups of people may be at a greater risk of the above problems impacting on their lives. These include the elderly, children and people with heightened sensitivity to noise.

AIRPORT CODES

YBBN	Brisbane
YBCG	Gold Coast (formerly Coolangatta)
YBCS	Cairns
YBAF	Archerfield
YBSC	Sunshine Coast (formerly Maroochydore)
YSSY	Sydney
YSBK	Bankstown
YSCN	Camden
YMML	Melbourne
YMEN	Essendon
YMMB	Moorabbin
YMHB	Hobart
YMLT	Launceston
YPAD	Adelaide
YPPF	Parafield
YPPH	Perth
YPJT	Jandakot

Common terms and acronyms	
'The Act'	*Airports Act 1996*
ABC	Airport Building Controller
ACA	Airline Customer Advocate
ACFT	Aircraft
ADS-B	Automatic Dependent Surveillance - Broadcast (aircraft tracking system utilising satellite equipment)
AEO	Airport Environment Officer
AER	Annual Environment Report
AES	Airport Environment Strategy
AFP	Australian Federal Police
ANEC	Australian Noise Exposure Concept – data and contours depicting the likely exposure to aircraft noise of the areas surrounding an airport
ANEF	Australian Noise Exposure Forecast – the endorsed version of an ANEC
ANEI	Australian Noise Exposure Index – a retrospective set of contours, similar to an ANEC or ANEF, depicting actual historic aircraft noise exposure in the areas surrounding an airport
ANO	Aircraft Noise Ombudsman
ARFFS	Aviation Rescue and Fire Fighting Services
ATC	Air Traffic Control
ATIS	Automatic Terminal Information Service (provides weather and other important information to pilots via constant radio relay)
ATM	Air Traffic Management
ATS	Air Traffic Services
CACG	Community Aviation Consultation Group
CASA	Civil Aviation Safety Authority
CEMP	Construction Environmental Management Plan
DIRD	Department of Infrastructure and Regional Development (more often referred to as 'Infrastructure')
DME	Distance Measuring Equipment (navigation aid)
DODPROPS	Dependent Opposite Direction Parallel Runway Operations
GBAS	Ground Based Augmentation System
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization (sic)
IFR	Instrument Flight Rules (rules for flight in IMC)
ILS	Instrument Landing System
IMC	Instrument Meteorological Conditions – weather conditions which require pilots to fly primarily by reference to onboard instrumentation and navaids
Instrument approach	Approach to the runway flown entirely with reference to onboard instrumentation and navaids
LAHSO	Land and Hold Short Operations
LTOP	Long Term Operating Plan (Sydney Airport only)
Master Plan	A 20 year strategic development vision for the airport • edMP – exposure draft Master Plan (initial agency comment) • pdMP – preliminary draft Master Plan (version released for public comment) • dMP – draft Master Plan (version submitted to the Minister for consideration and approval; once approved, is referred to simply as the Master Plan)

MDP	Major Development Plan, a proposal for a specific development where one or more statutory triggers has been met • edMDP – exposure draft Major Development Plan (initial agency comment) • pdMDP – preliminary draft Major Development Plan (version released for public comment • dMDP – draft Major Development Plan (version submitted to the Minister for consideration and approval; once approved, is referred to simply as the Major Development Plan)
NASAG	National Airports Safeguarding Advisory Group
NASF	National Airports Safeguarding Framework (developed by NASAG)
Navaid	Navigation Aid
NDB	Non-directional beacon (navigation aid)
N-diagram	A diagram depicting the likely number of daily movements over a specific location exceeding the denoted noise level (in decibels)
nm	Nautical mile (1nm = 1.852km)
OLS	Obstacle Limitation Surface (building and obstruction height limitation to protect airspace for all (instrument and non-instrument) flight operations)
PANS-OPS	Procedures for Air Navigation Services – Operations (building and obstruction height limitations to protect airspace for particular instrument flight operations)
PCF	Planning Coordination Forum
PSZ	Public Safety Zone
RAAF	Royal Australian Air Force
RESA	Runway End Safety Area
RNP	Required Navigation Performance (instrument approach procedure)
RWY	Runway
SID	Standard Instrument Departure (procedure)
SODPROPS	Simultaneous Opposite Direction Parallel Runway Operations
SODROPS	Simultaneous Opposite Direction Runway Operations
STAR	Standard Terminal Arrival Route (procedure)
TWY	Taxiway
VFR	Visual Flight Rules (rules for visual flight in VMC)
Visual approach	Approach to the runway flown in less than visual meteorological conditions but where the pilot has visual contact with either the runway or the preceding aircraft
VMC	Visual Meteorological Conditions – weather conditions in which pilots have sufficient 'outside visual references' to navigate and to maintain separation from terrain and other aircraft
VOR	Very High Frequency Omnidirectional Range (navigation aid)

Noise Complaints and Information Service (NCIS) - Managing Aircraft Noise Complaints and Enquiries

Procedure

C-PROC0336

Version 4

Effective 18 December 2020

Endorsed:	Environment & Community Manager Community Engagement Manager
Approved:	[redacted] s47F Environment and Community Manager

Change summary

Version	Date	Change description
4	18 December 2020	• Various updates and restructuring of document content to reflect reintegration of the management of new noise complaints, and revisions to best practice for existing complaints • No change bars applied due to the extent of the changes

This document was created using Generic Document Template C-TEMP0047 Version 9.

Table of contents

1 Purpose

This document describes the procedures for the Noise Complaints and Investigation Service (NCIS) in managing aircraft noise complaints and enquiries about aircraft operations, including flight path changes.

2 Overview

2.1 Complaint Management System

The Airservices Complaint Management System consists of the policies, procedures, practices, staff, hardware and software used by the NCIS in the management of complaints. The purpose of the Complaint Management System is to:

- enable NCIS to respond to relevant issues in a timely and cost-effective way
- provide reporting and information on relevant issues
- provide public reporting regarding summaries of complainants and relevant issues
- identify opportunities for aircraft noise improvements
- identify the need for educational information to improve community understanding of relevant issues.

This Complaint Management System is for individuals. It does not cater for petitions or representative complaints.

Multiple contacts by one person raising the same relevant issue are considered to be one contact.

2.2 Alignment

The procedures in this document are aligned to the:

- Commonwealth Ombudsman's Better Practice Guide to Complaint Handling
- NSW Ombudsman's Managing Unreasonable Complainant Conduct Practice Manual.

When responding to contacts, staff should also act in accordance with any other internal documents providing guidance on the management of contacts.

3 The Complaint Process

3.1 Intake

Our system is set up to receive submissions from individuals.

Generally, we require a complaint to be made by the complainants personally, in their own words.

However, complaints will be accepted from third parties if they are made on behalf of complainants who:

- have a disability or infirmity
- are aged or under-aged
- require an interpreter, and/or
- have literacy or other accessibility issues.

Where submissions are in writing and signed with the names of more than one person we may:

- create a complainant profile for the first name only, or
- if one party already has a profile in the database, process the submission under that name.

A petition or any other form of representative complaint will be processed under the name of the person who submitted it and it will be treated as an individual complaint from that person.

3.1.1 Submission

Contacts may be submitted to the NCIS using:

- the online Noise Complaint, Enquiry and Comment Form
- WebTrak
- telephone
- letter.

Incoming contacts will be assessed by a Complaint Specialist who will determine:

- whether it raises a new, relevant issue
- whether a response is required, and
- if so, who it should be assigned to.

Note: If a response is required, we will prepare it in accordance with Section 3.3 Response.

Note: Follow-up contacts will be assessed and managed in accordance with Section 3.1.4.2 Follow-up calls.

Note: A complainant may request escalation of their complaint and/or a review as set out in Section 6.1 Escalation and review requests.

3.1.2 Case creation

We will create a case for each primary relevant issue raised by a complainant. The contact is recorded in the case, along with any subsequent contacts on the same relevant issue.

3.1.3 Online and WebTrak submissions

Contacts lodged via the online form will receive an immediate on-screen acknowledgement of receipt.

If an email address is provided in the email address field, an automatic email acknowledgement will be sent to that email address.

Both acknowledgements explain the next steps in the process, timeframes, and include a copy of the complainant's submitted comment. Complainants are also advised to retain a copy as copies will not be issued separately.

3.1.4 Phone submissions

3.1.4.1 New contacts

The purpose of providing a phone service is so that complainants may contact us to explain their concerns.

For new phone contacts we will ask questions that allow us to make a clear and comprehensive record of the relevant issues we need to respond to.

However, due to the complexity of explaining aviation issues pertaining to relevant issues, we will not try to answer questions that require detailed or complex explanations on the phone. Additionally we may not have access to all the necessary information available at the time to respond in full to the complainant.

We may ask the complainant to put those concerns in writing to ensure clarity and comprehensiveness and/or to enable us to refer the matter.

We will advise the complainant that our preference is to respond to their relevant issues in writing. In order to respond in writing we will require an email or postal address. If a complainant refuses to provide an email or postal address we will explain why we want to respond in writing and that we are limited in the response we can provide on the phone.

Note: If a written response is not appropriate for the complainant, for example for accessibility or language reasons, we will work with the complainant to identify the most appropriate means of communication.

Prior to the completion of the call, we will:

- clarify the relevant issues to be answered
- record these in our notes
- state the expected timeframes.

The *Guide to NCIS Phone Technique* provides further details on how telephone complaints are handled.

3.1.4.2 Follow-up calls

Where we have responded to a complainant in writing, they may call to ask specific questions or clarify aspects of it. Where this occurs we will tell the complainant that:

- during the call we will clarify exactly what their questions are
- after the call we will revise their case
- we will call them back to have this discussion.

We will make an appointment with them for a suitable time to call them back and ensure that we do call at this time.

3.1.4.3 Escalation of calls

All complainants may have a telephone call escalated to a more senior team member.

If a complainant has had a call escalated once, and on a subsequent call asks for escalation again, a senior team member will review their request and determine whether this is warranted, having regard to the circumstances and the need to allocate resources fairly. The reasons for the decision will be documented on the complainant's case.

3.1.4.4 No transfer of calls

We will not "warm transfer" calls.

If a complainant requests to speak to a more senior team member, we will advise them that they will be called back, giving a timeframe wherever possible.

This is to allow time to properly prepare for the call, including reading the history of the case, so that the complainant does not need to repeat themselves.

3.1.4.5 Insults or abuse

If a caller is insulting or abusive, (including racist, sexist and homophobic abuse) we will warn them that the behaviour is unacceptable and that if it continues we will terminate the call.

If the behaviour continues, we will immediately and politely terminate the call. We will document the termination in the record of the conversation and advise the Senior Complaint Specialist of the occurrence.

Where a caller remains anonymous and repeatedly calls to insult or abuse a staff member, and then hangs up the call, management will consider terminating all calls to protect staff. The duration will be determined on a case-by-case basis.

3.1.4.6 Unproductive calls

A call is deemed to be unproductive where a complainant repeatedly:

- continues to ask the same question or make the same point, despite being advised we will provide an answer or explanation or having been advised a previous response answers the question or point
- refuses to listen to an explanation, or interrupts, disagrees with or argues about an explanation
- prolongs the conversation when you try to bring the call to a close
- will not let the NCIS staff member speak
- raises matters outside Airservices remit or unrelated to aircraft noise.

When a call has become unproductive, we will advise the complainant of this and the reason why, and that if we cannot progress further we will have to terminate the call. If the call continues to be unproductive, we will politely terminate the call.

We will document the termination in the record of the conversation and advise a Senior Complaint Specialist of the occurrence.

3.1.4.7 Recording of call by complainants

If a complainant tells us they are recording the call, we will advise them that:

- under our procedures we are not required to continue the call
- they can still communicate with us via our online form or post
- if they do not end the recording we will terminate the call.

If they refuse to end the recording, we will politely terminate the call.

3.1.4.8 Review of terminated calls

A Senior Complaint Specialist or other senior NCIS team member may review the recording of terminated calls for quality and training purposes.

When reviewing, a file note will be created by the reviewer containing the findings of the review. This will be saved on the complainant's case.

If the review finds that the caller's behaviour was inappropriate, a senior team member will write to the caller explicitly describing the inappropriate behaviour. The letter may warn of the consequences of further such behaviour, or where warranted, it may impose immediate sanctions on the caller.

Consequences may include placement on a management plan, restrictions or exclusions from contacting the NCIS by phone, or other sanctions considered appropriate in the circumstances of the case.

If the review finds that a call was improperly terminated, the occurrence will be escalated to the Manager for decisions on appropriate action.

Appropriate action may include measures such as a training plan and the provision of apologies to the complainant.

3.1.4.9 Security threats

Examples of security threats include:

- threats to aircraft
- threats to airports
- threats to Airservices personnel
- bomb threats.

If a caller makes a bomb threat, keep the caller on the phone and complete a Bomb Threat Checklist (C-FORMS0001).

For all threats, including bomb threats, follow the *NCIS Security Incident Guidelines* accessible via the NCIS Sharepoint and submit a *Security Incident Report*.

3.1.4.10 Threats of self-harm or suicide

If a caller makes a threat of self-harm or suicide, offer the Lifeline number (13 11 14). During the call, attract the attention of another staff member so that a senior team member can be advised.

The senior team member will notify Security so that police in the relevant area can be contacted.

3.1.5 Letter submissions

Letters received by the NCIS through the NCIS postal address will be assessed by a Complaint Specialist to determine whether they raise a relevant issue. Letters that raise a relevant issue will be scanned and the electronic copy attached to a file in the complaints management database.

3.2 Analysis of contacts

3.2.1 Initial assessment of contact

A Complaint Specialist will make an initial assessment of the contact to identify the primary relevant issue being raised.

If this is a new relevant issue, it will be considered a new contact, and a new case will be created for that relevant issue.

If the complainant already has a case on that relevant issue, the submission will not be considered to be a new contact, and it will be added to the existing case.

3.2.1.1 Is a response required?

The Complaint Specialist will then make an assessment of whether or not the contact requires a response.

A complainant who has provided contact details and raises a relevant issue will receive a response.

If the submission lacks detail, (for example, “Loud noise”), the response may be restricted to asking the complainant for additional information.

Submission consisting of comments or feedback will not be responded to by NCIS if the comment or feedback relates to an open engagement activity, unless the submission clearly seeks a response. In these cases these comments or feedback will be provided to Community Engagement for consideration and response, as appropriate.

Decisions about whether to respond or not will be clearly documented within the complainant's record either on the complainant's profile or within the complainant's relevant case.

3.2.1.2 Repeat contacts

For all submissions, if a complainant's contact raises a matter currently open for response, and where the further contact does not value add, we will inform the complainant we do not require further information at this time and they should not continue to contact us until we have responded.

If we have already provided this advice and there is no new issue or question raised we will not respond, however the matter will be brought to the attention of the Senior Complaints Specialist who will review that procedure has been correctly applied, and to determine if a management plan setting out future contacts is required.

Complainant's advised of the above and that continue to repeatedly contact will be referred to the manager. The management plan may including potentially limiting their access.

3.2.1.3 Exceptions

Exceptional circumstances may arise that lead a senior team member to consider whether or not we will respond to a complaint that would otherwise receive a response under section 3.2.1.1 Is a response required?

Consideration would take into account factors such as the significance of the question or issue, whether the complainant has sufficient interest (or "stake") in the matter and the need to allocate resources fairly. The decision and the reasons for it will be documented and will be referred to the Manager for review. The Manager's decision will be documented. See also section 6.2 Managing high volume.

3.2.2 Anonymous contacts

Complainants may choose to remain anonymous, however we will be unable to respond to their contact.

We encourage all complainants to provide their full details. This is to ensure we have all the information needed to properly investigate and respond to the complaint. Complainants may provide pseudonyms.

Complainants who do not provide enough details to enable investigation of their complaint will be dealt with as if they were anonymous.

We do not report on anonymous contacts because we do not have the necessary data to do so.

3.2.3 Prioritisation

Once it has been determined that a contact requires a response, it will generally be responded to in order of receipt. However some contacts may be prioritised.

If a new complainant demonstrates a potential for unreasonable behaviour by lodging multiple contacts in a short time-period, or exhibiting unusual anger or aggression, it may be appropriate that it be prioritised in order to manage this behaviour at an early stage.

If a contact is about a matter that is particularly sensitive for political or other reasons this may also warrant prioritisation by the Senior Complaint Specialist.

3.2.4 Assignment of cases

Most cases will be handled by the Complaint Specialists.

Cases will be assigned to senior team members according to the following table. The senior team member may either refer it elsewhere in Airservices, respond to it personally, or advise the Complaint Specialist how to respond.

Type of case	Assign to
The Complaint Specialist is unsure whether the issue is one for NCIS	Senior Complaint Specialist or Manager
Enquiries from members of Parliament or their offices, local government	Senior Complaint Specialist or Manager who will consult Government Relations
Enquiries from the media	Senior Complaint Specialist or Manager who will refer to Media Officer
Politically sensitive questions or areas	Senior Complaint Specialist or Manager
A complainant exhibiting unreasonable behaviour	Senior Complaint Specialist or Manager
If investigation involving internal and/or external liaison is required, or if an investigation of a more complex, technical nature is required – see Section 4 Investigations.Investigations	Consult Senior Complaints NCIS Investigation team
Complainants who have been advised that we will respond to new issues only – if a new issue has been raised or if not sure	Senior Complaint Specialist
If an escalation or review is requested – see Section 6.1 Escalation and Review	Senior Complaint Specialist or Senior Investigator or Manager

3.3 Response

Contacts are dealt with on a case-by-case basis and actions taken in relation to each will differ according to specific circumstances.

Due to the complexity of aviation operations, the preferred method of response to contacts is **in writing**.

In the case of sensitive matters decisions about how a contact will be managed may be referred to appropriate senior management.

In deciding how to respond we will take into account the need to allocate our resources fairly across all the contacts we receive. Therefore we may:

- provide information or an explanation only
- investigate the matter
- decline to investigate or further investigate the matter
- ask for further information or clarification
- request the complainant to reframe the contact into a clear statement of the relevant issues being raised and the outcome being sought.

Following consideration of the contact and any investigation into the relevant issues raised, we will generally respond to the complainant in writing unless the matter complained of is very straightforward and can be easily addressed in a phone call.

In responding to contacts we will advise the person making the contact of:

- relevant information and explanations
- whether any noise improvement opportunities have been identified
- any action we took or propose to take, or why no actions can be taken
- the solution that we have proposed or put in place, or why no solution can be identified
- the reason for any decisions made.

As a guide, the actions set out in this section may occur in relation to each type of relevant issue raised.

3.3.1 Timeframe for response

If a response is required, the timeframe for response is 21 days. If a complete response is not able to be provided by that due date, the complainant will receive an update response from NCIS and explaining the reasons for the delay. We will advise the complainant of a date when we reasonably expect to respond to them.

We will provide the full response at the earliest opportunity following that 21 day period.

If it there is further delay due to the complexity of the investigation or other matters tht are preventing the completion of the response, we will keep the complainant updated with the progress of their complaint.

3.3.2 Activities inside controlled airspace

Airservices directly controls flight paths and procedures for aircraft operating in controlled airspace. If in the course of investigation we can identify a potentially feasible noise improvement opportunity inside controlled airspace, we will progress this for comprehensive analysis outside the complaint handling process. See section 4.3 Noise improvement investigations.

Most contacts about flight paths and aircraft movements in controlled airspace are related to airports in major cities. It is very difficult to identify any noise improvements that can be made in these areas without compromising safety or efficiency or moving the noise to another part of the community. If this is the case we will provide information and explanation about why this is so.

If a noise improvement opportunity has been identified we will advise the complainant of the comprehensive change assessment process that will follow, the factors that will be examined in that process, its possible timeframe, and that a favourable outcome cannot be guaranteed. We will inform the complainant of the outcome at the end of the process.

Type of concern	Response
Standard flight paths and aircraft movements in controlled airspace	Basic investigation. Explain. If complainant's location is within close proximity to end of runway/s, affected by ILS or straight in approaches, explain why this cannot be changed. If complainant is further away from airport – investigate any noise improvement opportunities/explain investigations already conducted.
Unusual movements in controlled airspace, including airwork, radar departures, weather diversions, traffic management, missed approaches	Basic investigation. Explain, including how ATC manage these.
Noise abatement and other procedures published in AIP and local instructions	Explain.
Circuit training at towered airports during tower hours	Explain operations and constraints on changing them.
Circuit training outside published hours at towered airports during unstaffed hours	Complex investigation. Investigator to contact operator if identified. Contact airport. Progress internally to raise at CACG if appropriate.
Noise monitoring	Explain purpose of program, relevant regulations, Airservices policy on placement, process for requesting (if appropriate).
Noise levels	Explain regulatory scheme.
Military activities in controlled airspace	Explain including how ATC manage these if relevant. Provide hotline contact if standard operation or transfer to Defence.
Noise improvement suggestions	See section 4.3 Noise Improvement Investigations

3.3.3 Actions or decisions taken by Airservices

Type of concern	Response
Complaint handling decisions affecting the complainant	See escalation/review at Section 6.1 Escalation and Review
Decisions about placement or non-provision of noise monitors in the complainant's area	Explain purpose of program, policy/criteria on placement.

Type of concern	Response
Allegations of ATC safety breaches that may or may not affect the complainant	Explain ATC safety reporting process including automatic notification to CASA, clarify misperceptions. No investigation will be conducted by NCIS as the internal process is clear – this is not a public process.
Flight path change and associated decisions including community engagement, environmental assessment or flight path design processes	NCIS will provide explanation. No investigation will be conducted by the NCIS – see Section 4.4 Investigations into actions or decisions taken by Airservices

3.3.4 Activities outside controlled airspace

While we also manage contacts about aircraft noise-related issues that occur outside controlled airspace, Airservices has no powers to require solutions to be implemented in relation to such contacts. If we identify any noise improvement opportunities in the course of our investigation we will seek to influence and persuade the relevant parties to implement this solution.

Examples of aviation activities occurring outside controlled airspace and that may be a cause of complaint typically involve general aviation (light aircraft and helicopter) movements. These may be at and around regional airports where there is no air traffic control tower, or be about aircraft transiting from place to place.

Light aircraft and helicopter movements to and from private land are also outside controlled airspace and development consent for these types of movements is the responsibility of local or state planning authorities. Commercial and recreational RPAS (drone) activity may also attract noise concerns.

Type of concern	Response
VFR routes	Explain activities, rules, responsibility.
Unusual operations: e.g. airwork etc.	Basic investigation, explain where possible.
Training operations and other activities that are to some degree repetitive e.g. scenic flights	Complex investigation: Investigator to contact operator for information if identified. Provide explanation. Identify any potential noise improvement opportunity and try to influence/persuade operator.
Circuit training hours breaches at un-towered airports	If hours are in ERSA: investigate, inform airport operator, contact operator if identified. Explain. If hours are in Fly Neighbourly explain voluntary nature, investigate to extent possible, inform/refer to airport.
Breaches of Fly Neighbourly Agreements	Explain voluntary nature, investigate to extent possible, refer to airport.

Type of concern	Response
RPAS/drones	Transfer or refer to CASA if safety/regulation issue. If noise concern, explain Airservices role. If it is a known commercial operation refer as appropriate.
General movements	Explain rules, responsibility. If aircraft and operator can be identified, contact operator for information.

3.3.5 Aviation-related matters outside Airservices remit

If a contact is within the remit of the Civil Aviation Safety Authority (CASA) or the Department of Infrastructure, Transport, Regional Development and Communications, and if our investigation has found evidence that suggests the contact may have merit, with the complainant's permission we will seek agreement from that organisation to transfer the matter to them. If we have no supporting evidence, or if the organisation declines the transfer, we will provide the complainant with information and explanation and advise them how to contact the organisation directly should they wish to.

Examples of issues within the remit of other federal agencies include allegations of safety breaches by pilots including low flying (CASA), and curfew breaches (the Department).

If a contact is about an issue that is outside the remit of Airservices and other federal agencies with aviation responsibilities, we will provide information where possible and explain where responsibility lies. Examples of such issues include contrails, odours, emissions and health issues.

If a complaint is about ground running at airports or another environmental issue within the responsibility of airports we will seek to transfer the complaint to the airport or airport operator with the permission of the complainant.

Type of concern	Response
Administration of curfews e.g. investigations into potential breaches, granting of dispensations	Explain process and lines of responsibility, no direct transfer to Department.
Nature of curfew	Limitations explained, no direct transfer to Department
Absence of curfew	Government policy explained
Allegations of safety breaches by pilots Low flying	Explain regulations, responsibility, CASA will require proof/details • if there is evidence - transfer to CASA with evidence • if no evidence - provide CASA contact details only, explain CASA is unlikely to investigate in absence of evidence
Aircraft exempted from noise certification	Regulations explained, transfer to Department
Nature of noise regulations	Explain
Noise insulation/compensation	Explain

Type of concern	Response
Aircraft emissions	Explain, refer if possible (not transfer)
Contrails	Explain
“Chemtrails”	Offer our Contrails fact sheet. Advise that Airservices does not accept complaints about “chemtrails” or “geo-engineering” as this is outside our remit and we are unaware of any agency to refer them to. Politely terminate call.
Fuel dumping	Explain why and in what circumstances and that it generally will occur over water
Odours	Explain. If from airport, refer to airport. If elsewhere, explain only.
Ground running	Explain, transfer to airport
Military activities OCTA	Explain, refer to hotline or transfer if warranted
Health issues	Explain outside remit of Airservices
ANEFs, Master Plan	Explain, refer to airport
Sport aviation	Explain, contact operator if known, refer complainant to appropriate self-administering body

3.3.6 Emergency services

We will not provide any information to the public about police air wing or covert activities, including track displays that show flight numbers or other means of identifying these movements. We will refer to these movements as “emergency services”.

When we receive contacts about emergency services activities, whether police or medical in nature, we will contact the operator only if we consider that there is value in doing so. This is in recognition of the essential nature of these activities and that there is often little these operators can do to minimise noise impacts.

Decisions about whether or not there is value in contacting the operator will be made by a senior team member taking into account whether or not we have previously contacted the operator, whether or not they are operating as expected and any other relevant factors.

4 Investigations

4.1 Basic investigations

Basic aircraft noise investigations will be conducted by the Complaint Specialists. Such investigations will consist of searches and queries using tools and documents such as:

- ANOMS[1]
- WebTrak
- Airservices reports
- Aeronautical Information Package (AIP), e.g. Departure and Approach Procedures (DAP), En Route Supplement Australia (ERSA), and Visual Terminal Charts (VTC).

4.2 Complex investigations

Complex investigations will be conducted by the Investigations team and/or senior team members. Complex investigations may include those that require:

- liaison with other areas of Airservices
- external liaison including with other agencies, aviation operators, airports, airport operators
- analysis of the potential for change in flight paths or other procedures.

The manner in which a complex investigation is conducted will be informed by the specific circumstances of the case and the need to allocate our resources fairly.

All steps taken and decisions made in complex investigations will be documented.

Where a complex investigation is conducted in response to a trend in complaints a formal Investigation Report will be produced. The accountable manager will be provided with a copy of the Investigation Report.

Complainants will be kept informed of the progress of investigations.

At the conclusion of the investigation, the complainant will be advised of the outcome in writing.

4.3 Noise improvement investigations

A noise improvement investigation may be conducted for reasons including:

- to progress findings of a complex investigation
- after a complaint trend analysis has indicated a potential opportunity for improvement
- at the suggestion of a complainant or the Aircraft Noise Ombudsman (ANO).

Noise improvement investigations will be conducted by the Investigations team and/or senior team members.

In investigating potential noise improvements, consideration will be given to

- safety
- air traffic management efficiency

[1] Airport Noise Monitoring and Management Software

- whether a better noise outcome can be achieved overall.

Proposals that compromise safety will not be progressed.

Moving noise from one part of the community to another generally will not be considered a better noise outcome overall.

Internal and external consultation will occur as required, for example, with air traffic control, operators, airports and airport operators.

Noise improvement investigations will be documented in an Investigation Report.

If the initial proposal came from a complainant, a copy of the Investigation Report will be provided together with a written response.

If the investigation finds that the proposal is feasible it will be progressed through the Flight Path Change Process for further analysis.

4.4 Investigations into actions or decisions taken by Airservices

The investigation of actions or decisions taken by Airservices in relation to flight path change processes, including community engagement, environmental assessment and flight path design processes, or the release of related information, is not within the remit of the NCIS. While these queries and complaints are recorded and tracked in the NCIS system, the decisions about whether or not a matter will be investigated, and if so, by whom, will be made by the relevant manager.

4.5 Investigations into complaints about staff members

The investigation of complaints about staff members is outside the remit of the NCIS.

4.5.1 NCIS and Community Engagement staff members

Complaints about individual NCIS or Community Engagement staff members must be made in writing to the relevant manager, clearly setting out the nature of the complaint.

For complaints about NCIS or Community Engagement staff, the relevant manager is the Community Engagement Manager. If the complaint is about the Community Engagement Manager, the relevant manager is the Environment and Community Manager.

If the grounds for the complaint are unclear the relevant manager may request clarification from the complainant or may decline to proceed with the complaint. The reasons for this decision will be provided to the complainant in writing.

If the complaint proceeds the relevant manager will investigate the allegations and respond in writing to the complainant.

4.5.2 Other staff members

Complaints about non-NCIS staff members will be referred to the relevant manager who will decide whether the matter requires investigation and if so, how to proceed.

5 Managing unreasonable conduct

We are committed to being accessible and responsive to all people who contact us. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff
- our ability to allocate our resources fairly across all the contacts we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with these procedures.

5.1 Multiple contacts

We will inform individuals whom contact us repetitively in a short period of time that we do not require multiple contacts and as such will not continue to read further contacts until we have responded to their already open case.

Where this continues to occur after giving the above advice, we will process these contacts in bulk without reading them individually.

If a complainant has already received one or more responses from us we will write to the complainant to:

- explain that they need not lodge more than one contact in order to have their matter taken seriously
- ask them to restrict their contact to a maximum of one per month
- advise that we may place them on a management plan if they continue to lodge multiple contacts.

5.2 Management plans

A management plan assists us to manage unreasonable behaviour on the part of the complainant. A management plan may include:

- responding to relevant issues not previously responded to only, or questions not previously answered regarding previously responded to relevant issues if the question raises a matter that can reasonably be responded to
- placing restrictions on contacting us by phone including time limits on calls and specified times when calls will be accepted
- placing restrictions on the volume of contacts that can be made with us via the internet including deleting without reading submissions beyond this limit
- other measures considered appropriate by the Manager having regard to the specific circumstances.

6 Documenting actions or decisions

We will document in the Noise Complaints Management System (NCMS) database all steps taken to respond to contacts including:

- all interactions with complainants
- any investigations conducted
- any decisions made
- all correspondence.

When documenting phone conversations we will add as much detail as needed to enable anyone reading the account to understand what the complainant raised, what advice or information they were given and any undertakings given about providing further information, including timeframes.

6.1 Escalation and review requests

If a complainant is dissatisfied with the way their contact was handled they may ask for their contact to be escalated for review.

NCIS team members may also initiate a review.

Internal reviews of how a contact was managed will be conducted by a person other than the original complaint handler.

Initially this will be conducted by peer review by another Complaints Specialist or the Senior Complaints Specialist. Reviews may also be conducted by the Senior Investigator or the Manager, as appropriate.

A review may consist of:

- reviewing contacts, conversations, notes, correspondence, decisions and outcomes
- conducting further investigations and/or seeking further advice
- identifying aspects that could have been handled differently
- identifying training needs.

Which actions we decide to take, and who the review is assigned to, will be tailored to each case and will take into account the need to allocate our resources fairly across all the contacts we receive.

We will provide the complainant with the outcome of the review in writing.

After a matter has been reviewed once, if a complainant requests further review we will ask the complainant to submit in writing their reasons for requesting a further review. After consideration of the reasons we may decline to undertake a further escalation or review. If so, the complainant will be advised of this decision in writing.

If the review is escalated it will be completed by the Manager. The complainant will be advised in writing of this action and the subsequent decision.

We will inform complainants about the external review option available from the Aircraft Noise Ombudsman.

6.2 Managing high volume

From time-to-time the volume of incoming submissions that require a response may exceed our ability to respond in accordance with these procedures in a timely manner.

This may occur due to one or more factors including:

- community campaigns encouraging submissions to be made
- staff vacancies pending recruitment or absences on leave
- media attention
- sustained adverse weather events
- new flight paths including new runways, new landing systems and new airports.

If this occurs, the Manager will implement a High Volume Management Plan. This may include temporary amendment of these procedures for the purposes of increasing the volume of submissions that can be responded to while incoming submissions and/or submissions awaiting response remain high.

The plan will be in writing and will set out:

- the reasons the plan is required
- the elements of these procedures that will be amended or suspended for the duration of the plan
- the nature of any amendments to these procedures or any new measures introduced
- an initial timeframe for operation of the plan
- a provision for review of the plan at the end of this time period.

The review may result in an extension of the plan if it determines that the circumstances that required it continue to apply. The plan may be extended in its original form or amended as considered appropriate.

7 Aircraft Noise Ombudsman (ANO)

7.1 Acceptance of direct referrals from ANO

If a complainant contacts the Aircraft Noise Ombudsman (ANO) regarding a relevant issue and they have not previously contacted NCIS, we will accept a direct referral from the ANO.

Direct referrals will be accepted only if the contact has been received in writing.

If a complainant has contacted the ANO by telephone, the ANO should refer them to contact the NCIS directly.

This is to ensure that the contact received is in the complainant's own words. The NCIS will not generally accept referrals consisting of summaries or synopses of a conversation unless there are accessibility reasons for doing so.

Direct referrals from the ANO will not be accepted where the complainant has contacted the NCIS previously and we consider this would circumvent our contact methods.

7.2 Management of ANO requests for NCMS data

Requests are categorised as follows:

Standard requests - These are typical requests for information that may include copies of complaints made to Airservices, responses to complaints and associated material.

These straight forward, standard requests will be handled by the NCIS and the response time should be between 1 and 2 days. There may be occasions where a request is more complex, for example, where there is an extensive history with the specific complainant with multiple complaints, notes and correspondence which may take longer to action. These would be identified in the initial search and may take 1-4 days to action with early advice to the ANO notifying the ANO office of the extended timeframe.

Other requests - These are not straight forward requests for information and timeframes would be negotiated with the ANO on a case-by-case basis. For example, they may be related to a review the ANO may be undertaking where information requests could be thematic, for example, and may require a range of material over a specific time period to be provided or a category of complaints.

If the ANO seeks records of complainants containing personal information where those complainants have not requested reviews from the ANO, for privacy reasons the NCIS may need to liaise with complainants to request permission to release their records (see next section).

However, this would be as a last resort if alternative means such as redacting or de-identifying personal information are unavailable.

See also Appendix A - ANO Request for NCMS Data Form.

7.2.1 Timeframe Summary

Type of request	Timeframe for response
Standard requests For more complex requests, for example, where a complainant has a long standing history, and a more extensive search of complaints, responses, notes, etc. are required	Between 1 – 2 business days depending on complainant history Between 1 – 4 business days with advice notifying ANO of additional time required
Other requests Requests for complainant records for input into systemic reviews Requests for Information for organisation documents	To be agreed on a case-by-case basis as each request will vary. • Personal information may not be required and therefore data will be de-identified by redaction or other means. • If not possible to de-identify, complainant permission may be sought via a phone call or email before providing any records containing personal information. • In cases where consent must be sought, response time will be dependent on complainant response and extent of request. • Organisational documentation will be requested from the relevant business unit and the response prepared by them.

7.2.2 Management of privacy issues

The Airservices Privacy Statement pertaining to complaint handling has been amended to make it clear that if a complainant requests a review of the handling of their complaint by the ANO, Airservices may provide the ANO with complainant personal information relevant to that review if requested by the ANO.

If the ANO seeks to undertake a systemic review and requests that data containing personal information be provided for complainants who have not requested a review by the ANO, Airservices will not provide personal information without permission from the relevant complainant(s). In addition, the ANO may request statistical and / or depersonalised data for the purposes of systemic reviews.

To ensure privacy issues are appropriately managed, data requests by the ANO will be made using the Request for NCMS Data form. The form requires details of the issues being investigated by the ANO and specifies that only information relevant to those issues will be released. Where the requested data includes personal information of people who have not complained to the ANO, Airservices will de-identify information. Where this cannot be done, Airservices will facilitate consent for the release of personal information in the most expeditious way to minimise delays in providing information and to limit obstacles to individuals providing their consent.

The ANO officer requesting information must also have signed a general declaration acknowledging the ANO's obligations under the Privacy Act in relation to any complainant personal information provided by Airservices.

7.3 Review of transcripts and recordings by the ANO

Transcripts must only be prepared in response to a Request for Information from the ANO and must be accompanied by a Management Review. The Management Review must be prepared by the NCIS Manager for submission to the ANO and must include the following factors:

- complainant's complaint history
- demeanour and behaviour of the complainant in their contact(s) with NCIS
- summary of the tone of the conversation(s)
- Manager's conclusions about the conduct of the conversation
- context, such as complaint volume and the daily environment.

All transcripts, which will be prepared by the NCIS Manager or by an external agency with appropriate privacy policies and procedures, must be de-identified. Transcripts are to be verbatim and to include appropriate nuances of the conversation, e.g. expressions of tone. The staff member on the recording may review the transcript against the voice recording to ensure that the transcript is a true and correct record of the call. If the staff member believes the transcript is incorrect, they may submit revised wording to the NCIS Manager.

Any comments made by the ANO about the handling of a phone call based on the review of a transcript will not be used to review staff performance.

Transcripts prepared in response to an ANO Request for Information will not be released to any other organisation, agency or individual, including the complainant who is party to the call.

If, after consideration of the transcript and the Management Review, the ANO considers that review of the voice recording is warranted, a further Request for Information to this effect must be received from the ANO.

The ANO may listen to a recording subject to these conditions:

- both the NCIS Manager and the Community Engagement Manager must agree that this would benefit the ANO's investigation. The staff member on the recording must be consulted before agreement is given and their view must be taken into account.
- A copy of the recording will not be released. The recording must be listened to at an Airservices location.

If the NCIS Manager and/or the Community Engagement Manager do not agree that listening to the recording would benefit the ANO's investigation, the reasons for this decision will be provided in writing to the ANO.

8 Other

8.1 Requests for copies of submissions lodged

Due to the volume of submissions received it is not possible for us to provide complainants with copies of contacts. Complainants are encouraged to keep their own records should they wish to do so. The emailed auto-response and on-screen acknowledgement of submissions made by online form contain a copy of the text and can be printed or saved.

8.2 Privacy

Personal information that identifies individuals, including complainants and private aircraft operators or private owners, will only be disclosed or used by Airservices as permitted under the relevant privacy laws.

8.3 Analysis, evaluation and reporting of contacts

We will ensure that contacts are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complainants per suburb
- the issues raised by complainants.

We will not report on the number of times an individual contacts us about the same relevant issue.

Regular analysis of reports will be undertaken to monitor trends, and to measure the quality of, and make improvements to, our information provision.

8.4 Monitoring of the complaint management system

We will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and managing complaints
- identify and implement opportunities for further efficiencies in the operation of the system.

Monitoring may include the use of quality assurance audits and complainant feedback surveys.

8.5 Continuous improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complainant data
- implement appropriate system changes arising out of our analysis of data and continual monitoring of the system.

8.6 Voice recordings and transcripts

Procedures related to NCIS voice recordings apply to **all** Airservices staff.

8.6.1 Purpose of recording calls

Phone calls will be recorded for security, quality assurance and training purposes. Callers will be advised of this during the introductory message. Recordings, wherever they are held, are to be deleted after 30 days. This does not apply to recordings of calls deemed to be a potential or actual security threat.

8.6.2 Release of voice recordings

Recordings will not be provided to any agency, organisation or individual except:

- The police or relevant security agency when appropriate
- If the Office of Legal Counsel deems it necessary under Freedom of Information legislation
- The Aircraft Noise Ombudsman may listen to a recording subject to the conditions set out in section 7.3 Review of transcripts and recordings by the ANO.

8.6.2.1 Release of recordings for security purposes

If a staff member identifies potential security incidents, including threats of self-harm, a copy of the recording will be provided to the Security Manager or their delegate with the Security Incident Report.

Voice recordings provided to Security must be stored in accordance with security procedures.

8.6.2.2 Review of recordings for training purposes

Recordings may be used internally for training purposes, with the express permission of the staff member on the recording.

Note: Recordings must be stored on the M: drive (personal drive) of the staff member on the recording and deleted immediately after use.

The only officers who will be permitted to listen to recordings for training purposes are:

- NCIS Manager or delegate
- Senior Investigator
- Senior Complaints Specialist
- The staff member on the recording and any other staff member they expressly permit.

A transcript must not be made of the call.

Recordings may only be retrieved by:

- NCIS Manager
- Senior Investigator
- Senior Complaint Specialist.

8.6.3 Release of transcripts

Transcripts will not be prepared or released for any reason other than in accordance with section 8.6.2 Release of voice recordings.

9 Definitions

Within this document, the following definitions apply:

Term	Definition
Contact	The collective term for complaints, enquiries and comments raising relevant issues made to the NCIS via phone, online form or post
Complaint	An expression of dissatisfaction made to us by an individual about a relevant issue. Multiple expressions of dissatisfaction about the same issue from the one person are considered to be one complaint and not multiple complaints.
Enquiry	A question or request for information about a relevant issue.
Comment	An expression of opinion or commentary about a relevant issue or the handling of such complaints.
Complainant	A person who makes a complaint, or lodges an enquiry or comment.
Complaint management system	All policies, procedures, practices, staff, hardware and software used by the NCIS in the management of complaints. The Noise Complaints Management System (NCMS) is the specific name of the database software used to manage complaints.
Aircraft noise improvement	A change to a flight path, procedure or document that provides an overall reduction in noise for the community when considered holistically.
Controlled airspace	Controlled airspace is actively monitored and managed by air traffic controllers. To enter controlled airspace, an aircraft must first gain a clearance from an air traffic controller.
Uncontrolled airspace	Uncontrolled airspace (also referred to as "outside controlled airspace") has no supervision by air traffic control. No clearance is required to operate in uncontrolled airspace. The large majority of light aircraft and helicopters operate outside controlled airspace. In uncontrolled airspace, pilots are often not visible to air traffic control but must still follow the rules of the air set down by the Civil Aviation Safety Authority.
Relevant Issue	A relevant issue may include one or more of the following: aircraft noise, aircraft movements, flight paths, drone activities, other aviation activities and operations, the flight path change process and associated community engagement activities, and/or Airservices actions or decisions in regard to these matters.

10 References

Title	Number
Commonwealth Ombudsman, Better Practice Guide to Complaint Handling	
NSW Ombudsman, Managing Unreasonable Complainant Conduct Practice Manual	

Appendix A ANO Request for NCMS Data Form

REQUEST FOR NCMS DATA

Date of request		
ANO contact person	**Name:**	**Ext:**
1. Complaint / complainant data – individual complainant		
Complainant details		
Full name:		
Street address:		
Suburb:		State:
Email address:		
Issues to be addressed from complaint received by ANO:		
What data is requested in relation to the complaint under investigation:		
***Note**: To ensure Airservices complies with its obligations under the Privacy Act 1988, only data relevant to the issues arising from a complaint made to the ANO will be provided by Airservices.*		

2. Systemic review data – multiple complainants
Specify parameters of the data request (eg details of complaint timeframe and/or complainant location and/or complainant issue etc):
Note: *To ensure Airservices complies with its obligations under the Privacy Act 1988, if the personal information of complainants who have not complained to the ANO is requested, Airservices will seek the permission of each complainant to release that personal information to the ANO. If permission is not granted, Airservices will not provide the data to the ANO except in a de- identified form.*

Airservices use only

Reference number:
Status:

CADAS
Surname_aa
99999999 (9 x 8)

QBA0069 190209
FF YSSYQFAM YMMMZQZX YBBBZQZX NFFFZRZX NFFNYSYX NTZZFPLS
190209 YSSYQFAO
(FPL-QFA11-IS
-A388/H-SADE2E3FGHIJ2J4J5M1RWYZ/LB1D1
-YSSY0400
-M084F350 DCT DIPSO G595 ALLOC DCT GORDO DCT 25S162E 2413S16300E
20S168E 13S175E 08S179E 0500S17859W/M084F370 DCT 02S177W 02N174W
08N171W 16N165W/M084F390 DCT CHOKO DCT APACK R463
AXELE/M084F410
DCT 33N137W 34N127W DCT AUDIA/N0472F410 DCT RZS DCT
-KLAX1244
-PBN/A1B1C1D1L1O1S2 NAV/GPSRNAV RNVD1A1 DOF/131119 REG/VHOQJ
EET/YBBB0010 NFFF0144 KZAK0437 KZLA1214 SEL/CJDR PER/C RIF/AXELE
BEKME R464 MAGGI V12 BAMBO PHNL)

NBA5608
FF YMAYZTZX YMMMZQZA
190157 YBBBZEZX
(FPL-QLK206-IS
-DH8C/M-SDFGHRZ/P
-YMAY2255
-N0265F210 DCT AY W817 BIK W113 SY DCT
-YSSY0059
-PBN/S1 NAV/GPSRNAV DOF/131119 REG/VHTQY PER/B)

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182354 YBBBZEZX
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-C414/L-SDRFGUYHZ/C
-YSCB0000
-N0180F130 CB BK DCT
-YSBK0044
-PBN/S1 NAV/RNP2 GPSRNAV DOF/131119 REG/CBT PER/B)

SAB0189
FF YBBBZQZX YMMMZQZX YBCGZTZX YSSYZTZX
190030 KHOUUVAX
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-C650/M-SDFGHRWY/P
-YBCG0630
-N0465F400 DCT CG UH408 APAGI H62 ADMAR/N0436F430 H62
CORKY/N0457F410 H12 SY DCT
-YSSY0107
-STS/MEDEVAC PBN/A1 DOF/131119 REG/VHDHN
EET/YMMM0058
RVR/400 OPR/BAS PER/C RMK/TCAS EQUIPPED
E/0345 P/6 J/L D/2 12 YELLOW A/WHITE C/TBN)

NBA3441
FF YMMMZQZA
190117 YBBBZEZX
(FPL-AM239-IG
-BE20/L-SDFGHZ/LB1
-YSWG0510
-N0255F210 DCT WG W113 SY DCT
-YSSY0048
-STS/MEDEVAC NAV/GPSRNAV DOF/131119 REG/VHAMS OPR/RFDS SYDNEY
BASE
PER/B RMK/RAAFWLMSA003)

How do we Describe Aircraft Noise?

We use a number of terms to describe aircraft noise. These metrics form the basis for the majority of noise analyses conducted at most airports in the U.S.

The Decibel, dB

All sounds come from a source – a musical instrument, a voice speaking, an airplane. The energy that produces these sounds is transmitted through the air in waves, or sound pressures, which impinge on the ear, creating the sound we hear.

The decibel is a ratio that compares the sound pressure of the sound source of interest (e.g., the aircraft overflight) to a reference pressure (the quietest sound we can hear). Because the range of sound pressures is very large, we use logarithms to simplify the expression to a smaller range, and express the resulting value in decibels (dB). Two useful rules of thumb to remember when comparing individual noise sources are: (1) most of us perceive a six to ten dB increase to be about a doubling of loudness, and (2) changes of less than about three dB are not easily detected outside of a laboratory.

The A-Weighted Decibel, dB(A)

Frequency, or "pitch", is an important characteristic of sound. When analyzing noise, we are interested in how much is low-, middle-, and high-frequency noise. This breakdown is important for two reasons. First, our ears are better equipped to hear mid- and high-frequencies; thus, we find mid- and high-frequency noise more annoying. Second, engineering solutions to noise problems are different for different frequency ranges. The "A" filter approximates the sensitivity of our ear and helps us to assess the relative loudness of various sounds.

Maximum A-weighted Sound Level, Lmax

A-weighted sound levels vary with time. For example, the sound increases as an aircraft approaches, then falls and blends into the background as the aircraft recedes into the distance. Figure 1 illustrates this phenomenon. We often describe a particular noise "event" by its maximum sound level (Lmax). Figure 2 shows typical Lmax values for some common noise sources. In fact, two events with identical Lmax may produce very different total exposures. One may be of very short duration, while the other may be much longer.

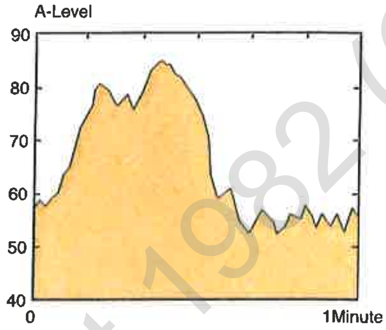


Figure 1. A-weighted Sound Levels Over Time

Sound Exposure Level, SEL

The most common measure of cumulative noise exposure for a single aircraft flyover is the Sound Exposure Level (SEL). Mathematically, it is the sum of the sound energy over the duration of a noise event – one can think of it as an equivalent noise event with a one-second duration. Figure 3 shows that portion of the sound energy included in this event. Because the SEL is normalized to one second, it will almost always be larger in magnitude than the Lmax for the event. In fact, for most aircraft events, the SEL is about 7 to 12 dB higher than the Lmax. Also, the fact that it is cumulative measure means that a higher SEL can result from either a louder or longer event, or some combination.

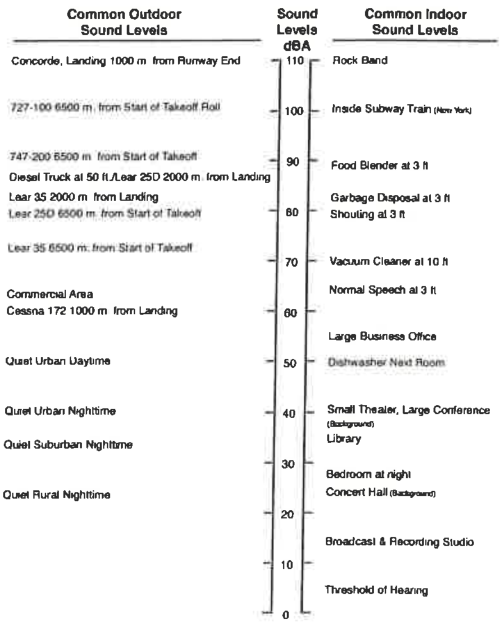


Figure 2. Common Environmental Sound Levels

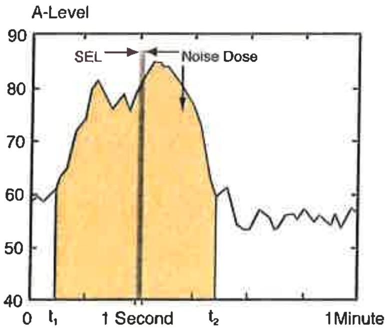


Figure 3. Sound Exposure Level

SEL provides a comprehensive way to describe noise events for use in modeling and comparing noise environments. Computer noise models base their computations on SEL values.

Day-Night Average Sound Level, DNL

The Day-Night Average Sound Level (DNL) represents noise as it occurs over a 24-hour period, with the assumption that noise events occurring at night (10 p.m. to 7 a.m.) are 10 dB louder than they really are. This 10 dB penalty is applied to account for greater sensitivity to nighttime noise, and the fact that events at night are often perceived to be more intrusive because nighttime ambient noise is less than daytime ambient noise.

Figure 4 depicts a hypothetical daily noise dose. The top frame repeats the one-minute noise exposure that was shown in Figure 1. The center frame includes this one-minute interval within a full hour; now the shaded area represents the noise during that hour with 16 noise events, each producing an SEL. Finally, the bottom frame includes the one-hour interval within a full 24 hours. Here the shaded area represents the listener's noise dose over a full day.

DNL normally can be measured with standard monitoring equipment or predicted with computer models.

Most aircraft noise studies utilize computer-generated estimates of DNL, determined by accounting for all of the SELs from individual events which comprise the total noise dose at a given location on the ground.

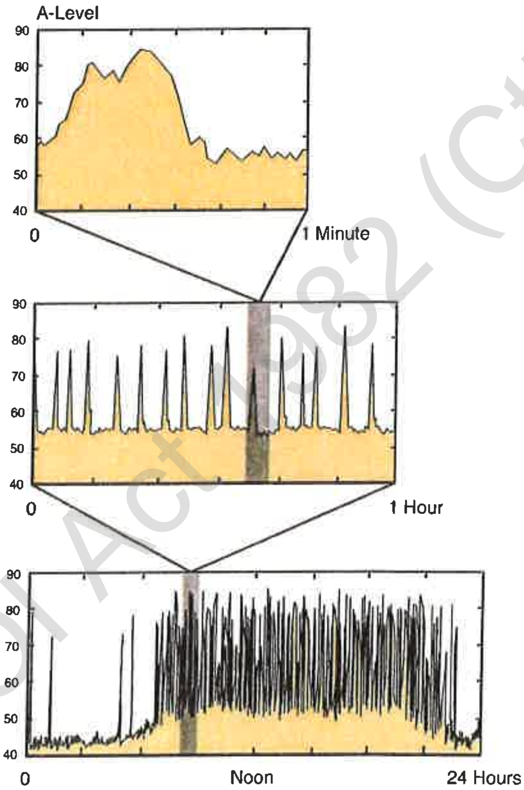


Figure 4. Daily Noise Dose

Computed values of DNL are often depicted as noise contours reflecting lines of equal exposure around an airport (much as topographic maps indicate contours of equal elevation). DNL contours usually reflect annual average operating conditions, taking into account the average number of flights each day, how often each runway is used throughout the year, and where over the surrounding communities the aircraft normally fly.

FICAN

FEDERAL INTERAGENCY COMMITTEE ON AVIATION NOISE

For more information please contact:
Mary Ellen Eagan c/o
Harris Miller Miller & Hanson Inc.
77 South Bedford Street
Burlington, MA 01803
781.229.0707
www.fican.org

Handling Suspected Misconduct

Procedure

HR-PROC-0027

Version 7

Effective 07 April 2021

Prepared:	s47F [redacted] Investigator, Safe Place
Approved:	Organisational Development Head of Organisational Development

Change summary

Version	Date	Change description
7	07 April 2021	Changes to roles within the process with the introduction of Safe Place.

This document was created using Generic Document Template C-TEMP0047 Version 9.

Table of contents

1 Purpose

This procedure sets out the process for handling suspected breaches of Airservices Code of Conduct (the Code) by Airservices employees. Chapters 5 through 6 outline the procedure for formally investigating and determining whether an Airservices Employee has breached the Code and if so determining what sanction if any is appropriate.

2 Safe Place

Safe Place takes a compassionate, human-centred approach to handling allegations of misconduct. The Safe Place objective is to provide a consistent and proportionate response in accordance with the Just Culture principles. Support, advice and guidance is provided to all parties at each stage of the process as required.

3 Health and Wellbeing

All managers are expected to provide reasonable ongoing support for the health and wellbeing of employees and workers at all times. Particular attention should be paid to ensure that appropriate action is taken to monitor and support the health and wellbeing of all parties during investigations.

Safe Place Support Advisors are available to provide ongoing unbiased support to all parties involved in a misconduct process. In particular, throughout the investigation process, Support Advisors undertake wellbeing checks with the informant and respondent at regular intervals. Their model of care is strength-based, trauma informed and solution focussed. More information about the help Support Advisors can provide is available on the Safe Place page of Horizons.

4 Reporting and Initial Assessment

4.1 Reporting alleged misconduct

A report of alleged misconduct by an Airservices employee can be made by an employee, contractor, consultant, a Public Official, a customer of Airservices or a member of the public.

Alleged misconduct can be reported to:

- A Safe Place Support Advisor
- phone: 02 6268 5752
  email: SafePlace@AirservicesAustralia.com
- A manager
- The Ethics hotline
- An Authorised Officer under the *Public Interest Disclosure Act 2013*

If a report is made to an Authorised Officer, they must consider whether the disclosure should be allocated to the Principal Officer of Airservices or another organisation as a Public Interest Disclosure (PID). If the report is allocated as a PID, it will be handled in accordance with the Public Interest Disclosure Procedure.

If the report is not allocated as a PID, the person to whom the alleged misconduct is reported must notify Safe Place of the allegation(s).

A report made through the Ethics hotline will come through to Airservices via an external party, where the identity and details of the informant will remain undisclosed unless they elect to disclose this information.

The employee against whom the breach of the Code of Conduct is alleged is the respondent and the person who alleges the breach is the **informant**.

4.1.1 Malicious, Frivolous or Vexatious Complaints

Malicious, frivolous or vexatious complaints are those determined not to have been made in good faith, but rather to cause annoyance, worry or unjust detriment to the respondent. More specific explanations about these types of complaints are in the definitions section at the end of this document.

It is important to note that a complaint is not taken to be malicious, frivolous or vexatious purely because there is not enough evidence to substantiate the claims.

If assessment or investigation of the allegations identifies that the complaint is malicious, frivolous or vexatious in nature, that conduct may be referred for assessment and investigation as to whether it may amount to a breach of the Code on the part of the informant.

4.2 Central reporting and oversight

The Chief People and Culture Officer (CPCO) assures a timely and consistent approach for all reports of suspected misconduct. Safe Place is an independent unit that reports directly to the CPCO and provides regular updates on the progress and outcomes of matters to the CPCO.

4.3 Assessment and determining appropriate action

Upon receiving the details of the complaint, Safe Place will give consideration to whether the reported behaviour/s may constitute a breach of the Code. If it appears to be a suspected breach of the Code, Safe Place will conduct and document an assessment of the allegation(s) including:

1. gathering and reviewing facts relevant to the complaint. This may or may not include speaking with witnesses and the respondent;
2. identifying actions that need to be taken to respond to any observable health and safety risks and welfare considerations for any workers involved in the process;[1]
3. assessing whether the specific allegations of the complaint could possibly breach the Code and if so, whether the misconduct would amount to serious misconduct; and
4. determining and recommending to the Safe Place Manager whether the complaint warrants formal investigation, alternate resolution or closure:

[1] Consideration should be given to known pre-existing illness or injury, incidents or worker's compensation claims and other organisation processes in progress (e.g. redeployment, grievance, management of underperformance, early intervention, return to work). Matters should be escalated appropriately.

a. The matter will be **closed** where the allegation is unlikely to be a breach of the Code of Conduct, and there is no other appropriate action that Airservices should take in the circumstances.
b. A decision to progress the matter to **formal investigation** or **alternate resolution** will be made with regard to the individual circumstances of the allegation, including the seriousness of the alleged conduct, the available evidence relating to the allegations and whether there are other approaches which would achieve a better outcome.
c. **Alternate resolution** may involve addressing the issue through informal discussions with the respondent(s) concerned; a formal warning and direction; arranging mediation for the parties; following alternate processes where more appropriate (including Process Review Procedure or Performance Improvement Procedure) or any other action suitable to the circumstances.

5. The Safe Place Manager will consider the assessment and decide on the appropriate action to take.

Documentation of the assessment should clearly detail the alleged misconduct, the source of the complaint, details of the respondent, informant and known witnesses, available evidence and the decision and rationale for each element of the assessment.

In certain circumstances, where the assessment identifies allegations of unlawful conduct, Airservices may refer the matter to the appropriate law enforcement agency.

If the matter is closed or an alternate resolution is taken, Safe Place will keep appropriate records of that decision and any actions taken.

Safe Place will provide advice to the informant of the outcome of the assessment within the limitations of the *Privacy Act 1988*.

5 Investigation

5.1 Investigation Preliminaries

5.1.1 Appointment of breach decision-maker and investigator/s

If the matter proceeds to **formal investigation**, the Safe Place Manager will appoint a **Breach Decision Maker** who will be responsible for determining in writing whether a breach of the Code has occurred. The Breach Decision Maker must be, and must appear to be, independent and unbiased. In most cases the Breach Decision Maker will be a Safe Place Investigator. The Breach Decision Maker may undertake the investigation or may seek the assistance of one or more investigators including in some cases an external investigator, who will report their findings of the investigation back to the Breach Decision Maker.

An external independent investigator may be assigned for investigations in certain circumstances, such as where there is the potential for a real or perceived conflict of interest; or where there is insufficient internal capacity to undertake the investigation. In the event an external investigator is appointed, Safe Place will engage the investigator and provide the investigator with a Terms of Reference for the investigation.

5.1.2 Notifying the respondent of alleged breaches

The respondent will be notified in writing by Safe Place that a formal investigation is being conducted to determine whether they have breached the Code.

The notice should set out:

1. the allegation(s);
2. the part(s) of the Code the allegation(s) relate to;
3. the possible actions that may be taken if the allegation(s) are substantiated;
4. the names of person(s) appointed as breach decision-maker/investigator(s); and
5. the respondent's entitlement to a support person.

5.1.3 Role of the support person

The support person should have had no involvement in the conduct that is the subject of the breach allegation(s). A support person is not a representative within the meaning of the employee representative clauses of an Enterprise Agreement. The role of the support person is to confer with the respondent and to raise process issues with the respondent, where necessary. The support person's role is not to advocate or answer questions for the respondent.

However, the respondent may choose to appoint a legal or union representative. A representative may advocate on behalf of the respondent, particularly to ensure that procedural fairness is afforded.

5.1.4 Stand down

In some circumstances, to facilitate the conduct of the investigation or in the interests of the safety or welfare of other persons, it may be appropriate to stand down the respondent in accordance with the relevant Employment Instrument provisions. Safe Place will regularly assess the risk throughout the process and the Safe Place Manager may recommend that the respondent be stood down. A decision to stand down a respondent will only be made by the respondent's Chief Officer or their delegate.

If a decision has been made to stand down a respondent, the respondent will be provided with a written notice of stand down. The notice of stand down will notify the worker that:

1. serious allegation(s) of misconduct have been raised against them;
2. they will be provided with further information regarding the allegations, and given an opportunity to respond to the allegations, at a later date; and
3. the action is an administrative action, **not** a disciplinary action.

The stand down notification will also direct the employee to:

1. not to attend the workplace, unless attending an interview in relation to the allegation(s);
2. remain contactable and available for interview (upon being provided with reasonable notice);
3. not approach any employees (other than a support person) about the investigation or any aspect of the allegations without the express written consent of Airservices;
4. continue to follow any lawful and reasonable directions of Airservices during the stand down period; and

5. not access, by any means (including remote access), any workplace property, information or materials (including emails and email accounts) without the express written consent of Airservices.

In specific cases, the stand down notification may also direct the employee to relinquish any company property including but not limited to security passes, keys, mobile phones, laptops, and portable internet connection devices.

5.2 Conducting the investigation

5.2.1 Investigating the alleged breach

The investigation process should be carried out with as little formality and as much expedition as a proper consideration of the matter allows. The process must be consistent with the principles of Just Culture, procedural fairness and natural justice, and reasonable steps must be taken to collect evidence related to the allegation(s) and provide the respondent with an opportunity to respond to all allegation(s).

The respondent will be provided with opportunity to respond to the allegations in interview and if they choose, they may provide a written response.

If, during the course of an investigation, it becomes evident that there is a significant variation in the nature or extent of the suspected breach from what was originally notified to the respondent, the breach decision-maker must notify the employee in writing of the variation and give the employee reasonable opportunity to make a further statement or provide further material before making a determination.

Prior to finalising a decision as to whether the respondent has breached the Code, the Breach Decision Maker will provide the respondent with the findings of fact and the intended determination as to whether a breach has occurred. The respondent will have seven calendar days to respond to the findings of fact and intended determination. The breach decision maker will proceed to finalising their decision after giving meaningful consideration to any response received within the seven day period.

5.2.2 Investigation report and determination

The investigation report will detail:

- the allegation(s) subjected to investigation;
- the approach undertaken to investigate the allegation, inclusive of evidence reviewed and interviews conducted;
- a summary of the respondent's response towards the allegation(s);
- for each allegation, a finding of substantiated, unsubstantiated or unable to be determined based on whether sufficient evidence exists to substantiate the allegation on the balance of probabilities;
- if relevant, any recommendations to reduce the risk of reoccurrence inclusive of control enhancements where applicable.

Based on the findings detailed within the investigation report, the Breach Decision Maker will decide whether the respondent has breached the Code and record their determination in writing.

6 Investigation outcome

6.1 Finalisation where no breach is found

If the Breach Decision Maker finds that the respondent did not breach the Code, the respondent will be advised and the matter will be finalised.

6.2 Where a breach is found

If the Breach Decision Maker finds that the respondent did breach the Code, the respondent will be advised in writing of the findings and of the next steps in the process.

6.3 Sanction decision-maker

Where there is a finding of a breach, the Safe Place Manager will appoint an appropriate person to decide what sanction or other action, if any, should be imposed on the respondent. This person is the **Sanction Decision Maker**. In considering the appropriate sanction, the Sanction Decision Maker will engage with relevant stakeholders including the Chief Executive Officer and others as required. The Sanction Decision Maker will give thought to a range of factors including any known mitigating factors and any possible impact to employee or public safety.

Possible actions include:

- remedial training/formal counselling;
- written reprimand;
- conditions which the worker must comply with;
- reduction in worker classification for a period of time or indefinitely;
- termination of employment (with or without notice); or
- such other steps or actions appropriate to the circumstances of the case.

The disciplinary action or sanction should be commensurate to the substantiated breach.

6.4 Notifying the respondent of possible sanctions or other actions

Where the Sanction Decision Maker proposes that a sanction or other action is to be imposed, the Sanction Decision Maker must inform the respondent in writing of the proposed sanction/action(s) that are under consideration and the basis of the proposed sanction/action(s).

In accordance with relevant Enterprise Agreement provisions, the respondent will be invited to a post-investigation meeting where they will be advised verbally and in writing of:

1. the findings of the investigation;
2. any sanction(s) or other action being considered, including the reasons;
3. any change to stand down arrangements

The respondent is entitled to bring a support person to the post-investigation meeting.

The respondent should be given a reasonable opportunity (usually seven calendar days) to make a verbal and/or written statement to the Sanction Decision Maker in relation to the proposed sanction(s) to be imposed. The Sanction Decision Maker will proceed to making a final sanction decision after considering the respondent's statement or if no response is received, after the allowed period of time has passed. The Sanction Decision Maker will advise the respondent in writing, of the final decision and the reasons for that decision.

6.5 Record of sanction or other action

If a sanction or other action is imposed on the respondent, the Sanction Decision Maker must record the decision in writing. Where the sanction is termination of employment, the written notice of termination may be prepared and signed by the appropriate manager as designated by the Instrument of Delegation and Authorisation AA01/2020

6.6 Notifying the informant

At the conclusion of the process, the informant will be advised that the investigation has been completed and whether a finding of a breach of the Code has been substantiated. The informant should also be advised that Airservices is taking appropriate action (without breaching the privacy of the respondent by disclosing the specific sanction or other action to be imposed).

7 Summary Dismissal

If the Safe Place Manager is satisfied on reasonable grounds that serious misconduct warranting termination of employment has occurred, the Safe Place Manager may recommend summary dismissal of the respondent. In this case it will not be necessary for a formal investigation in accordance with paragraphs 5 and 6 to be conducted. This paragraph should only be relied upon where there is clear evidence of serious misconduct.

8 Review of decisions

The Process Review Procedure outlines the process for lodging a complaint for an alleged unfair application of a process.

There is no internal review process about decisions to terminate employment. The respondent may be able to access redress through the Fair Work Commission if dissatisfied with the process and/or decision.

9 Records and privacy

All people who are party to an investigation under this procedure are required to keep appropriate records and maintain confidentiality and compliance with Airservices' applicable privacy guidelines. Records relating to the misconduct matter should be maintained in a separate confidential file and made accessible on a strict need-to-know basis.

10 Just Culture and our Values

In the event of any suspected breach of the Code, Airservices will apply Just Culture Principles to increase trust within the organisation, continually learn from mistakes, improve systems and ensure that employees are held accountable to standards of appropriate behaviour. The principles of Just Culture are that we must acknowledge that there are flaws within any work-system and that errors are an inevitable outcome of having people interact with work-systems, but also that we are accountable to behave appropriately and make appropriate decisions when at work. Just Culture principles underpin and support our values.

11 Definitions

Within this document, the following definitions apply:

Term	Definition
Alleged misconduct	Any alleged breach of the Code of Conduct.
Breach Decision Maker	The person who determines whether the conduct of the respondent constitutes a breach of the Code of Conduct.
Frivolous or Vexatious Complaint	A frivolous complaint is about a matter so trivial, so meritless on its face, or without substance that investigation would be disproportionate in terms of time and cost. A vexatious complaint is one that is being made in order to cause annoyance, frustration, worry to the respondent. These types of allegations are not considered to be made in good faith.
Informant	The person who has reported alleged behaviour which may amount to a breach of the Code of Conduct.
Malicious Complaint	A false allegation which is made despite the informant knowing that it is false, with the intent to cause a detriment to the respondent.
PID Authorised Officer	Means the Airservices Australia officers appointed as Authorised Officers with delegated authority from the CEO to exercise all powers and obligations of an Authorised Officer under the PID Act. A list of authorised officers can be found on Airservices' website.
Public Official	Includes a person who is a current or former employee of a Commonwealth Department, Executive Agency, Authority or Company, the Department of Defence, the Australian Federal Police, Parliamentary Service, a contracted service provider to any of the aforementioned and an officer or employee of a contracted service provider involved in the provision of services under contract.
Respondent	The person who is alleged to have breached the Code of Conduct
Sanction Decision Maker	The person who determines which sanction if any is appropriate to impose on a respondent who has been found to have breached the Code of Conduct.

Term	Definition
Serious Misconduct	As defined by the Fair Work Ombudsman, serious misconduct involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. Examples include: causing serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business, theft, fraud, assault, or refusing to carry out a lawful and reasonable instruction that is part of the job.

Noise Complaints and Information Service (NCIS)

Introduction to the NCIS

First-name Surname

NEW STARTER:

Windows Log In

Connecting a printer

1. Click on the Windows & S Keys
2. Type print in the search box
3. Select Devices and Printers
4. Select Add a Printer
5. Select Printer that I want isn't listed
6. Select a shared printer by name
7. Enter \\printsy-prd-01\PQ2003
8. Click Next and the driver will install
9. Click Next
10. Ensure Set as the default printer is ticked
11. Select Finish

Getting Mailboxes

- Right click on your Mailbox name
- Select Account Properties – Twice
- Click on Outlook in the dialogues box to highlight it then the Change button
- Select More settings
- Go to Advance tab
- Click Add
- Type in NCIS
- Select your mailbox from the list eg NCIS NCIS Investigators or NCIS Snr Complaints
- Select
- Apply
- OK Next

Signature Block in File Options Mail Create or modify signatures new…….

From & BCC fields: Home New Mail Options select From and Bcc

ANOMS password

CADAS password

Get SY_NEU drive under work areas

IN Word

New File Options

Take out your name and initials put in NCIS and NCIS and save.

To remove Metadata before sending a word doc or pdf doc via email.

After you have saved your word document reopen it and go to the File tab

Select Check for Issues and then Inspect Document

Let is save another copy if it prompts

Run all 10 checks

The one second from the top should come back with some data to remove just select remove all

Then close.

Still in the file tab select save as Adobe PDF

Let it save these where you need it

After it is made and it opens you can check file then properties to see that information has been removed.

Then send it complainant in the normal way.

airservices

Useful Links

Aviation Security Identification Card (ASIC):

http://www.infrastructure.gov.au/transport/security/aviation/asi/asics.aspx

http://www.infrastructure.gov.au/transport/security/aviation/asi/files/ASIC_Brochure_FINAL.pdf

Airservices Australia, Frequently asked questions: http://horizons/our-functions/safety/security/security-services/Pages/ID-card-background-check.aspx

Aircraft Noise Ombudsman (ANO):

http://www.ano.gov.au/

Aviation Acronyms and Abbreviations Decode:

http://www.hgfa.asn.au/resources/abbreviations.pdf

http://www.airservicesaustralia.com/aip/aip.asp?pg=20&vdate=21-Aug-2014&ver=2
(AIP General then section 2.2)

Aircraft Noise Brochure:

Written for Perth Airport residents, but this answers some common questions.

http://www.perthairport.com.au/Files/Aircraft_Noise_Information_Brochure.pdf

SYDNEY AIR TRAFFIC CONTROL TOWER

The Boeing 787 Dreamliner makes its first landing at Sydney Airport on Runway 34L. The dome in the foreground houses the Terminal Area Radar used by Sydney Air Traffic Controllers.

USEFUL WEB LINKS

http://www.airservicesaustralia.com/aircraftnoise/webtrak/

http://www.airservicesaustralia.com/

http://en.wikipedia.org/wiki/Kingsford_Smith_International_Airport

http://www.sydneyairport.com.au/SACL/default.htm

http://www.airservicesaustralia.com/about/our-facilities/air-traffic-service-centres/melbourne/

http://www.airservicesaustralia.com/about/our-facilities/air-traffic-control-towers/sydney-control-tower/

http://www.zipworld.com.au/~frankp/oldtowers/

A Singapore Airlines A380 departs from Runway 34 Left
(Photo courtesy Mark Dowsett)

WELCOME TO

SYDNEY CONTROL TOWER

The control tower at Sydney Airport is located just off General Holmes Drive, where the road goes under the main north/south runway. It houses the Air Traffic Controllers who are responsible for the ground traffic at Sydney Airport. They also control local airborne traffic within 6 km.

Sydney Airport has more than 300,000 aircraft movements a year with 35.6 million passenger movements and 310,000 tonnes of freight in 2010. Over 200,000 full and part-time employees work at the airport.

The legislated curfew restricts movements and aircraft types between 11 pm and 6 am.

WHAT DO AIR TRAFFIC CONTROLLERS DO?

The controllers at Sydney Tower primarily use visual separation to keep aircraft apart. That is, they look out the window and issue instructions to aircraft that ensures they keep a safe distance from each other.

The controllers in the tower look after the aircraft on the ground, (taxiways, runways and heliport), and airborne within 6 km of the airport.

During bad weather (rain, low cloud, fog etc) they will use radar to keep aircraft separated.

The Terminal Control Unit (TCU), located on the other side of the runway, will look after the aircraft between 6 km and 70 km. They primarily use radar to separate the aircraft.

Beyond 70 km, responsibility is taken over by En-route controllers who work in the two large centres in Brisbane and Melbourne.

FACILITIES

There are three runways at Sydney Airport.

The main north/south runway - **16R/34L** - pronounced "one six right/three four left". It is 3962 metres long and is used for long haul aircraft, arrivals and departures to the west and south.

The third runway - **16L/34R** - "one six left/three four right". It is 2438 metres long and is used for arrivals and departures to the north, east and south.

The east/west runway - **07/25** - "zero seven/two five". It is 2529 metres long and is used when the wind is strong from the east or west. At various times of the day it will also be used for arrivals and departures to allow for noise sharing.

The runway number is derived from the magnetic bearing of the runway.

Each runway end is serviced by an Instrument Landing System (ILS) that allows aircraft to land in most weather conditions.

A complex series of taxiways allows aircraft to manoeuvre on the aerodrome to and from the terminals, parking bays and runways.

Each taxiway has a name (just like street names, except we use letters and numbers e.g. taxiway Bravo four) that allows the controllers to give directions. Space is limited (907 hectares), so sometimes aircraft will push onto a taxiway to start their engines.

(Photo courtesy of Sam Chui http://www.samchuiphotos.com/)

Tower Positions

There are seven operational positions in Sydney Tower. Some are closed at quiet times of the day. Another controller will assume the joint responsibilities.

Starting from the top of the stairs and then proceeding clockwise, the positions are;

1. SMC W (Surface Movement Control West) – responsible for the taxiways on the western side of 16R/34L and the International Terminal (T1). Frequency 126.5 MHz

2. ADC W (Aerodrome Control West) – responsible for 16R/34L and 07/25 (when active). This includes arrivals and departures as well as aircraft, tugs and vehicles crossing the runway. Frequency 120.5 MHz

3. SMC E (Surface Movement control East) – responsible for the taxiways on the eastern side of 16R/34L, the Virgin (T2) and QANTAS (T3) Terminals and the General Aviation parking area. Frequency 121.7 MHz

4. Coordinator – responsible for enacting emergency procedures, talking to agencies external to the tower, the ATIS and assisting the other controllers.

5. ACD (Airways Clearance Delivery) – responsible for issuing initial airways clearances to departing aircraft, including their tracking details, altitude and transponder code. Frequency 133.8 MHz

6. ADC E (Aerodrome Control East) – responsible for 16L/34R and the taxiways in that area. Frequency 124.7 MHz

7. Tower Supervisor – responsible for tower staffing, determines runway selection, assisting other positions.

INFORMATION PROCESSING

The controllers use a variety of information sources to help them do their job.

Flight Progress Strips are made up for each aircraft and will contain call sign, levels, clearances, parking bays and other information. These are passed between controllers by 'flicking' them along the two tracks on the console. The top track goes clockwise and the bottom track goes anti-clockwise.

Flight Progress Boards are used to help the controller keep 'the picture'. In the dynamic environment that is Sydney airport, the controller will shuffle the strips to show where the aircraft are relative to each other and the runways.

Radar is what we used to call the screen with the positions of the airborne aircraft, but these days we call it an Air Situation Display (ASD). It contains information including present and cleared altitudes, ground speed, runway centre lines, terrain, airspace etc.

Surface Movement Radar (SMR) shows the position of aircraft on the taxiways and runways.

Voice Switching allows the controller to communicate with aircraft and other controllers via a touch screen.

OTHER THINGS

Some other useful things to know are:

Time - all times are quoted as UTC (Coordinated Universal Time). Also known as GMT (Greenwich Mean Time) or Zulu. This allows controllers and pilots to all be using the same clock and not have to allow for local or daylight saving times. For instance 2000 UTC is 7 am Daylight Saving Time,

Altitudes - are expressed in feet up to 10,000 feet and then in flight levels. A low altitude would be six thousand five hundred (6500) feet. A high altitude would be FL 260 (twenty six thousand feet).

Distances - are expressed as metres or kilometres except for the radar where we use miles!

Staffing - the tower is staffed 24 hours a day, 365 days a year, with 9 staff rostered in the morning, 8 in the afternoon/evening and 2 on the night shift. Shifts are 8 hours long.

Phonetic Alphabet - we use the phonetic alphabet to help make things clearer on the radio. For instance an aircraft's call sign maybe VH-**ABC** but we would call it "**A**lpha **B**ravo **C**harlie".

ATIS (Automatic Terminal Information Service) - is a broadcast which gives pilots the runways in use along with the weather and aerodrome conditions. You can listen to it on 112.1, 118.5, or 126.25 MHz.

Which Runway? - generally, aircraft will land and take-off into wind i.e. a northerly wind will have aircraft using Runway 34. During quieter times of the day, aircraft will use the crossing runway in order to allow for noise sharing.

The Spiral around the outside of the tower is used as an emergency exit.

A Virgin Australia B737, painted in the new livery, taxies over the General Holmes Dr tunnel.
(Photo courtesy of Sam Chui http://www.samchuiphotos.com/)

Propeller driven aircraft also operate into Sydney. This is a de Havilland Dash 8 Series Q400 operated by regional airline QANTASLink.
(Photo courtesy of Sam Chui http://www.samchuiphotos.com/)

Noise Complaints Management System

Training and Procedures Manual

Noise Complaints and Information Service

July 2018

Contents

1 Overview

1.1 Accessing the Noise Complaints Management System (NCMS)

The NCMS is accessed via a weblink using the Chrome browser. The link is:

https://ncis.airservicesaustralia.com

It is a good idea to add the link to your Chrome toolbar for easy access.

You will need to log in with the username and password provided.

1.2 Terminology

A complainant is
someone who contacts us.

A submission is
any type of communication from a complainant.

A case is
an issue that a complainant has raised that we need to respond to and/or investigate. If a complainant raises more than one issue they will have more than one case. One case equals one issue.

An issue is
the broad definition of a complainant's concern, for example *Standard flight path movement*, *Unusual movement,* or *Helicopter*.

A classification is
A descriptor that further refines the issue.

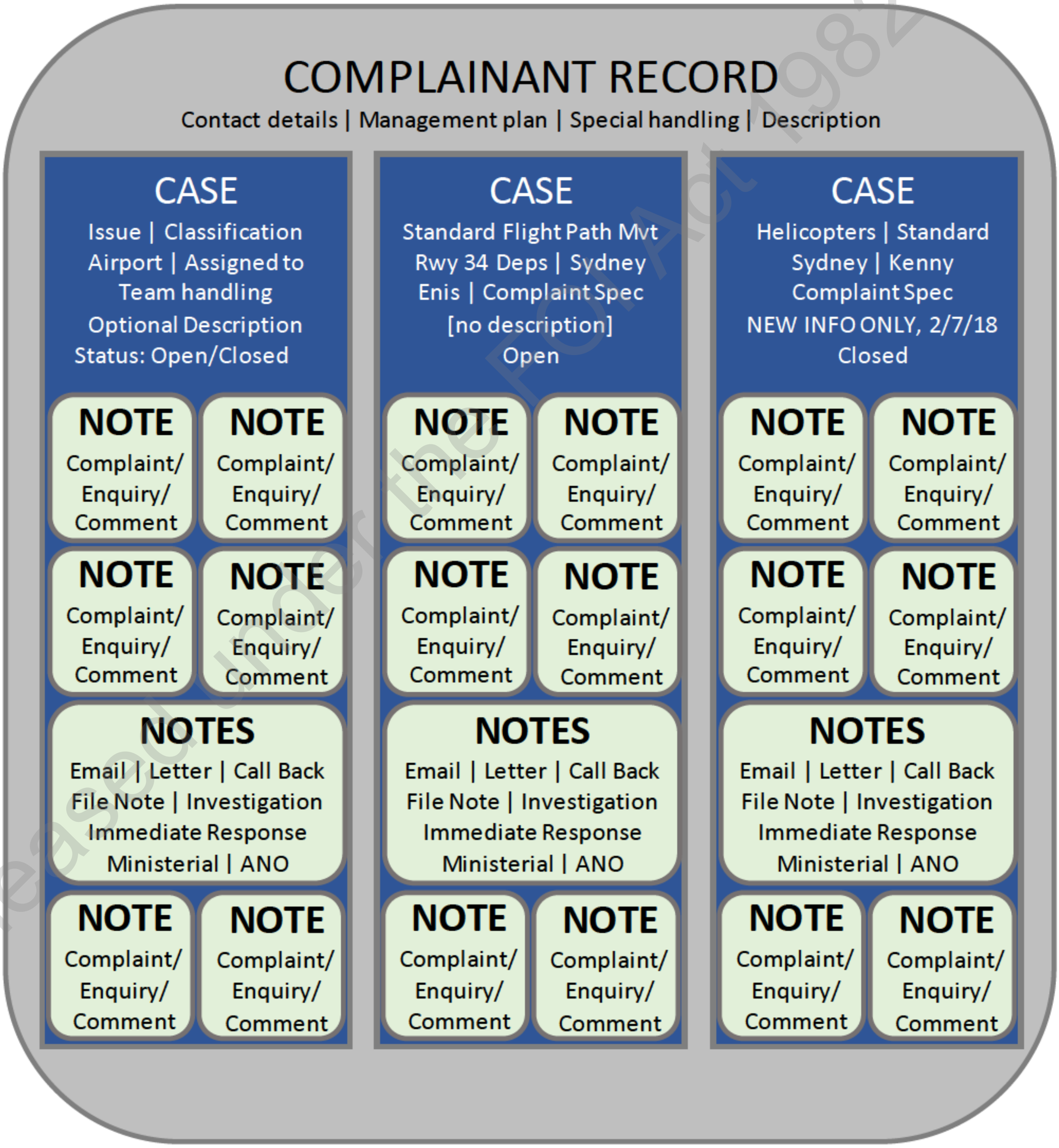
A note is
a record stored in a case.

1.3 How data is organised in the NCMS

Imagine a hanging file in a filing cabinet. This file is the **complainant record.** It is labelled with the personal details of the complainant.

Inside the hanging file are manilla folders. Each folder is one Case for that complainant. Each folder/Case is about one issue the complainant has raised. The folder is labelled with details about the case and who is handling it.

Inside each folder/Case are records of every submission made by the complainant about that issue and everything done in relation to that Case. Each of these records is a Note.



1.4 Key screen elements

1.4.1 Icons

Each type of record has its own icon and two-letter designation:

Co	Complainant Record	Nt	Note
Cs	Case Record	En	Enquiry
Hi	Historical Case	Do	Document

1.4.2 Opening and closing the Preview pane on the right-hand side of the screen

Click the >> to open and close the right-hand preview pane. When you close the right-hand pane the main part of the screen expands to full screen width.

2 The Complainant record

The Complainant record contains the contact details for the complainant, special handling and management plan instructions, a list of cases with links to each, list of documents sent, bulk mailouts that have gone to the complainant (known as "campaigns") and historical cases (see 2.6).

2.1 Editing fields

To edit any field you must either:

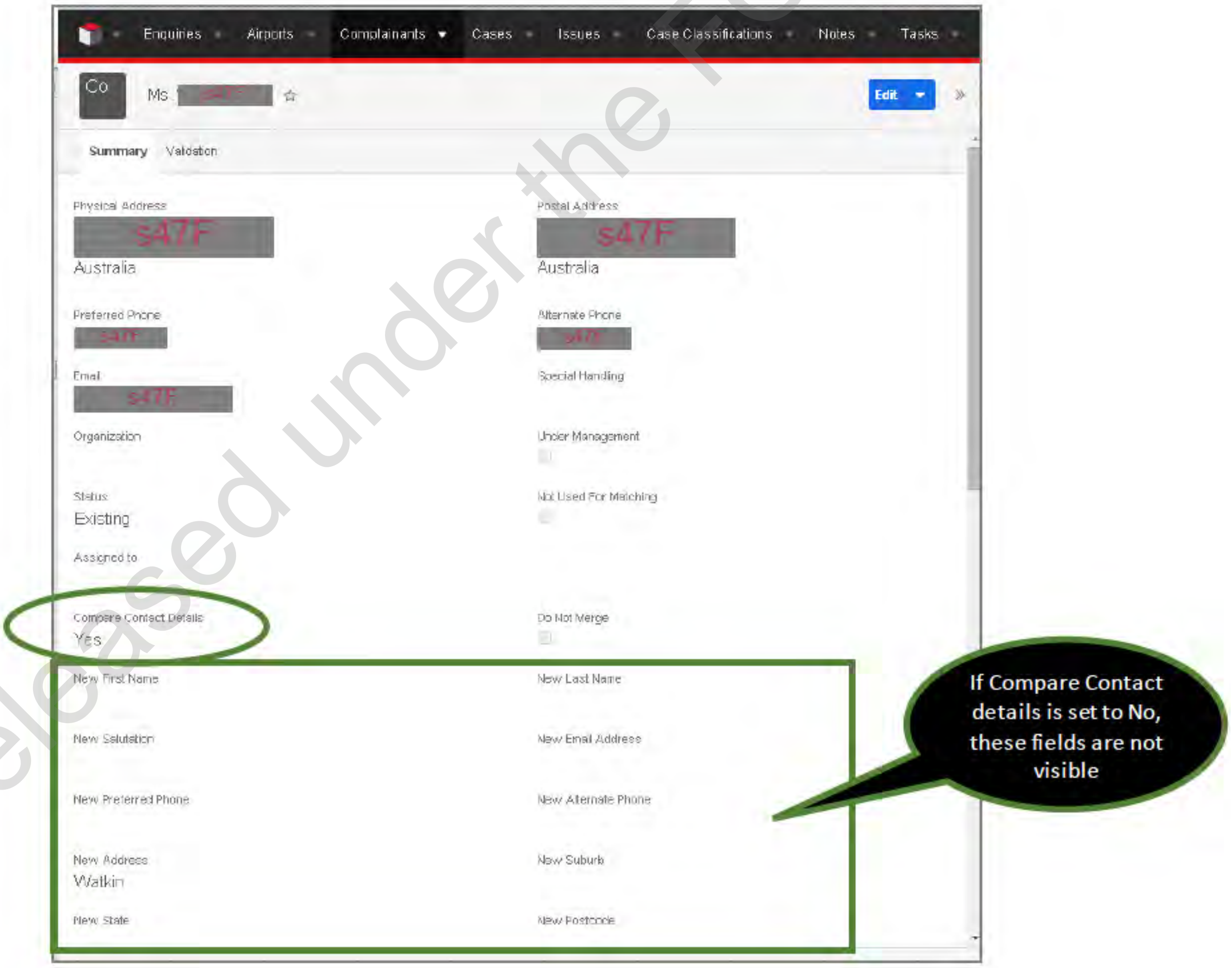
- click on the field name and the field will open for data entry, or
- you can click the EDIT button at the top of the page and all fields can be edited.

This process applies to all types of forms in the NCMS including Cases and Notes.

2.2 Contact details

2.2.1 Amending contact details

If a complainant provides new or changed contact details in a submission made via the online form, when you open the Complainant record you will see the field Compare Contact Details is set to "Yes" and a number of new fields are visible:



These fields will show the details that were different in the complainant's submission on this occasion.

We need to compare the "New ..." detail with the existing one. If the "New" one is additional information, or better information, we need to copy it and paste it into the correct field in the top part of the record.

Then click the SAVE button.

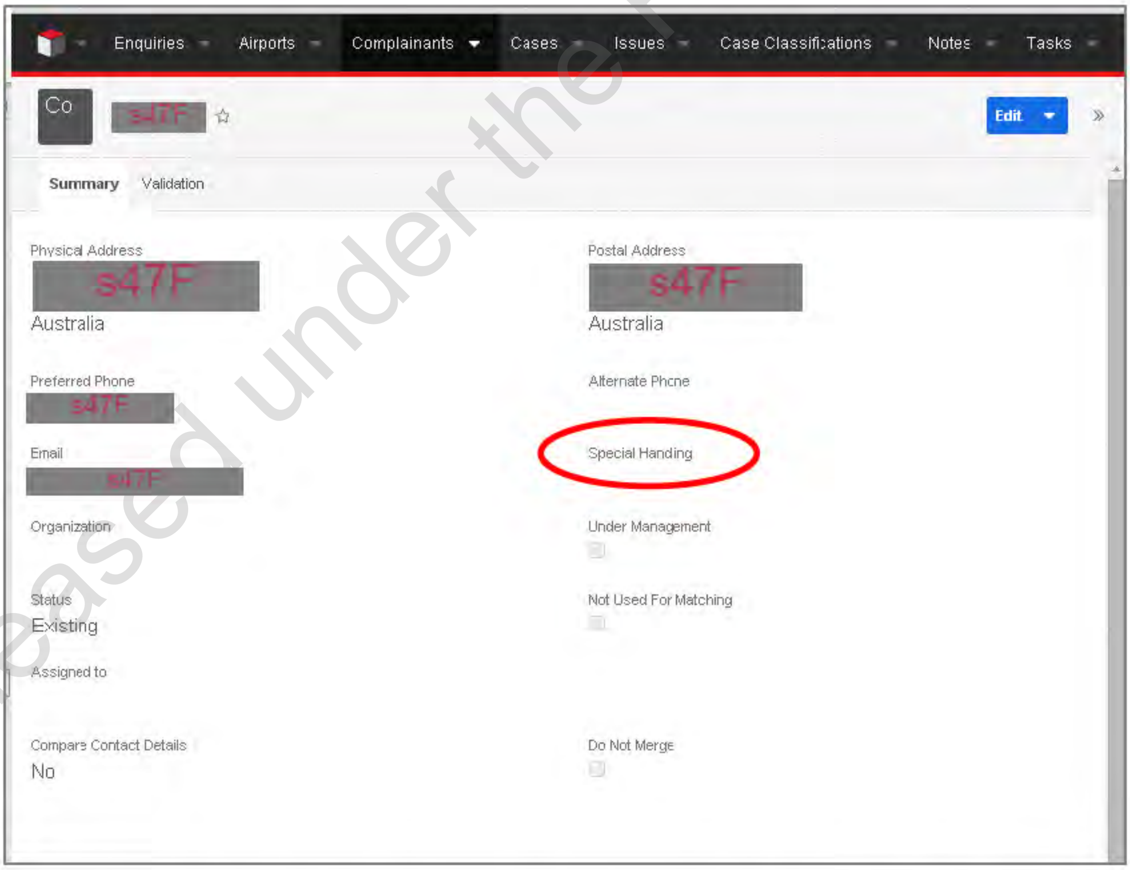
If the "New" data is not useful, just make the "compare contact details" fields disappear by changing Compare Contact Details from YES back to NO.

NCMS Procedure

When opening the Complainant record, check if Compare Contact Details is Yes. If so, compare the contact details and amend them if necessary by copying and pasting before doing anything else.

If you are not going to use the Compare Contact Details data, change it from YES to NO and the extra fields will disappear.

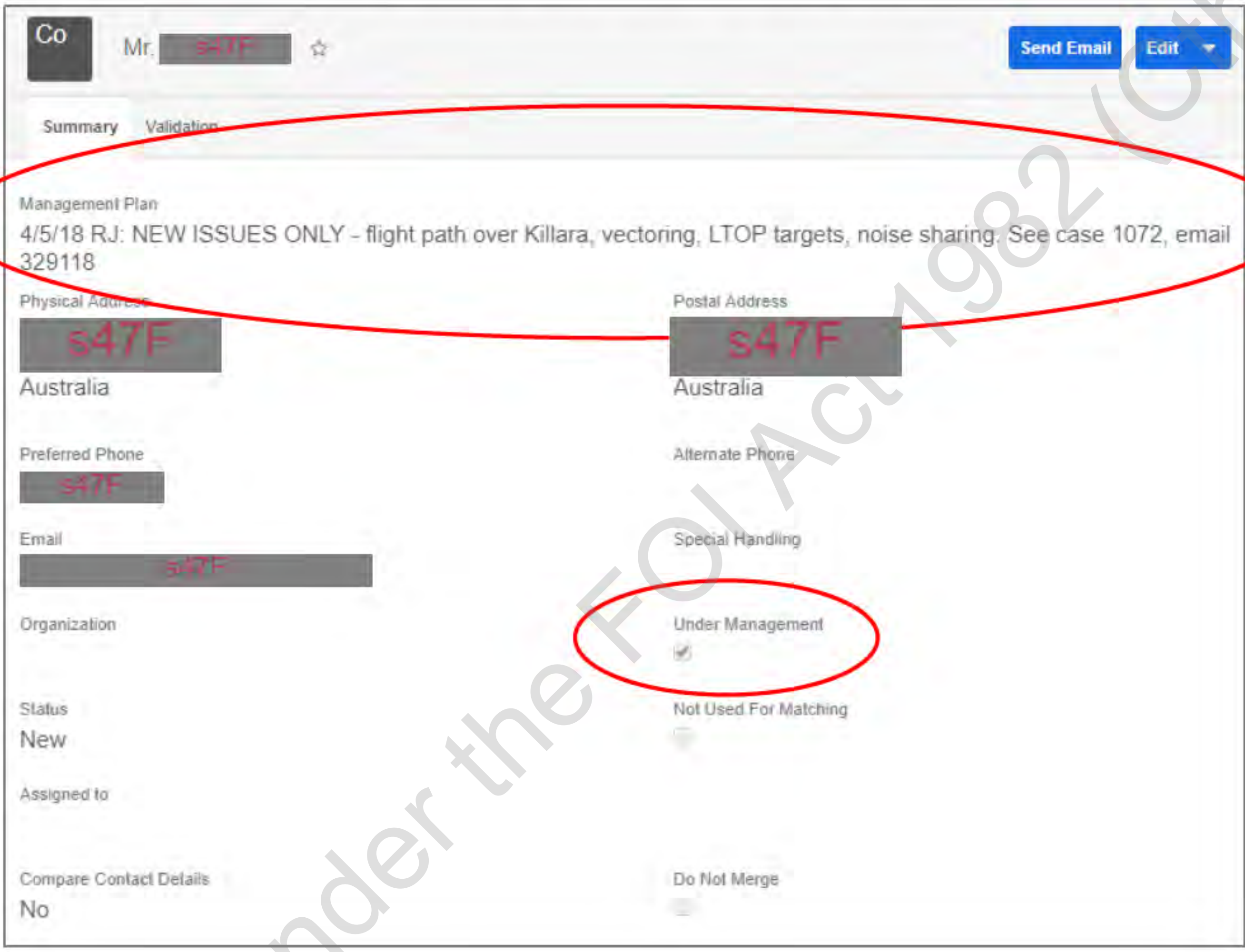
2.3 Special handling



If a complainant has special needs we would record this in the special handling field.

2.4 Management plan

When we place a complainant on a management plan we need to tick the "Under Management" check box. When this box is ticked, a Management Plan text field appears. Details of the management plan should be recorded here, including the date and your initials, the nature of the plan and references to the case and the email note that informs the complainant of the plan.


Co
Mr. [redacted]
Send Email
Edit
Summary
Validation
Management Plan
4/5/18 RJ: NEW ISSUES ONLY - flight path over Killara, vectoring, LTOP targets, noise sharing. See case 1072, email 329118
Physical Address
[redacted]
Australia
Postal Address
[redacted]
Australia
Preferred Phone
[redacted]
Alternate Phone
Email
[redacted]
Special Handling
Organization
Under Management
Status
New
Not Used For Matching
Assigned to
Compare Contact Details
No
Do Not Merge

2.5 Not used for matching / do not merge

If a complainant moves we will create a new complainant record for them at the new address. We then need to return to the old record and tick "Not used for matching" so that the system knows not to suggest the old complainant record any more when performing matching. Matching is discussed in section 4.

Another use is if an existing complainant complains while on holidays at a different address. We would create a new complainant record for the holiday address and mark it "not for matching".

When we deliberately create two or more records for one complainant we also need to tick the "do not merge" box. Where duplicate records are created in error a senior team member will merge the records. The "do not merge" box ensures that this cannot occur to records created deliberately.

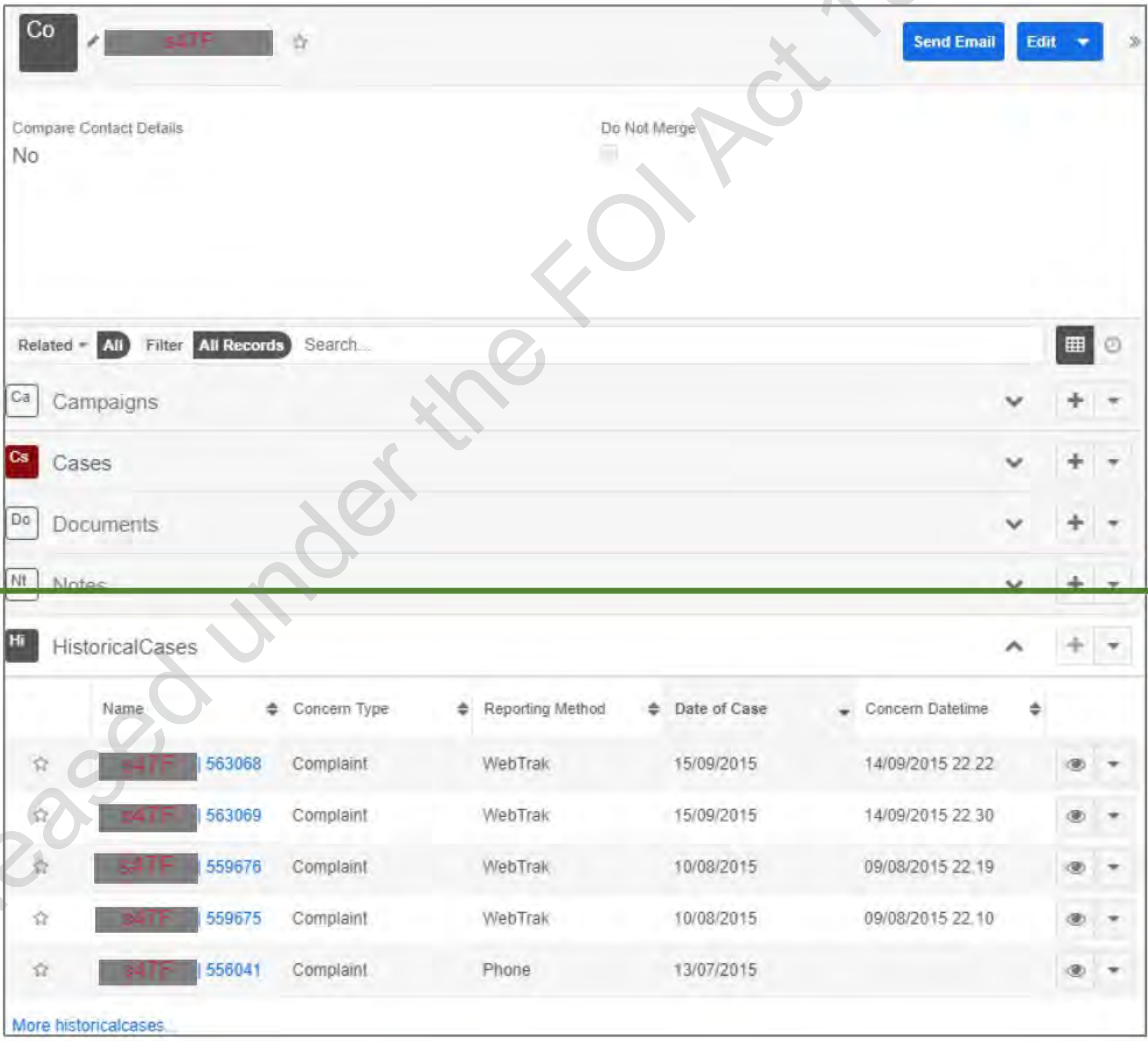
2.6 Historical records

The version of the NCMS that you are using is the third. It commenced in November 2015. Records from the previous two versions have been migrated into the system but they are not in Case and Note format.

Because we have complainants who have been contacting us for longer than the current version has been in use, you will sometimes need to access these old records. To do this you need to use the **Historical Cases Panel.**

The Historical Cases panel is located below the Notes panel on the **Complainant record**.

In the older versions of the database each submission was considered to be a case. Therefore, while they are called "Historical Cases", these are really what we would now call **historical submissions.**



You can click on a link to open the record, or view it in the preview pane by clicking the Eye icon.

In addition to Comments and Immediate Response fields, these records may also have a Call back field which may also contain useful information.

Preview

Location Longitude	No access
Case Number	469798
Complainant	[redacted] s47F
Comments	THIS IS TO COMPLAIN OF HEAVY AIRCRAFT NOISE ALL DAY AND EVENING. IN PARTICULAR, IT IS TO REQUEST, WITH THE CONTINUING MALFUNCTION OF WEBTRAK FOR THIS TIME PERIOD, DETAILS OF ALL DEPARTURES BETWEEN 10PM AND 10.45 PM OM THE 30.10.12. I WOULD APPRECIATE IT IF YOU COULD INCLUDE THEIR DESTINATIONS AND THE RUNWAY FROM WHICH THEY DEPARTED.
Immediate Response	INFO AVAILABLE VIA WEBTRAK. WEBTRAK CURRENT ISSUE OF SLIGHT DELAY YET INFO AVAILABLE GENERALLY AFTER 24 + HOURS. NCIS WILL NOT BE SUPPLYING THIS INFO AS IT IS AVAILABLE THROUGH WEBTRAK. PLEASE CHECK SPECIFIED TIME ON WEBTRAK BEFORE INFORMING CLIENT, OR [redacted] s47F CAN CALL CLIENT FRIDAY 02/11/2012
Call Back	CALLED AND LEFT MESSAGE REGARDING ISSUE ON CLIENTS ANSWERING SERVICE. 1500 02/11/2012 DANIEL (CLOSED AS MESSAGE DETAILS THE PROBLEM AND THE FIX AND INVITES CLIENT TO CALL BACK IF THERE ARE MORE ISSUES)

2.6.1 Complainant record panels

A series of "panels" are displayed underneath the Complainant's contact details. The contents of these panels can be revealed or hidden by clicking anywhere on the title bar of the panel.

On the Complainant record the panels are:

- Campaigns - bulk mailouts to groups of complainants
- Cases – one case for each issue the complainant has raised. You can access these by clicking the Subject links
- Documents – a list of all the fact sheets / Info Packs that have been sent to the complainant. The Documents panel is duplicated on the Case.
- Historical cases – see 2.6
- Notes – while there is a Notes panel we do not usually store notes on the Complainant record – they live on Cases.

Cases also have panels. This is discussed in the next section.

3 The Case

Each complainant has one case for each issue raised. All submissions about that issue along with file notes and emails are stored on that Case as "Notes".

Cases are automatically generated by the system. There are some situations where you may have to manually create a Case but this is rare.

Each Case has a name and unique number which are system-generated. The Case name consists of the Issue and the case number: eg Helicopters 10544

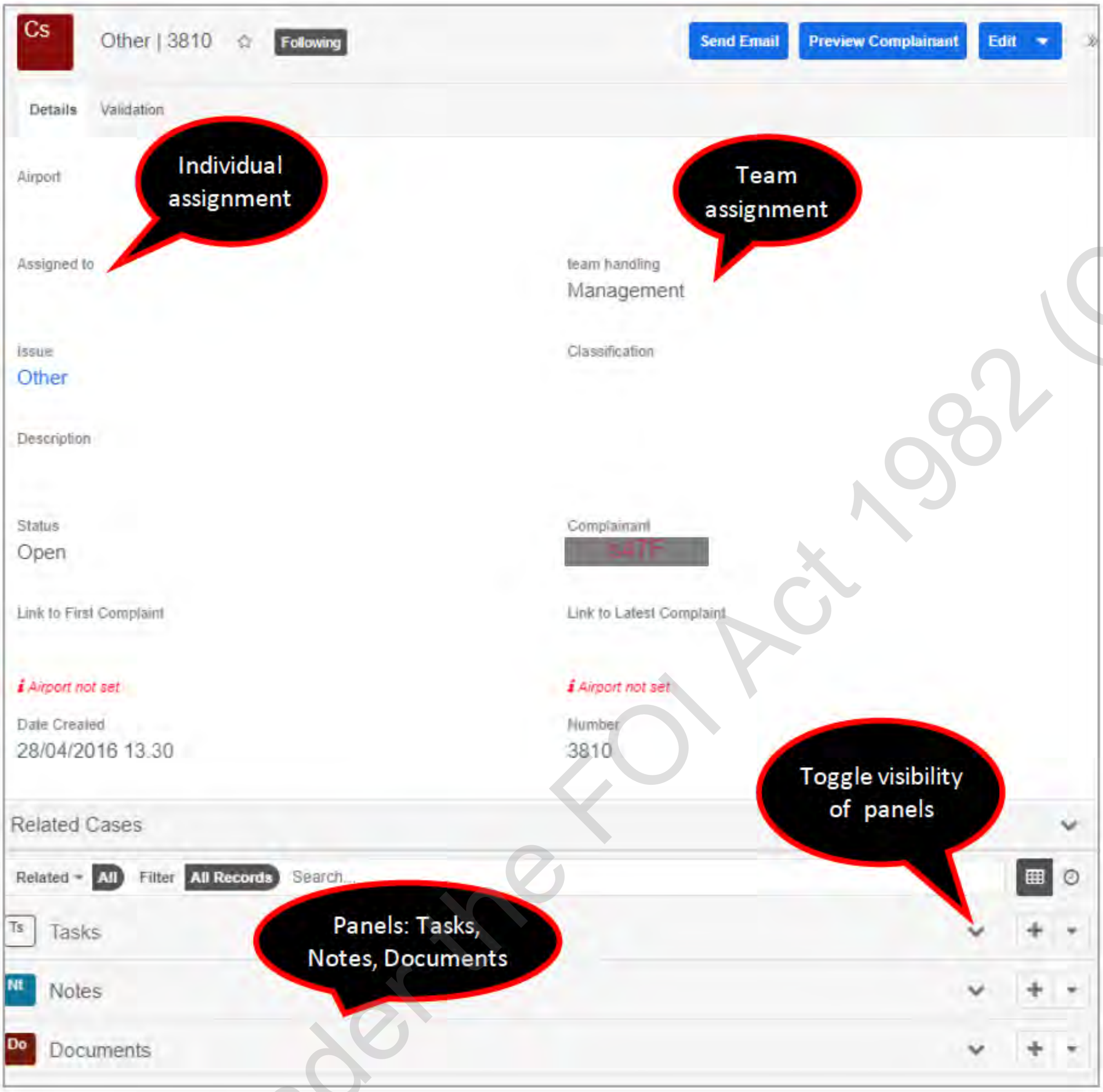
Case numbers are the complainant's reference number.

Details that are "stored" on a Case include:

- the Airport
- an Issue
- a Case Classification – this is a sub-set of the Issue
- an Assignment – to a person
- a Team Handling – eg Complaint Specialist, Investigator, Senior Complaints or Manager
- an optional Description
- a Status of Open or Closed

To edit Case fields:

- click on the field name and the field will open for data entry, or
- you can click the EDIT button at the top of the page and all fields can be edited.



3.1.1 Case assignment

Cases must be assigned to a "Team Handling". Each Team is a different role. The roles (Teams) are:

- Complaint Specialist
- Investigator
- Senior Complaints
- Manager

By default, cases are assigned to Complaint Specialist team. If they need to be assigned to another team you must select the correct team.

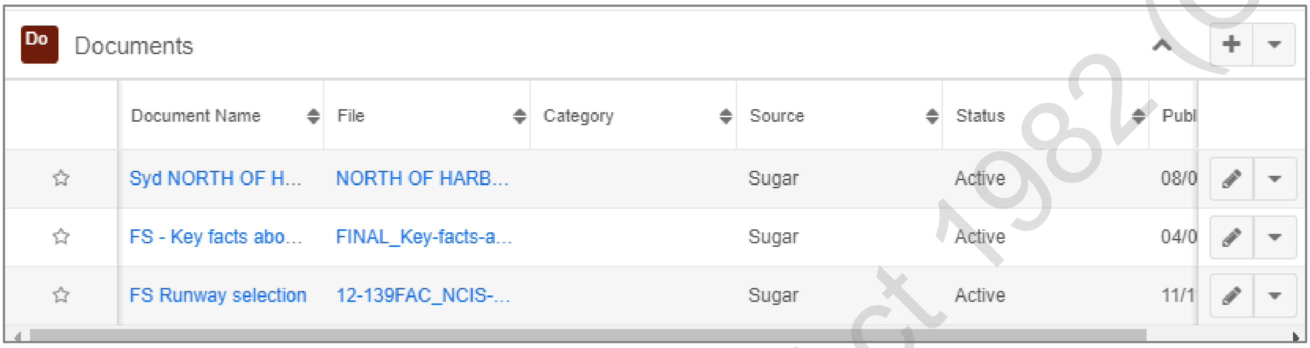
Cases can also be assigned to an individual member of that team. This occurs when the submission is allocated to an individual within the team for a response.

3.1.2 Case panels

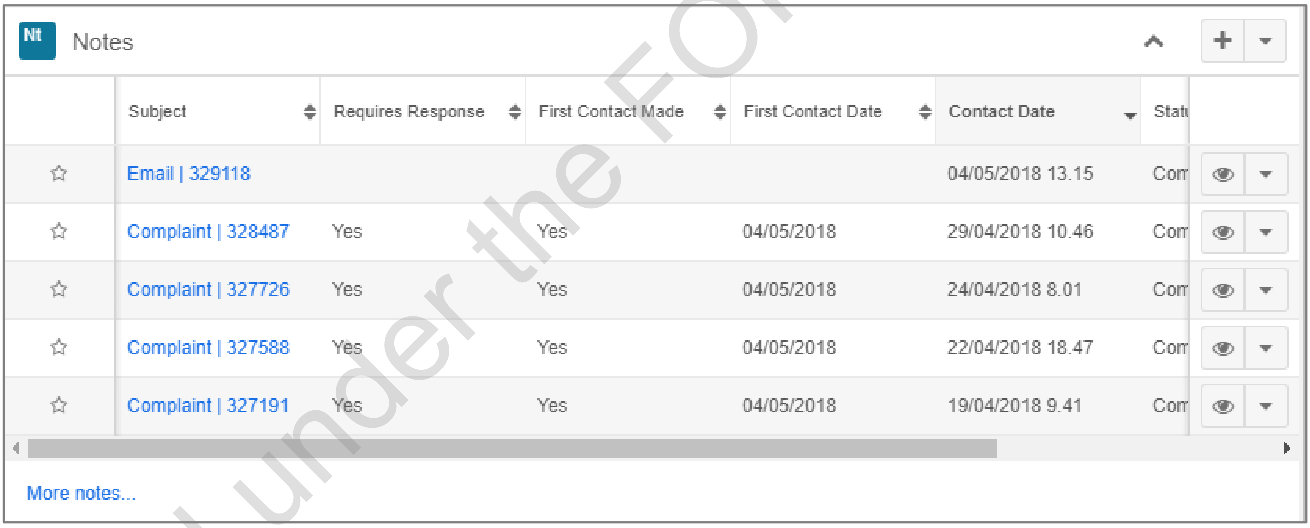
3.1.2.1 The Documents panel

The Documents panel is a record of fact sheets or Information Packs that have been sent to the complainant. These documents are all stored within the database.

The Documents panel listing is automatically generated when you attach a document stored in the database to your outgoing email.



3.1.3 The Notes panel



The Notes panel contains all notes relevant to the Case including:

- Complaint/Enquiry/Comment notes
- Email notes
- File notes
- Investigation notes

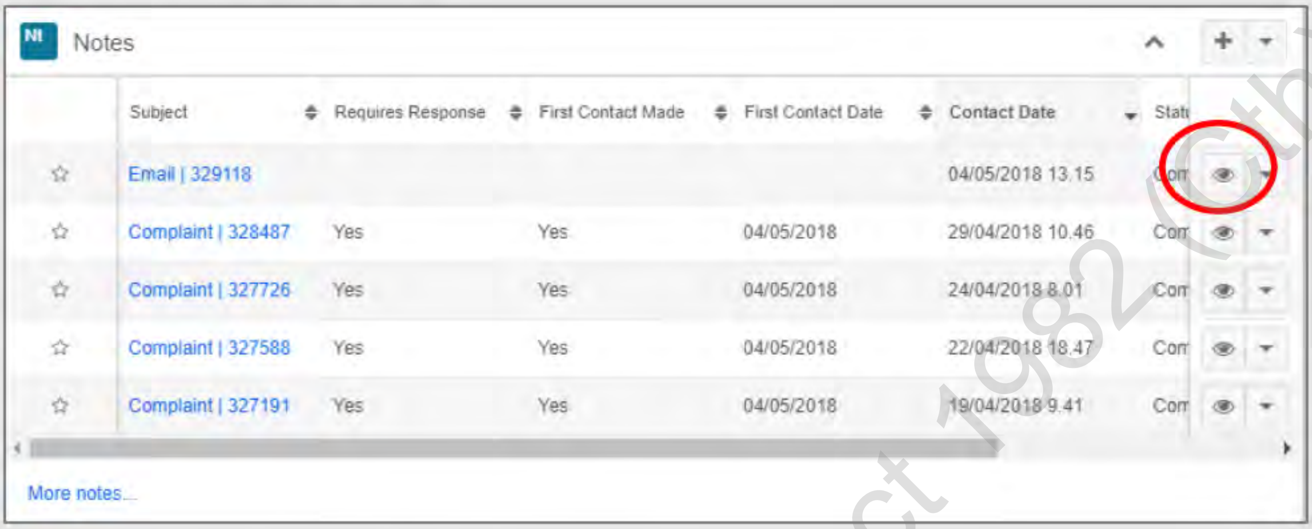
Note types are discussed in 6.2.

Only five entries are displayed initially. To see more click the "More notes" link as many times as necessary.

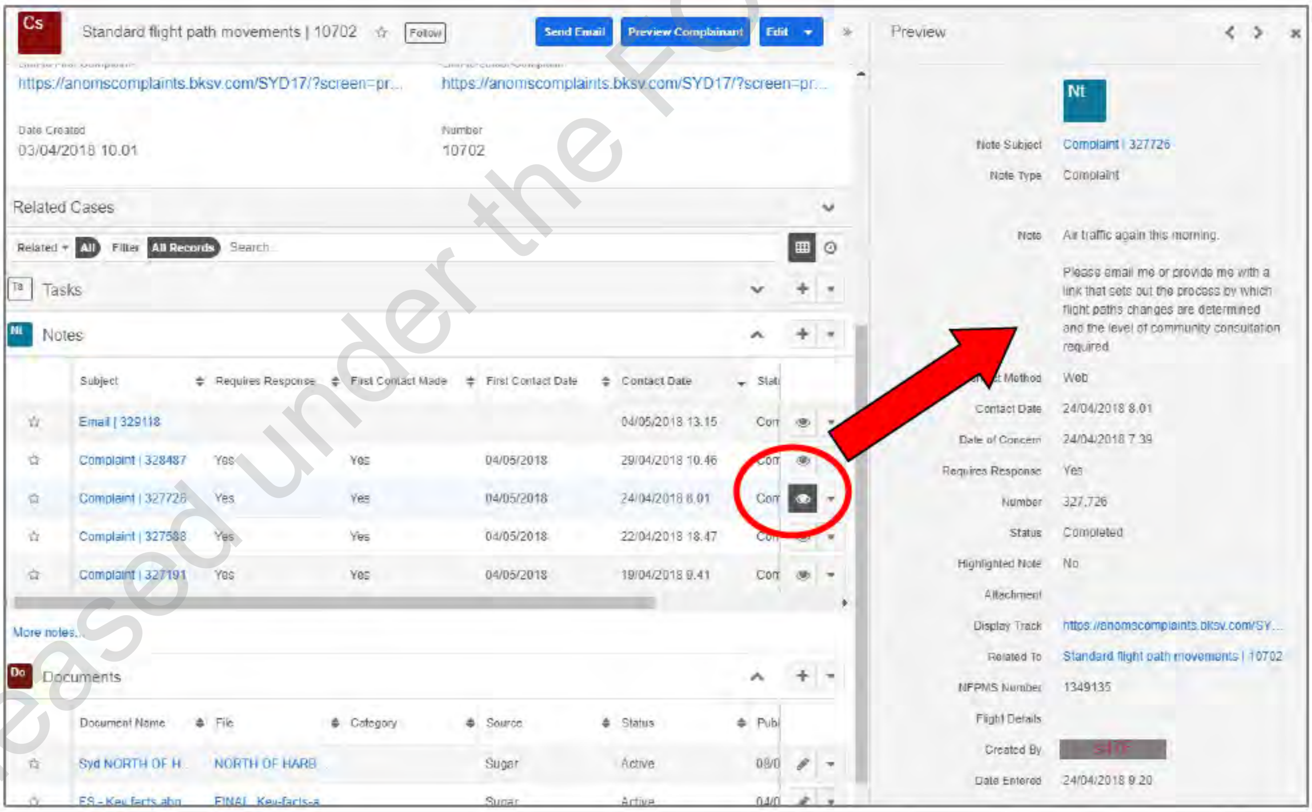
You can preview the content of any Note in the preview pane on the right-hand side of the screen.

To preview the Note:

- Click the “Eye” icon

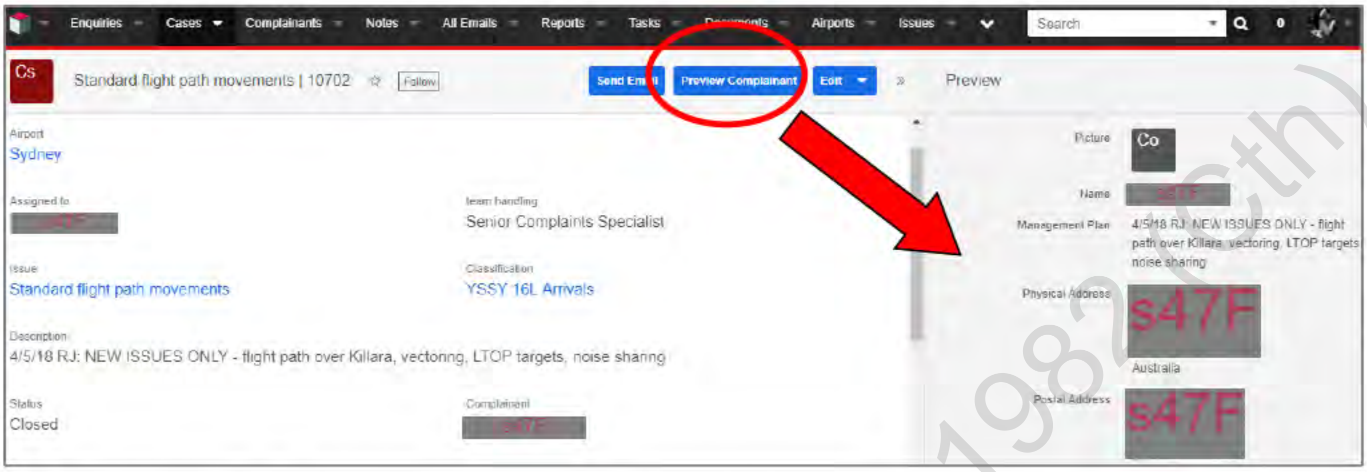


The Note preview is shown on the right of the screen:



If you want to open the Note instead previewing it you can do so by clicking on it. However you may not need to. You can edit a number of fields directly in the Notes Panel – see 6.3.

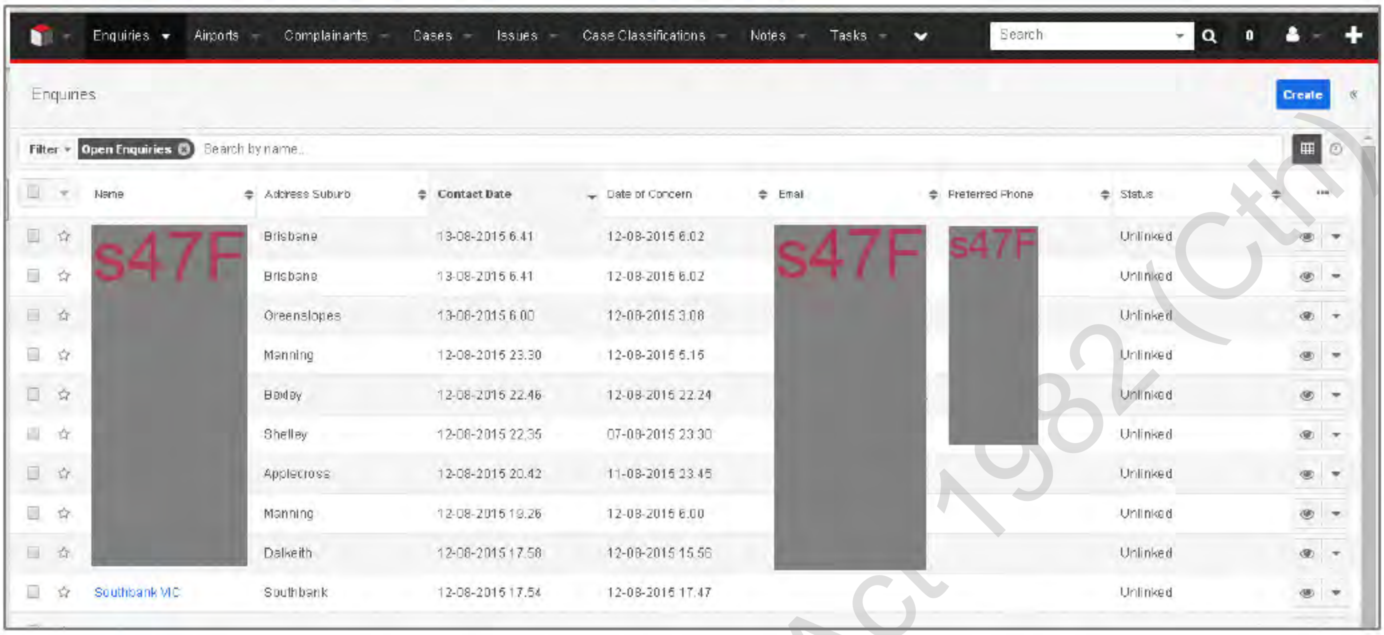
To preview details from the Complainant record, such as address, phone and email, click the blue Preview Complainant button at the top of the Case screen:



3.1.4 The Tasks panel

Use of the Tasks panel is optional. You can use it to set tasks for yourself or another team member.

4 Intake of online submissions: "Processing"



Name	Address Suburb	Contact Date	Date of Concern	Email	Preferred Phone	Status
s47F [redacted]	Brisbane	13-08-2015 6.41	12-08-2015 6.02	s47F [redacted]	s47F [redacted]	Unlinked
[redacted]	Brisbane	13-08-2015 6.41	12-08-2015 6.02	[redacted]	[redacted]	Unlinked
[redacted]	Greenslopes	13-08-2015 6.00	12-08-2015 3.08	[redacted]	[redacted]	Unlinked
[redacted]	Manning	12-08-2015 23.30	12-08-2015 5.15	[redacted]	[redacted]	Unlinked
[redacted]	Bexley	12-08-2015 22.46	12-08-2015 22.24	[redacted]	[redacted]	Unlinked
[redacted]	Shelley	12-08-2015 22.35	07-08-2015 23.30	[redacted]	[redacted]	Unlinked
[redacted]	Applecross	12-08-2015 20.42	11-08-2015 23.45	[redacted]		Unlinked
[redacted]	Manning	12-08-2015 19.26	12-08-2015 6.00	[redacted]		Unlinked
[redacted]	Dalkeith	12-08-2015 17.58	12-08-2015 15.56	[redacted]		Unlinked
Southbank VIC	Southbank	12-08-2015 17.54	12-08-2015 17.47			Unlinked

New submissions lodged via the online form and WebTrak need to be processed every day.

Incoming submissions that need to be **processed** are referred to as "Enquiries". Use of the term "Enquiries" in this context can be confusing because we also refer to "complaints, enquiries and comments" as **types** of submissions. Just remember that, in the processing context, "Enquiries" are "submissions" that are not yet processed.

Enquiries automatically enter the system from the online form and WebTrak.

We also manually create Enquiries by filling out the Create Enquiry form when taking phone calls or entering letters (see section 5), however you will "process" these at the time of creation and as a result they do not appear in the Enquiries list.

The task of processing Enquiries consists of:

- reading each submission
- determining whether or not a response is required and categorising it accordingly
- assigning an airport, an issue and a case classification to the submission
- in the case of multiple submissions from one person, determining whether these can be processed in bulk
- performing a "matching" task to determine whether or not the complainant already exists in the database

When you have processed an Enquiry the system automatically performs a number of functions.

If it is a new Complainant the system will:

- create a new Complainant record
- create a Case on the Complainant record according to the issue and case classification you have assigned

- create a Complaint, Enquiry or Comment “Note” which contains the submission you have processed, and lodge this on the Case
- if you have selected Response Required = No, the submission will be marked “Completed” and no further action is required
- if you have selected Response Required = Yes, the submission will be marked “Reviewed” and it remains “open” for a response from us

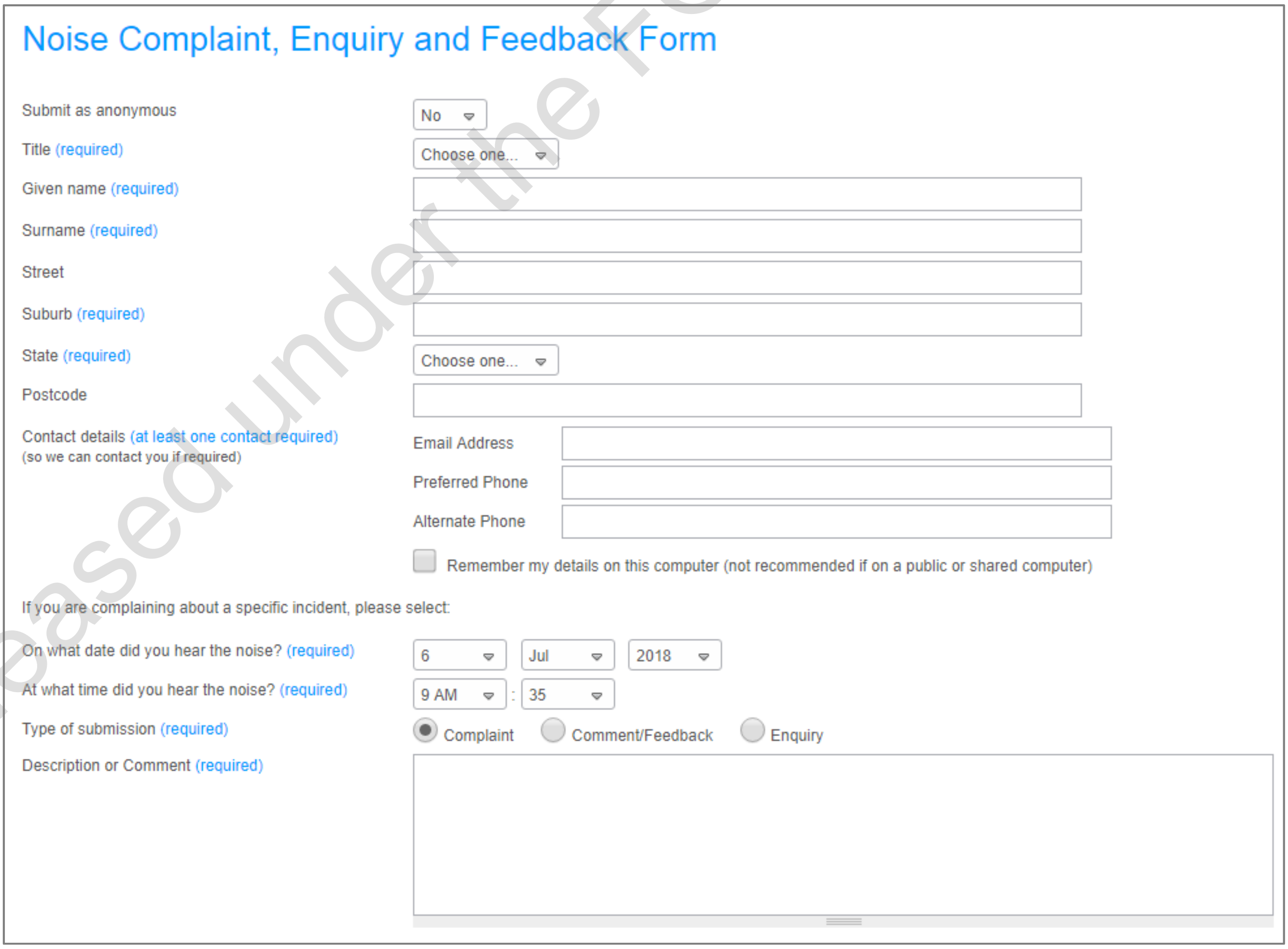
If it is a returning Complainant who already has a Complainant record and one or more Cases, the system will:

- check whether the complainant already has a Case comprising the same airport, issue and case classification as the submission you processed
- if so, it will move the submission onto that Case as a Complaint, Enquiry or Comment “Note”, as above
- if not, it will create the Case and move the submission onto it, as above
- it will mark the newly created Note “Completed” or “Reviewed”, as above.

4.1 Online form

The online form can be accessed via WebTrak or directly here: https://complaints.bksv.com/asa

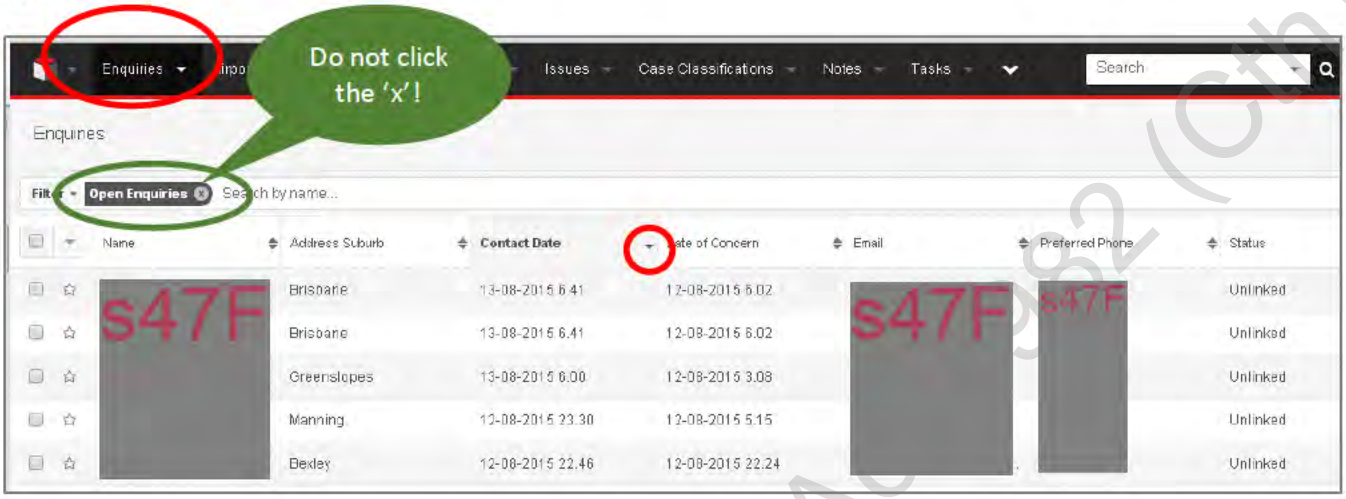
You can see how the fields of the online form flow through to the database when you compare it with an Enquiry.


Noise Complaint, Enquiry and Feedback Form

Submit as anonymous: No
Title (required): Choose one...
Given name (required)
Surname (required)
Street
Suburb (required)
State (required): Choose one...
Postcode
Contact details (at least one contact required) (so we can contact you if required): Email Address / Preferred Phone / Alternate Phone
Remember my details on this computer (not recommended if on a public or shared computer)
If you are complaining about a specific incident, please select:
On what date did you hear the noise? (required): 6 / Jul / 2018
At what time did you hear the noise? (required): 9 AM : 35
Type of submission (required): Complaint / Comment/Feedback / Enquiry
Description or Comment (required)

4.2 Processing Enquiries

Processing of Enquiries is done from the Enquiries list. Click ENQUIRIES on the top menu to open the Enquiries list. Click on the up/down arrows next to the Contact Date column heading to sort your list by date.



A word of warning – the "Open Enquiries" box (circled above in green) is a filter that ensures the list only displays Enquiries that have not yet been processed. If you click the x in the Open Enquiries box, this removes the filter and all Enquiries ever received will now appear in the list regardless of the fact that they have already been processed. This means you will appear to have a never-ending list of Enquiries to process! If you do click the x a team member will show you how to replace the filter. In the meantime, if you process any Enquiries that have Status of "Linked" you will duplicate the record. We can fix this, but try not to!

To start processing, click on the first Enquiry in the list to open it.

4.2.1 Matching/searching for the complainant in the database

For all incoming submissions, including when you are filling in the Enquiry form manually for phone calls, the system will try to identify the complainant by comparing the contact details to those already in the database.

The system will not recognise the complainant if the details they have entered into their submission are not **identical** to those already in the system. However, once we have told it that this is the same complainant, the system will recognise that complainant when they use those same details next time.

If the system has identified possible matches for the person who made the submission they will be shown at the top of the screen – see 4.2.1.1. If not you will be asked to create a new Complainant record – see 4.2.1.2.

4.2.1.1 Possible matches are suggested – the correct option is clear

If the system has identified one or more complainants already in the database who may be a match for the person who made this submission, these potential matches will be shown at the top of the Enquiry.

- Compare the complainant details in the suggested matches with the details lodged in the submission to see if name, address, phone or email addresses make it clear that one of the suggested matches is the correct one.
- If it is clear, continue processing the submission and we will return to this part of the Enquiry form as the final step (see 4.2.6)

4.2.1.2 No matches are suggested

If the system found no match, it is a good idea to perform a search of existing complainants using the email address and/or phone number supplied in the submission before accepting this result. Sometimes complainants use different versions of their personal details and the system cannot identify that it is the same person that already exists in the database.

There are two ways to search for the person:

- Open the Create Enquiry form (see section 5) and enter the phone number and/or email into the form and see if a match is suggested in the preview pane on the right-hand side of the screen
- Open the Complainant search form and perform a search on the email address (see 9.3)

If these searches yield no results you can be confident the complainant is not already in the system.

If your search finds the complainant, open their Complainant record in a new tab (by clicking on your mouse wheel while pointing at the link). Now you can proceed to the next steps of processing the submission and you will return to actioning this at the final stage.

If you are satisfied that the Complainant does not already have a record in the system, simply continue processing the Enquiry and return to action this at the final stage.

4.2.2 Airport, Issue, Classification

Scroll about half way down the open Enquiry to the Comment field and read the text of the submission.

Comment

At least 3 planes came over us tonight at 2000, 2209,?2200 feet.
According to your website information they should be at 6000 feet??
We are at 265m altitude which when added to the 2200 feet,
Is about 3000 feet.
Can you please explain the discrepancy?

Thankyou

4.2.3 Is a response required?

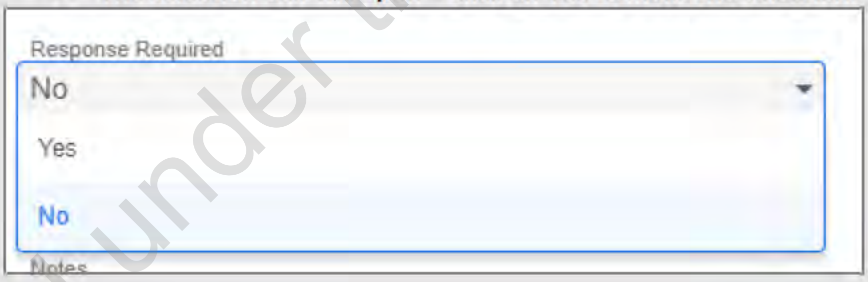
If you are unsure, mark it for a response and then it can be reviewed by someone else later.

If you have determined that a response is not required, no further action on this point is required because the field is set to "No" by default.

If you have determined a response is required, categorise it accordingly by changing the Response Required field from the default "No" to "Yes". To do this:

- Click on the words Response Required:

- The selection box will open – click on Yes to make the selection:



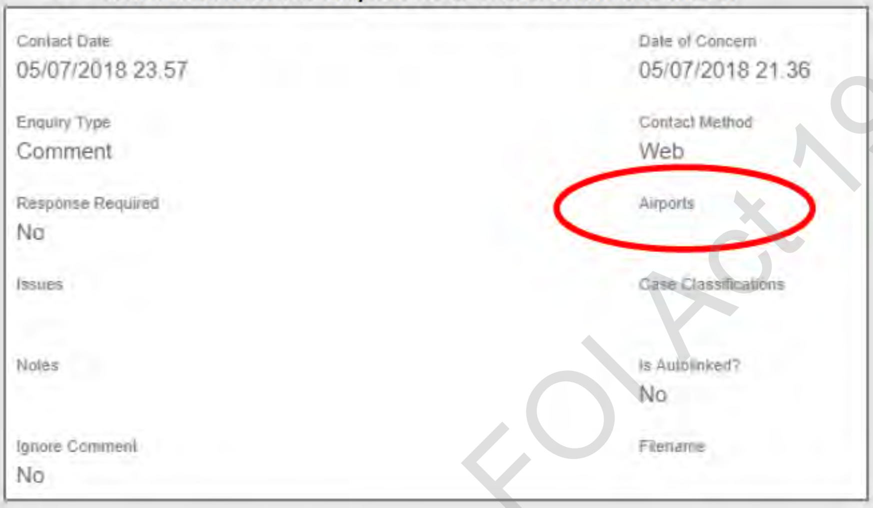
4.2.4 Assign an airport

To assign an airport you will first need to look at the complainant's suburb and state. Over time you will learn what suburbs are associated with flight paths from particular airports. You can use tools such as ANOMS, Google Maps and Google Earth to assist when you are not sure. If the complainant already exists in the system you can look at their existing case/s which may give you the answer.

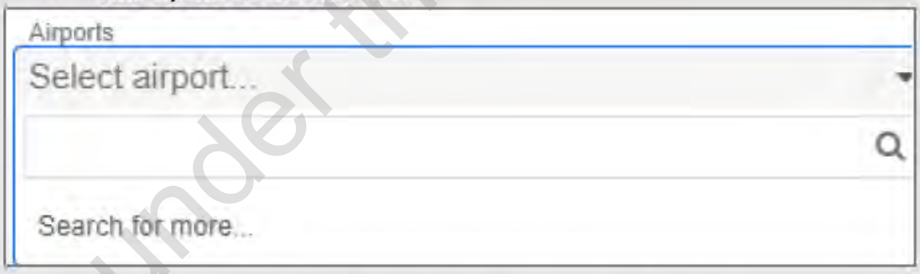
If a submission does not seem to be associated with an airport it is assigned a state instead.

To do the assignment:

- Scroll down to the Airport field and click on the word:



- This opens a selection box:



- Type in the first few letters of the airport (or state) name and one or more matches will be suggested.

- Click on the correct selection.

4.2.5 Assign an issue and a classification

If the issue is not clear because investigation is required, select the issue of "To be determined".

Once the issue and case classification have been identified:

- Click on Issues to open the selection box and type in the first few letters of the issue
- Click on the issue from the options suggested to make the selection

Now allocate the Case Classification - but note that some issues do not have Case Classifications.

- If the issue you have selected does have associated classifications, click on Case Classification
- Type in the first few letters and select the correct option, or click on "Search for more" to see the list of classifications associated with the issue. Select the radio button next to the correct option.

- If you can't identify the correct Case Classification leave it blank and someone will review it for you

The most used issue is "Standard flight path movements". The case classifications attached to this issue are runway directions. It takes time to learn about runway directions but when you get the hang of it you will learn which suburbs are affected by which runway directions.

You can use ANOMS to identify the runway direction, or if the complainant already exists in the system you can look at their existing Case/s which may give you the answer.

4.2.6 Finalising the matching process

Now that you have completed all the required fields in the Enquiry form you can complete the final steps of the Matching task. Scroll up to return to the top of the form.

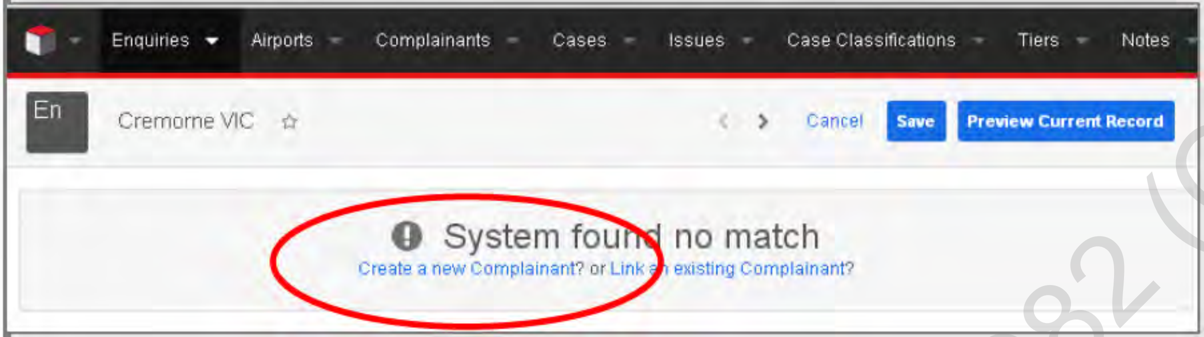
You will need to perform one of the following three steps, depending on whether or not the complainant already exists in the system:

- If the suggested match is clearly the correct one, click the radio button next to the match and then click the Link Complainant button

Once you have clicked "Link Complainant" you have completed processing this submission and you will be returned to the Enquiries list to process the next submission.

OR

- If you are satisfied that the complainant is a new one with no existing record, click the Create a new Complainant link:

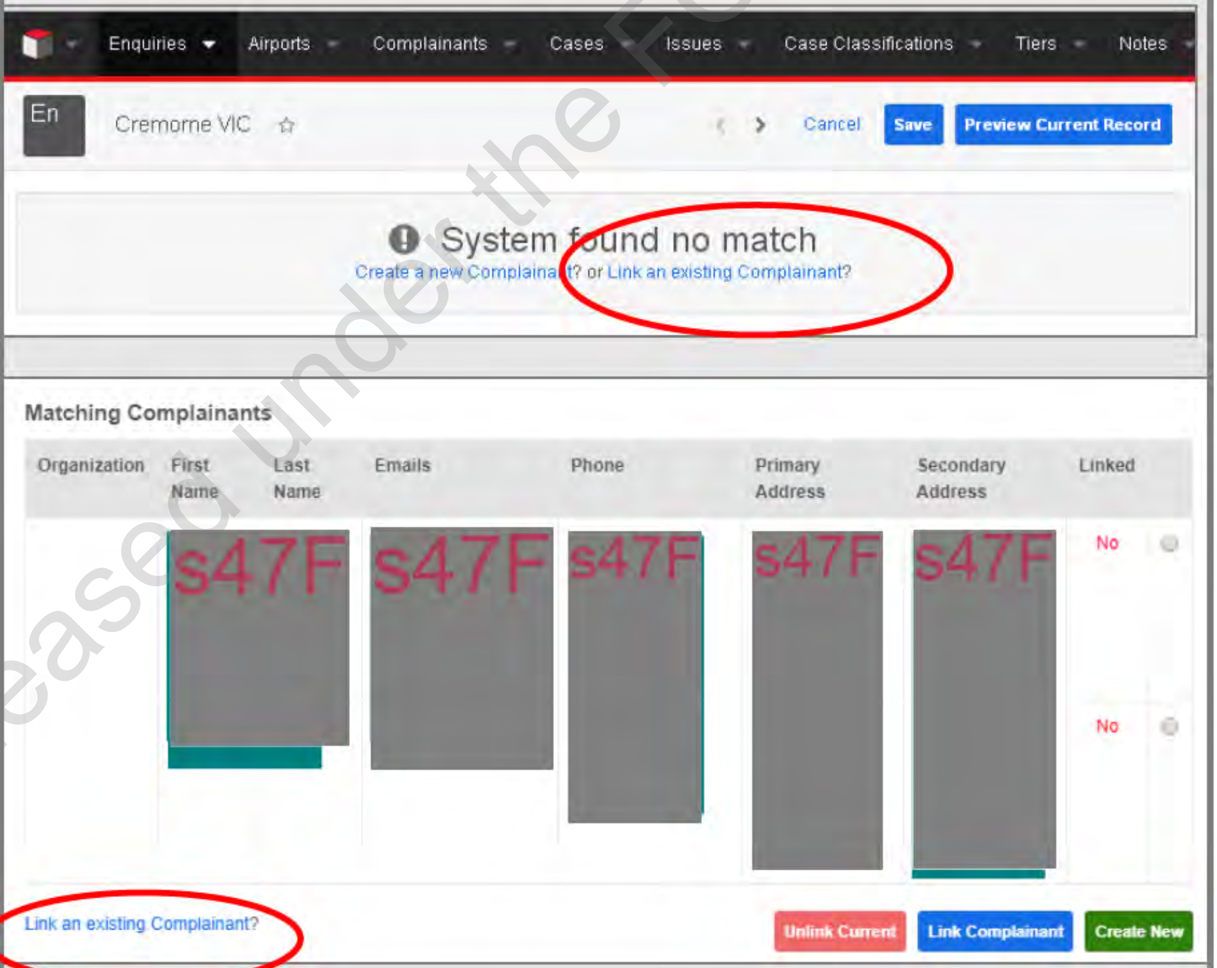


- Click CONFIRM on the confirmation/cancel message.

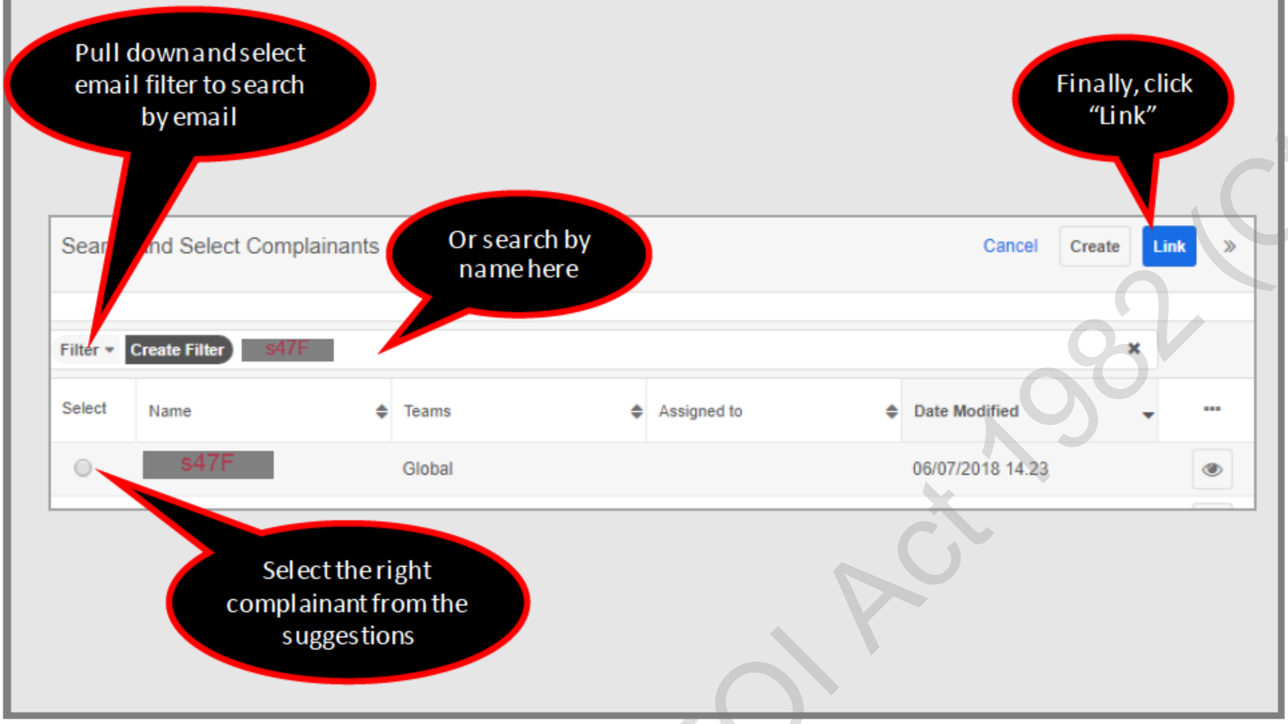
This creates the new complainant record and returns you to the Enquiries list.

OR

- If you have identified that the complainant does exist in the system but the correct match has not been suggested, select "Link an existing Complainant" from one of these places:



- Clicking "Link an existing Complainant" opens a search page that allows you to search for and select the complainant using email address or name:



After clicking LINK you are returned to the Enquiries list to continue processing.

NCMS Procedure
If you re-open an Enquiry after it has been processed, matches will again be suggested. It is easy to get confused and re-link to a Complainant. However this will result in duplicates. Therefore do not perform the linking again!

4.2.7 Processing multiple submissions from the same complainant

Some complainants habitually lodge multiple submissions in a day or weekend. We process these slightly differently from one-off submissions.

We use a Report to assist us to deal with multiple submissions. One of the team will help you put a link to the report on your Chrome toolbar so that you can access and run it easily.

When the report is run it will display the Comments fields from all the unprocessed Enquiries.

4.2.7.1 Submissions with identical text in the "Comments" field

When a complainant's submissions say exactly the same thing every time, we only need to process one and, provided that the complainant has entered identical personal details into each submission, all the identical submissions will be automatically recognised and processed the same way at the same time.

The report will assist you to quickly identify if this is the case, and if so, which submission you should process. You can open the Enquiry you are going to process by clicking on the link in the report, and then process the usual way. If it requires a response, the system will only leave the one you processed uncompleted. All the identical ones will be marked Completed automatically.

Usually we have already placed people who lodge multiple submissions on a Management Plan. If these complainants lodge submissions with text that is identical to any submission that already exists on one of their Cases, the system will automatically recognise this. As the submission enters the system from the online form the submission/s will be moved automatically to the relevant Case and marked Completed. Hence we never see these submissions.

4.2.7.2 Submissions without identical text

If multiple submissions are made and the text is different, use the report to scan the submissions to determine whether there are any that require a response. If there are, open those directly from the report and process them with Response Required = Yes.

For the remaining submissions, select one to process and open it from the report. Use the “Ignore Comment” function to tell the system to process all submissions from that person in one go, even if the text is not identical:

- after opening the Enquiry from the report, click on the text “Ignore Comment” and change the field to “Yes”
- then process as usual


Contact Date
05/07/2018 23.57
Date of Concern
05/07/2018 21.36
Enquiry Type
Comment
Contact Method
Web
Response Required
No
Airports
Issues
Case Classifications
Notes
Is Autolinked?
No
Ignore Comment
No
Filename

A pop-up warning is likely to appear, warning you that conflicting fields have been detected. This is referring to conflicts between the personal details entered on the submissions and those in the complainant record. As you have already determined that all submissions are from the same complainant who is already in the database, it is safe to select “Confirm”.

If the system does not recognise that all the submissions are from the same person (because they have filled out their personal details slightly differently) you may have to repeat this process until all are processed. However the system will be learning the different permutations of the complainant's details for next time.

If conflicting fields have been detected, the last thing you need to do is go to the Complainant record and perform the Compare Contact Details process set out in 2.2.1.

5 Using the Create Enquiry Form

The Create Enquiry Form is used to create database records of:

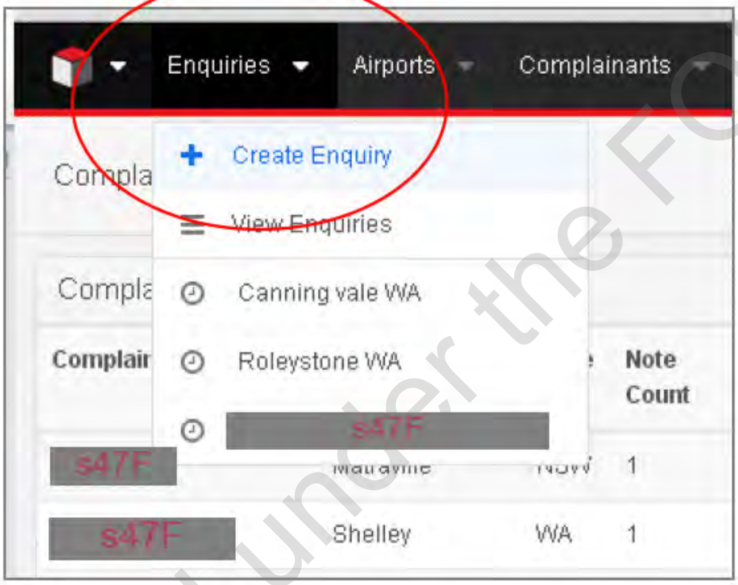
- incoming phone calls
- incoming letters or faxes
- any Message Bank messages.

The process is essentially the same in each of these cases except that you will select the appropriate Contact Method: Phone, Letter, Call, Message Bank.

5.1 Taking phone calls

To record an incoming phone call you use the Create Enquiry form.

- On the top menu, pull down the arrow next to Enquiries and select Create Enquiry.



You may want to keep a copy of this blank form permanently open in a new tab. Or point to the selection and click on your mouse wheel to automatically open in a new tab.


This field is auto-filled
Don't forget to Save at the end
En
Name
Required
Cancel
Save
Name and Address Details
Aircraft Details
Event Details
Processing
Email
See explanation below
Salutation
Select...
salutation
Is Anonymous
No
First Name
Last Name
Address Street
Address Suburb
Manually enter or select from drop-down
State
Select...
Address Postal Code
Preferred Phone
Alternate Phone
Enter your summary of what the complainant said
Email
Comment
Enter your summary of what you said
Action
These fields are auto-filled with the time you opened the form. You may need to refresh the form if it has been open a while without being used
Manually enter if they nominate a specific date/time but remember it must be in their local time
Action taken on the issue
Contact Date
06/07/2018
12:07
Date of Concern
dd/mm/yyyy
hh:mm
Enquiry Type
Complaint
Contact Method
Call
Complete these fields after the call
Response Required
No
Airports
Select airport...
Issues
Select issue...
Case Classifications
Select case classification...
Notes
Select note...
Is Autolinked?
No
You can ignore these fields
Ignore Comment
No
Filename
Choose File
No file chose...

5.1.1 During the call

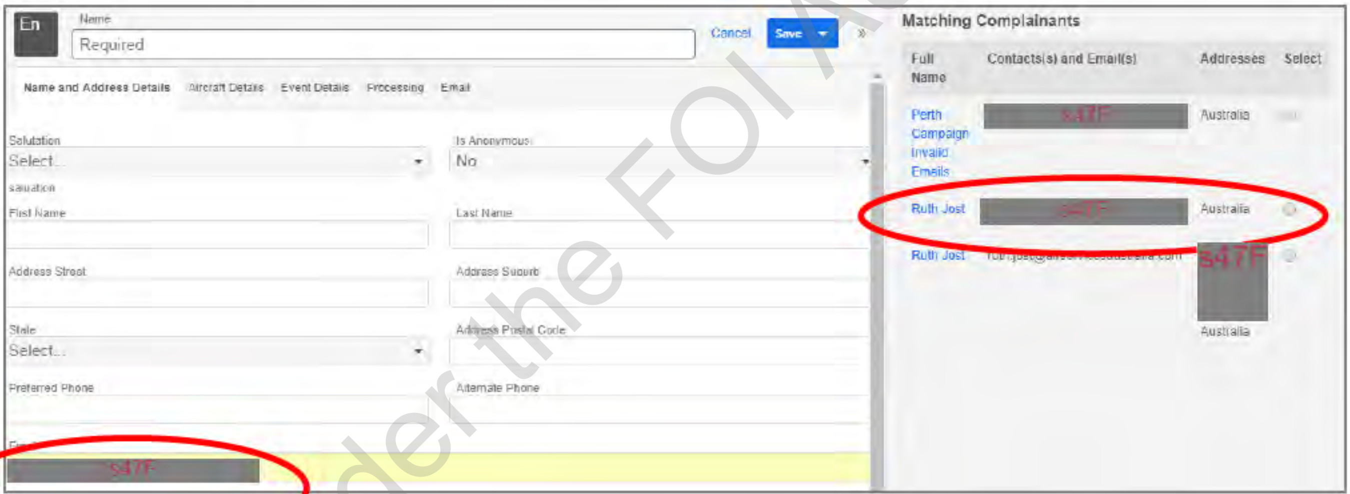
Use the **Comment** field to record a summary of what the complainant is saying.

Use the **Action** field to record a summary of what you told the caller.

If the caller has contacted us before, the system should recognise this and suggest matches. When you select a suggested match the personal details fields will be auto-populated with the information already in the system. For this reason you may wish to collect an email address or phone number first as these are easily matched in the system.

> **NCMS procedure**
> Phone numbers must be entered with the area code and no spaces eg 0295566677

Suggested matches will appear in the right-hand preview pane. Select the correct match by clicking the radio button next to the suggestion and it will populate the personal detail fields. If no suggested matches are correct, enter all the details manually.



Detail written in the Comment field is automatically turned into a Complaint Note and lodged on the relevant Case.

Detail written in the Action field is automatically turned into an "Immediate Response" Note and lodged on the relevant Case.

5.1.1.1 Anonymous

A first name or last name is required. If a phone complainant will not provide at least one name they will be "Anonymous". The "Is Anonymous" field should be set to "Yes".

We do not respond to anonymous complaints. If someone wants a response they must provide first or last names. They can give us pseudonyms if they want. If you are told the names are pseudonyms, make a note of this in the Comments field. If they give a first name but no last name you can use the last name "Unknown".

If the "Is Anonymous" field is set to YES on our Enquiry Form the ONLY information that can be collected is:

- Comment
- Date and time of concern
- Contact date
- Contact method
- Enquiry type

All other fields become inactive.

NCMS Procedure

If a letter/message bank complainant has not provided names but has provided other contact details such as an address or phone number we will not treat these as Anonymous. Use "Unknown Unknown" in the name fields. When we respond we will aim to obtain name details.

5.1.2 After the call

After the call complete the remaining fields:

- designate the matter as either a Complaint, Enquiry or Comment
- determine whether or not a response is required
- assign airport, issue and classification
- save the record

The Contact Method field defaults to "Call" so this does not have to be changed unless you are entering a letter or a message bank message.

After you have saved the form you are taken to the Complainant record. If this matter requires a response, select the Case for the submission you have just entered and assign the case to yourself.

NCMS Procedure

If a **new** complainant asks for a reference number, tell them this is generated when you create their Case and we will include this number when we respond.

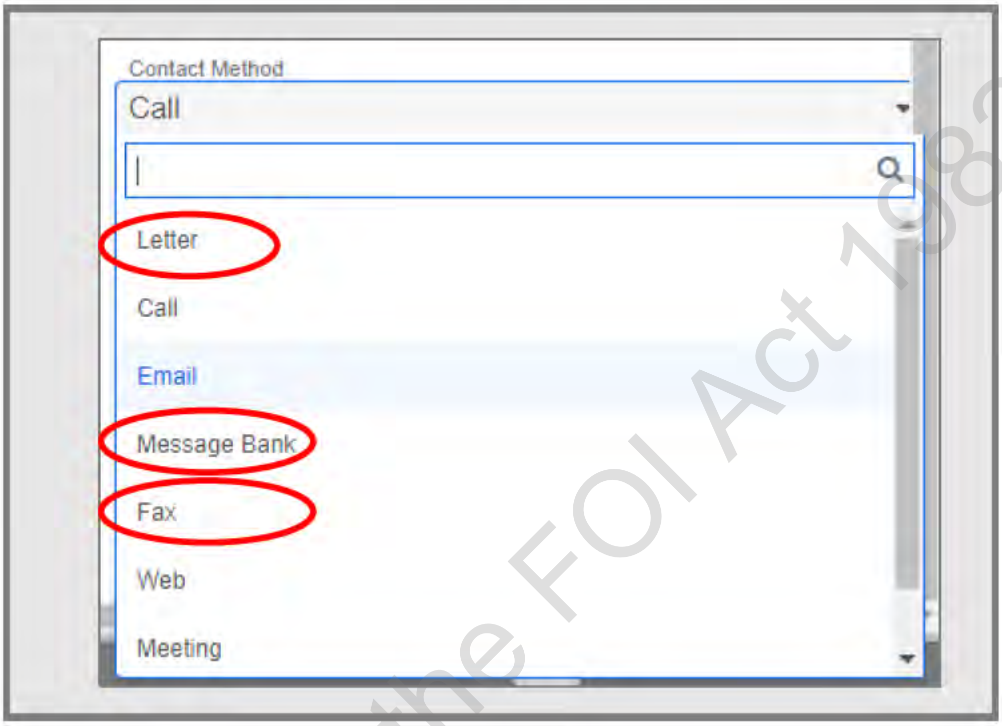
If an existing complainant **asks** for a reference number, tell them:

- You have to analyse their issue to see if a new case needs to be created or whether this is the same issue as an existing case.
- If it is a new issue we will email them their new case number when we respond to their matter.

5.2 Inputting Letters, Messages and Faxes

To input letters or messages left on the message bank into the system you use the Create Enquiry form.

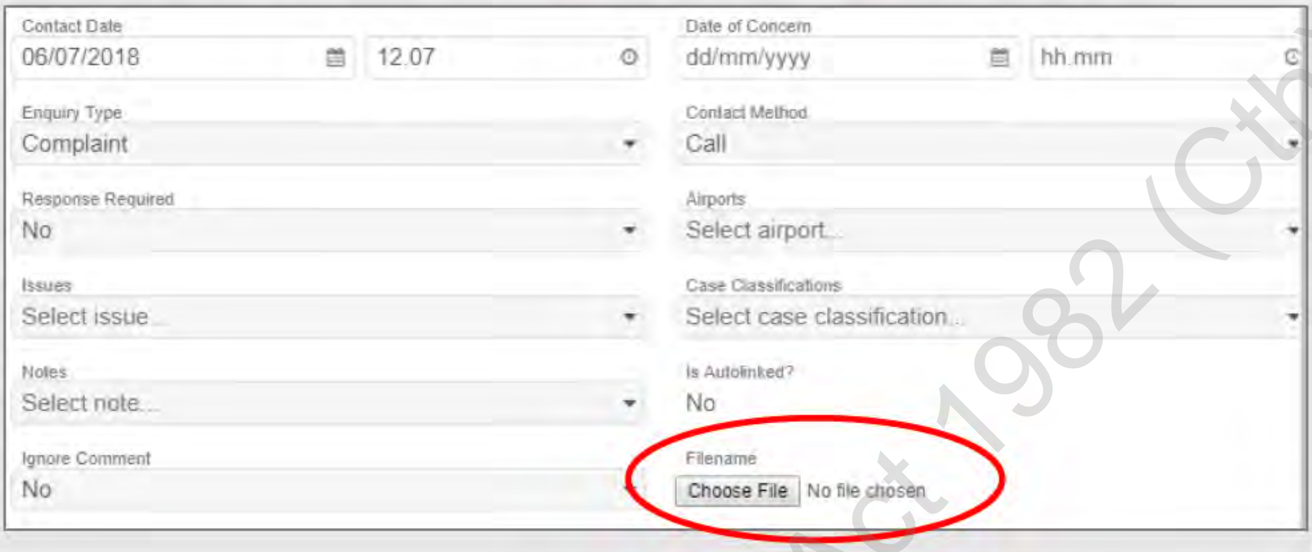
While this is essentially the same process as for a phone call, you must remember to **select the correct contact method** which defaults to Call if no alternative is selected.



NCMS procedure

If you are entering a letter, fax or message bank message, you need to select the correct contact method.

- if you are inputting a letter you also need to attach a scan of the letter to the form.



NCMS procedure

For letters, attach the scanned letter to the Enquiry form.

6 Responding to submissions

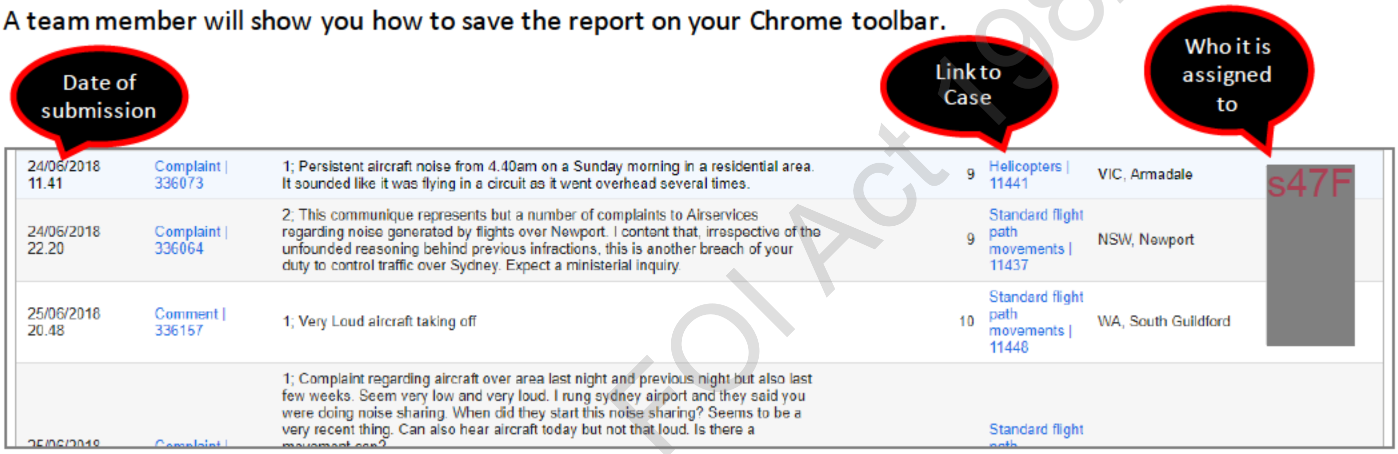
The point of the task is to:

- investigate and respond to the complainant about the issue raised in the submission/s
- once finished, mark the relevant Note/s as Complete and stop the 21 day countdown (see 6.4)

6.1 The queue

We use the Reports function to see the queue of matters awaiting our response.

A team member will show you how to save the report on your Chrome toolbar.



24/06/2018 11.41	Complaint | 336073	1; Persistent aircraft noise from 4.40am on a Sunday morning in a residential area. It sounded like it was flying in a circuit as it went overhead several times.	9	Helicopters | 11441	VIC, Armadale	s47F [redacted]
24/06/2018 22.20	Complaint | 336064	2; This communique represents but a number of complaints to Airservices regarding noise generated by flights over Newport. I content that, irrespective of the unfounded reasoning behind previous infractions, this is another breach of your duty to control traffic over Sydney. Expect a ministerial inquiry	9	Standard flight path movements | 11437	NSW, Newport	
25/06/2018 20.48	Comment | 336157	1; Very Loud aircraft taking off	10	Standard flight path movements | 11448	WA, South Guildford	
25/06/2018	Complaint |	1; Complaint regarding aircraft over area last night and previous night but also last few weeks. Seem very low and very loud. I rung sydney airport and they said you were doing noise sharing. When did they start this noise sharing? Seems to be a very recent thing. Can also hear aircraft today but not that loud. Is there a movement can?		Standard flight path		

Use the link to the Case in the report to access the matter assigned to you.

6.2 Using Notes to record actions and decisions

6.2.1 About Notes

Notes fulfil a number of functions in the system. Notes can be:

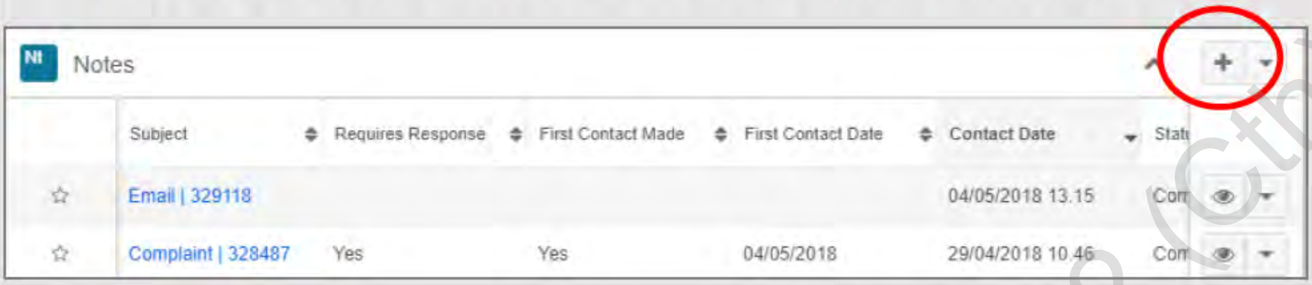
- A submission from a complainant: Complaint, Enquiry or Comment Note (these are automatically generated by the system from the Comment field in the Enquiry Form)
- A record of a phone call you made to the complainant (Callback Note)
- An Immediate Response Note (automatically generated by the system from the “Action” field of the Create Enquiry Form)
- A File Note you have written to explain what you have decided and why
- An Investigation Note where you record what you investigated
- A contact to or from the Aircraft Noise Ombudsman about a complainant (ANO Note)
- A contact to or from Government Relations about a Ministerial in relation to a complainant (Ministerial Note)
- A record that an email has been sent (Email Note – these are automatically generated by the system when an email is sent. The note contains a link to the email.)
- A record that a letter has been sent (Letter Note – manually created. Attach a scan of your letter to the Note)

All types of notes are stored on the relevant Case in the Notes panel.

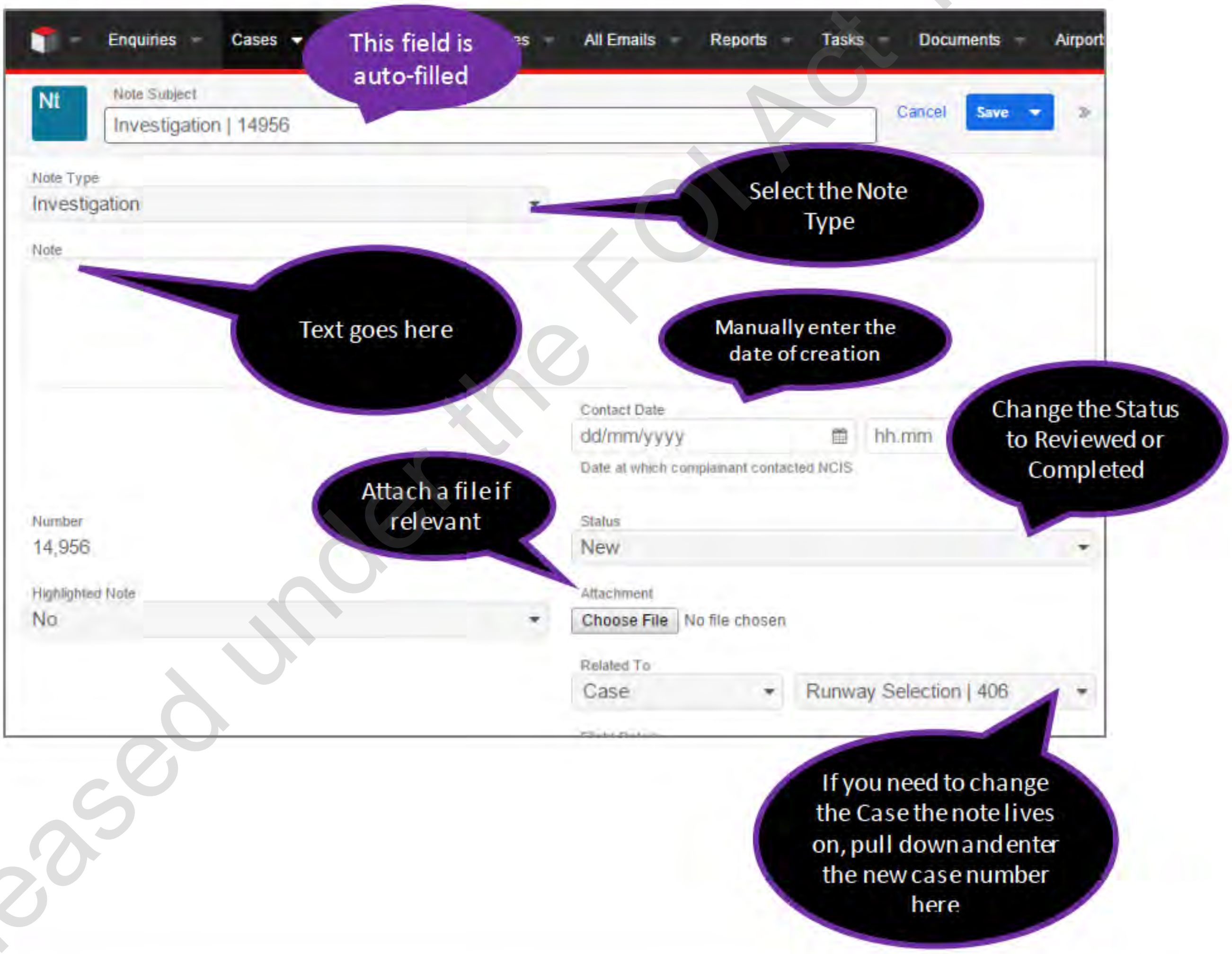
When you are in the process of responding to a Case you need to record all your actions in one or more Notes.

6.2.2 To create a Note

- On the Case record, scroll to the Notes Panel and click the Create button (plus sign).



When the Note form opens:



NCMS Procedure

A contact date must be entered into the Contact date field on all Notes so that they can be sorted by date in the lists and panels. Use today's date.

6.2.3 Note Type: Investigation

Use "Investigation" Note Type to record how you have looked into an issue. Complaint Specialists could use this to record the findings of ANOMS searches, for example. In this example your heading would be: ANOMS INVESTIGATION

You can save ANOMS images as a JPG, PDF or in a word document and then attach this to the Note – you might want to do this for searches that you generate but aren't going to use in the response.

You might use this Note Type to record that you had a discussion with an Investigator to get advice, in which case your heading would be: DISCUSSION WITH INVESTIGATOR

6.2.4 Note Type: File Note

You can use this Note Type for anything that doesn't fit into the other categories. It could be a note of a discussion you had with a senior team member or it could be a note explaining why you made a certain decision.

NCMS Procedure

Any File Note or Investigation Note that you create should have a heading on the first line of the Note field that explains the purpose of the Note.

You don't need to have a separate heading for Call back or Letter Note Types because this is self-explanatory.

All Notes entries should end with your initials and the date so that if more than one person makes an entry in the same Note this can be distinguished.

6.2.5 Note Type: Call back

"Call back" is for you to summarise the conversation you had with the complainant when **you called them back** by phone. If you make a call back but can't contact the complainant you would record this in the note along with details of what you were going to tell the person. Then if they return your call, whoever answers the call can relay the information to the complainant. That team member would then make an entry into the **same Call Back note** of the conversation.

However if the complainant raises new issues or questions during the Call Back conversation, these need to be entered into a Create Enquiry Form as a new Complaint, Enquiry or Comment.

6.2.6 Note Type: Letter

This is for attaching **outgoing** letters to the complainant or anyone else. You should always attach a scan of the letter in PDF format. Remember, incoming letters are either Complaint, Enquiry or Comment notes.

6.2.7 Note Type: Email

When you email a complainant from inside the system a Note will be automatically created with Note Type: Email that contains a link to the email message. This is discussed in the next section.

6.3 Editing notes in the Notes panel

You can edit these fields in a note directly from the Notes panel without clicking on the note and opening it:

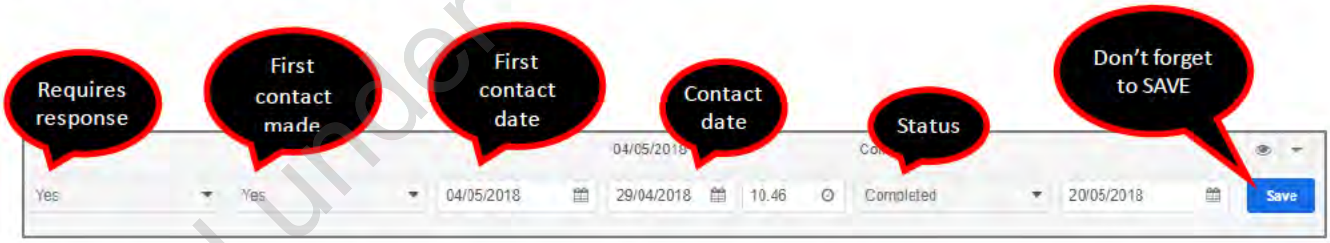
- Requires response
- First contact made
- First contact date
- Contact date
- Status
- Respond before date

You will need to use the horizontal scroll bar below the Notes panel to see all these fields.

To edit a field in the Notes panel:

- Click the "Actions" arrow next to the Eye and select "Edit":

You can now edit these fields:



Click Save when finished, or Cancel (left–hand side, not illustrated above).

6.4 Completing "Complaint" Note Types and stopping the clock

Our Service Standard is to provide a first response within 21 days. The NCMS tracks our response times. To "stop the clock" we must:

- change the First Contact field in the original Complaint, Enquiry or Comment Note/s to "Yes"
- enter the date the first contact was made
- if the first contact also completes the matter, change the Status to "Completed"
- Click the SAVE button on the right.

NCMS Procedure

To stop the 21 day clock you must return to the original Complaint Note/s, change First Contact Made to Yes, and enter the First Contact Date. If the matter is completed change the Status to Completed. Click Save.

7 Sending Emails and attaching Documents

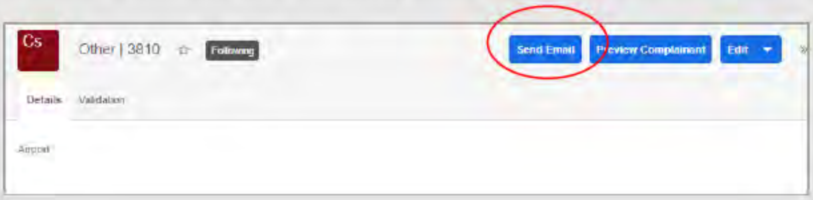
Emails are sent from the Case.

Once sent, emails will be automatically linked to a Note on the Case. The Note Type will be "Email". To access the email, open the Email note by clicking on it, then click on the link:

7.1 Creating and sending emails

In the Case:

- Click the "Send Email" button in the top right-hand corner of the screen:

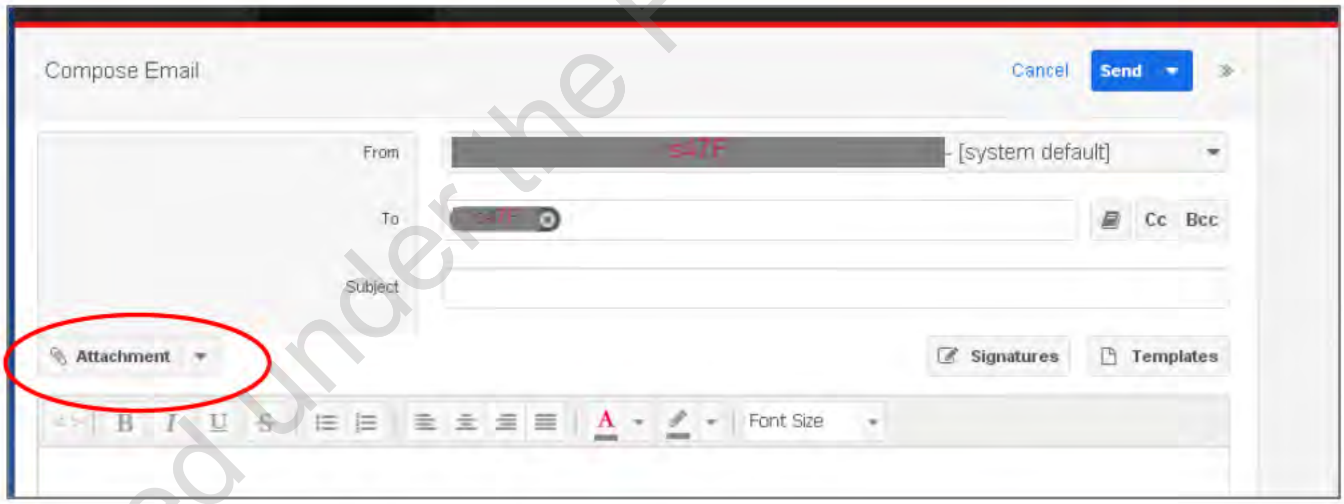


The "FROM" field will show your name and email address. DO NOT PANIC - this is for OUR EYES ONLY. The recipient receives an email where the "FROM" field says ncis@airservicesaustralia.com.

The "TO" field will be auto-filled with the Complainant's email address. Always check that you are emailing the right complainant.

Click the blue Send button in the top right-hand corner to send.

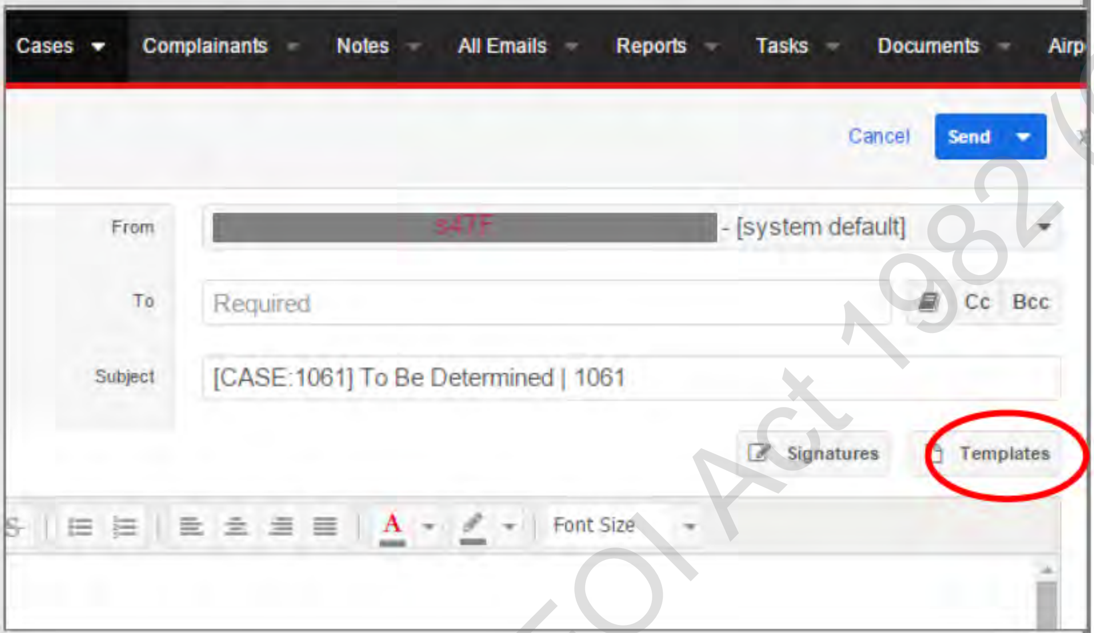
All emailed correspondence is sent as a PDF attachment to an email. This is attached to the email by clicking the ATTACHMENT button:



7.1.1 Using email templates

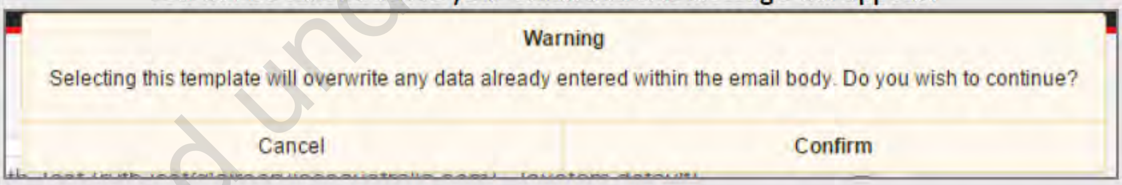
To send an email using an email template:

- click the Template button:



The Search and Select Email Templates screen opens.

- Click the radio button next to the template you want.
- You will be taken back to your email and this message will appear:



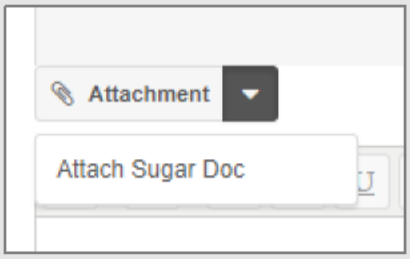
- Click Confirm. The template will populate your email. Your signature will be retained.

7.1.2 Attaching fact sheets

Our suite of fact sheets and Info Packs have been uploaded into the Documents.

To attach one of these fact sheets to your email:

- click on the pull down arrow next to the ATTACHMENTS button and select "Attach Sugar doc":



This will open the Search and Select Documents screen.

- Select the document/s you are looking for by clicking the radio buttons
- You can use the Search field to search and filter the list: eg all fact sheets start with FS

When you attach one or more of these fact sheets to your email, after sending the document/s will be listed in the Documents panel of the **Case** and the **Complainant** records. Therefore we can see at a glance what information the Complainant has been sent.

8 Closing Cases and Implementing Management Plans

Closing Cases and implementing Management Plans can be done by anyone but it will most frequently be done by either Senior Complaints, Investigators or Manager.

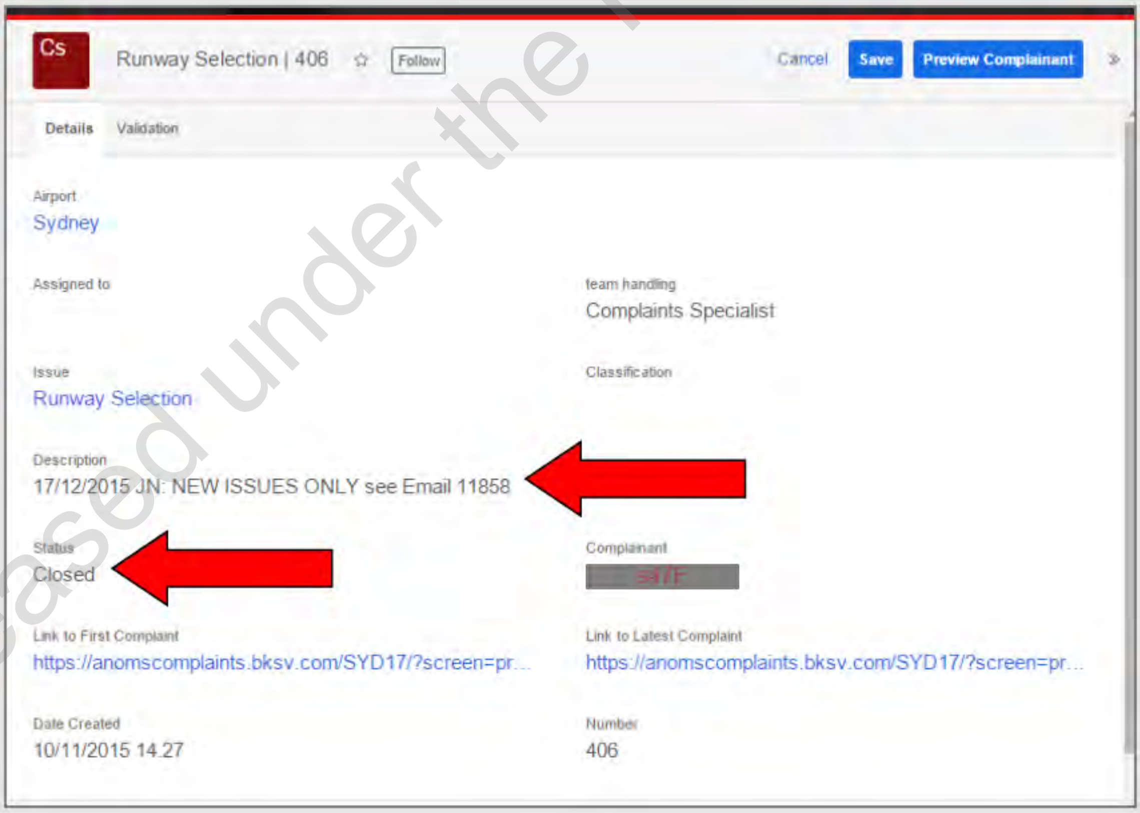
8.1.1 Case Status

Cases have a Status of either Open or Closed.

The Status of a Case is changed to Closed only when:

- all relevant information has been provided to the complainant, and
- the complainant has been informed that we will only respond again in future if they raise a new issue or we have new information to provide

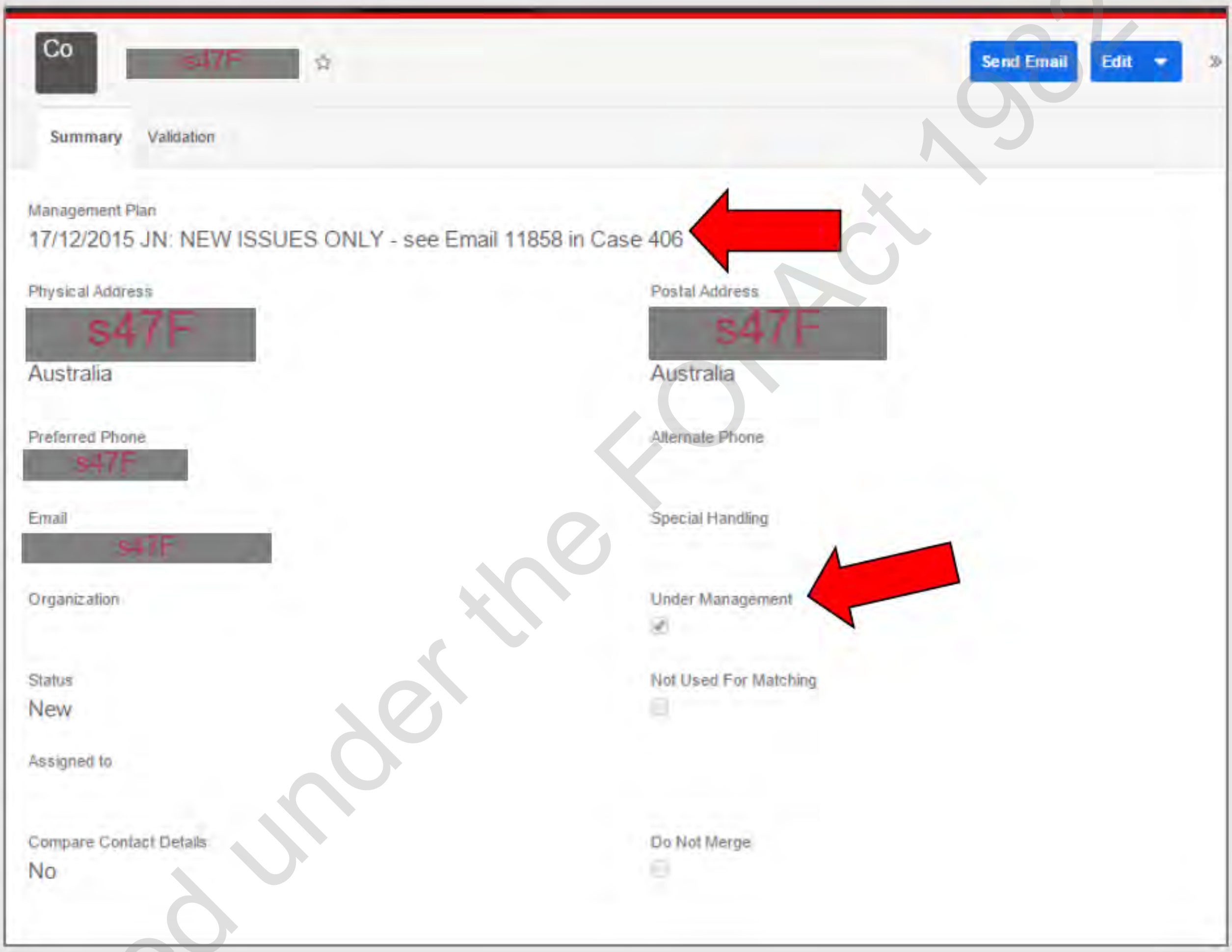
- To change a Case to Status = Closed, open the Case record, change the Status field from Open to Closed
- Fill in the Description field and include a reference to the Email or Letter Note
- Save the Case.



8.1.2 Update Complainant record

Now return to the Complainant record by clicking the Complainant's name on the Case record.

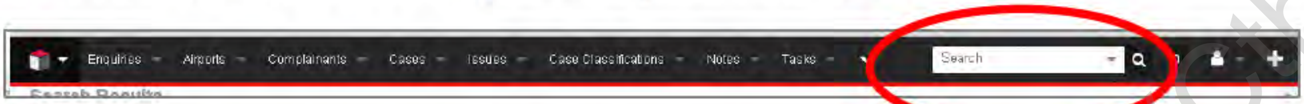
- Tick the Under Management box
- write the description of the Plan in the Management Plan field
- click the SAVE button



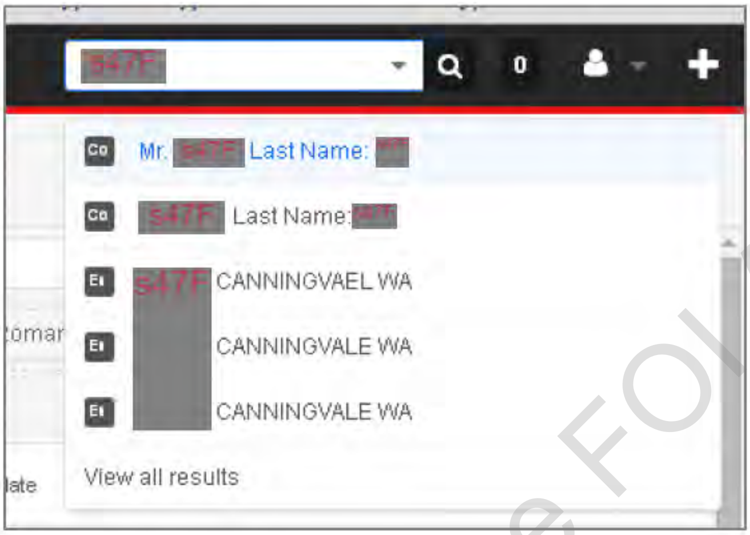
9 Searching

9.1 Quick search tools

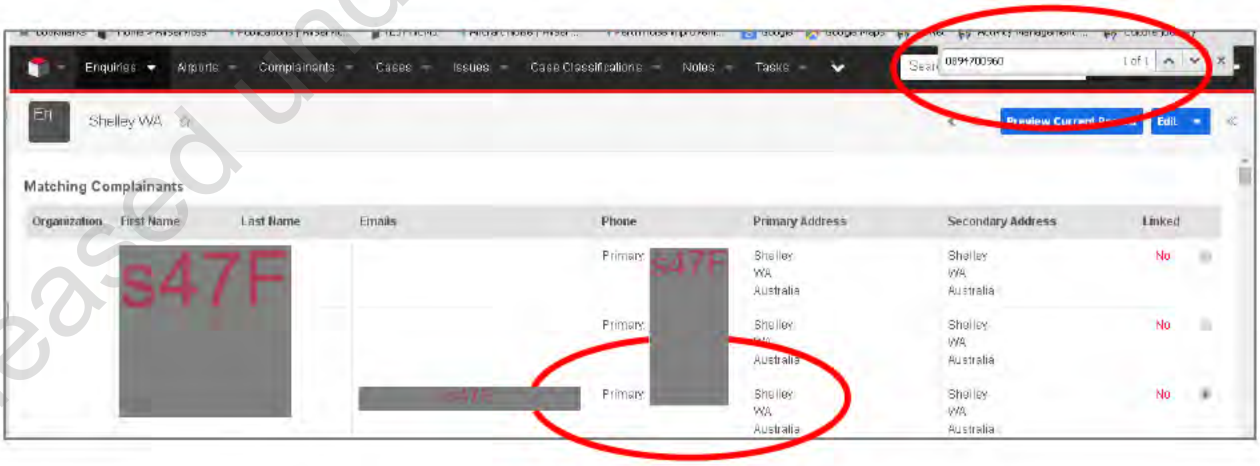
Quick searches of Complainants and Enquiries can be performed with the Quick Search field:



You can select the result you want to go straight there:



Pressing CTRL and F keys at the same time will open a browser search pane which you can use to search within that page. This is useful if the matching function suggests more possible matches than you can easily scroll through. You can enter a phone number, name or email address into the browser search pane and if it is on the page it will highlight the result:

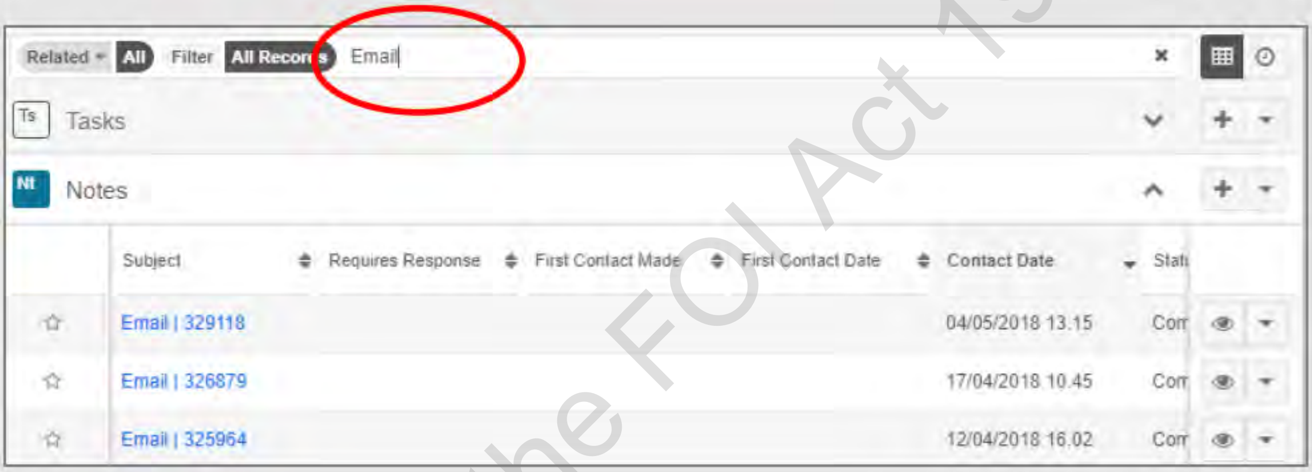


9.2 Search for a note in a case

When there are a lot of notes on a Case it can be laborious to find the one you need if the complainant has lodged multiple submissions. However if you are searching for a specific note type you can filter the list to show only these note types.

The search bar is located between the Case details and the panels.

- Enter the type of note you are searching for eg "Email". You don't have to press enter after typing.
- The Notes list is now filtered to show only emails:

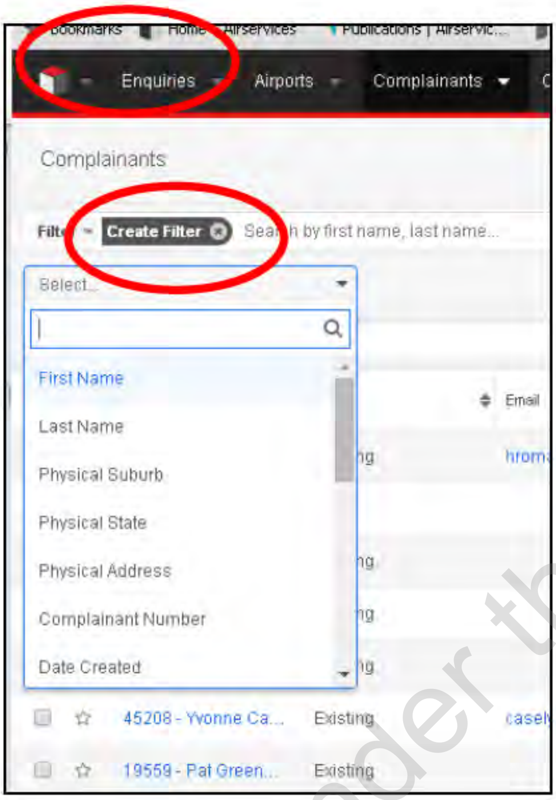


9.3 Comprehensive searches

You can search for Enquiries, Cases, Complainants and Notes from the top menu – click the desired menu option to open the Search View for that option.

All these searches operate the same way.

9.3.1 Filters



Some Search panels have filters which are turned on by default. For example, the Enquiries list has a default filter to show only Open Enquiries. However all default filters can be turned off.

You can create your own filters for any of the Search panels.

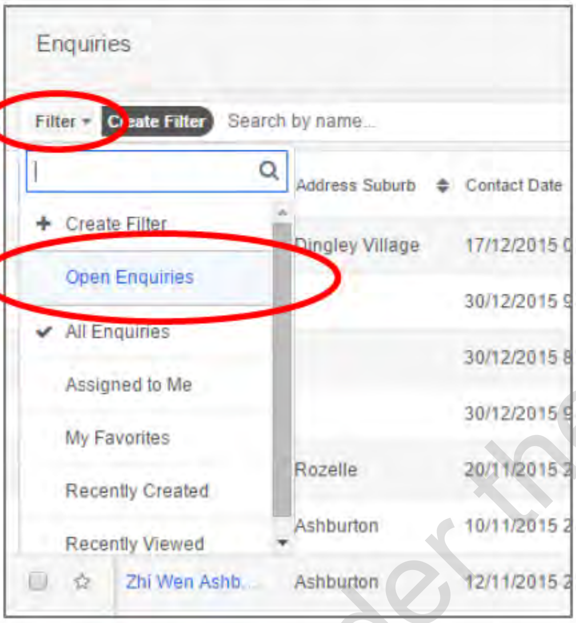
TIP: If your search results are not what you expected, check that you have not unintentionally turned a filter on or off !!!

The "wildcard" symbol - % - is an important tool when entering search terms.

9.3.2 Default filters

Default filters appear in black boxes. To turn off a default filter, click the X on the box:

To turn a pre-set filter on, pull down the Filter list and select the filter you want:



9.3.3 Search View

Each Search View has pre-set search options and all you need to do is enter the pre-set info. However you need to include the % symbol before and/or after the search term you enter.

For example the pre-set options are:

Menu option	*Pre-set search terms*	*Enter as:*
Complainant	First name, last name	%first name %last name
Cases	Case number	%number
Notes	Note number	%number

However these pre-set options may not assist you, in which case you need to create your own filter.

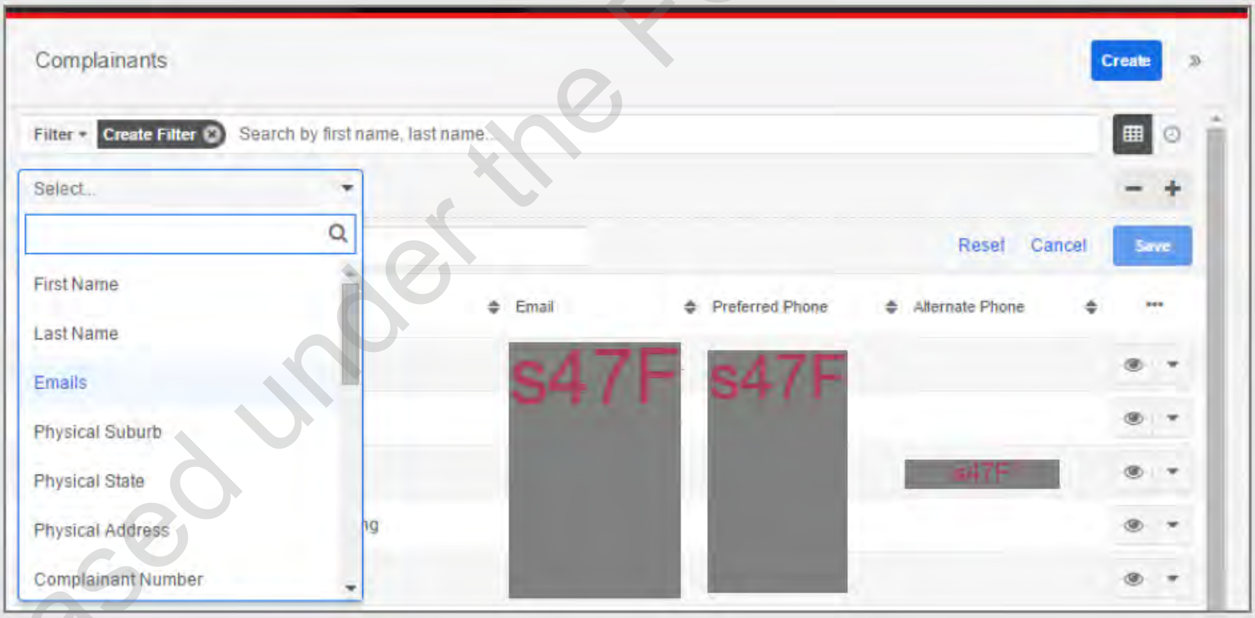
9.3.4 Create own filter

This method works with any type of search.

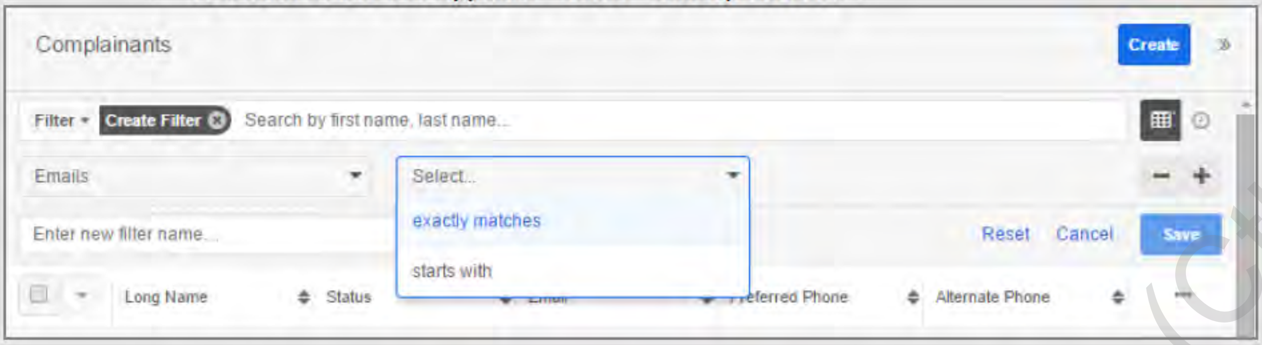
For example – you need to find a Complainant in the system but you only have their email address.

- Open Complainant Search View by clicking Complainant on the top menu.
- Pull down the arrow in the Select box to show the filter options (if the Select box is not visible, click on Create Filter first):

- Select "Emails":



- A second Select box appears – select "exactly matches":



- When the third Select box appears, enter the email address and the search will begin.

You can add more than one filter by clicking the "plus" sign. The search will be filtered on the first filter and then on the second and subsequent filters, which narrows the search.

If you think you might repeat this same search again you can Save it. Give it a name and click the Save button. It will now appear on the pull down menu.

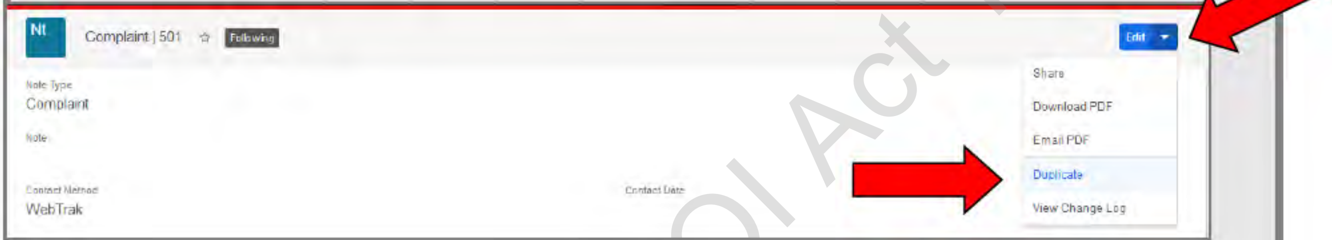
10 Other

10.1 Duplicating Notes and linking to a new Case

If spouses have separate complainant records but later lodge a joint submission we will need to duplicate the Complaint Note so that it can be stored on each spouse's Case.

To duplicate a Note:

- In the Case, go to the Notes panel and click on the Note to open it
- Pull down the arrow next to the blue Edit button on the top right-hand corner of the Note record and select "Duplicate":



- The Note is duplicated and you are taken into the duplicate with every field available for editing. You may need to change the Response Required and/or Status fields:

Now you need to change the Case the note lives on using the Related To field. For this you need the number of the Case you are moving the note on to.

- Pull down the button for the case name field and enter the new case number. The system will suggest the match. Select it.
- Click the SAVE button.

10.2 Deleting records

10.2.1 Enquiries

Anyone may delete Enquiries however we may do this **only** if:

- this is in accordance with a Management Plan in place for that complainant.

NCMS Procedure

Enquiries may be deleted only in accordance with a Management Plan for that complainant.

10.2.2 Other records

With the exception of Enquiries, records may be deleted only by the Manager, Senior Complaint Specialist and Senior Investigator. We need to have a decision trail about why this occurs. Deletion may be necessary if, for example:

- A complainant has two different profiles that need to be consolidated into one - after consolidation the erroneous record should be deleted
- A case has been created in error

NCMS Procedure

If a record needs to be deleted, set out the reasons in an email along with the details of the record and send the request to either Manager, Senior Complaint Specialist or Senior Investigator.

Los Angeles World Airports
LAX Part 161 Study

The Effects of Noise on People

The World Health Organization (WHO) defines health as "A state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity." This broad definition of health embraces the concept of well-being, and thereby renders noise impacts "health" issues. We separate noise effects into two broad categories: auditory (noise-induced hearing loss) and non-auditory (behavioral and physiological effects). Behavioral effects are those that are associated with activity interference. This includes interference with communication, rest or and sleep, and learning; or that produces annoyance. Non-auditory physiological health effects include such things as cardiovascular disease and hypertension. These categories of effects are examined in the following sections.

Noise-Induced Hearing Loss

Hearing loss is measured as "threshold shift". Threshold refers to the quietest sound a person can hear. When a threshold shift occurs, the sound must be louder before it can be heard - a person's hearing is not as sensitive as it was before the threshold shift. The natural decrease of hearing sensitivity with age is called presbycusis. For hundreds of years it has been known that excessive exposure to loud noises can lead to noise-induced temporary threshold shifts, which in time can result in permanent hearing impairment, causing individuals to experience difficulty in understanding speech.

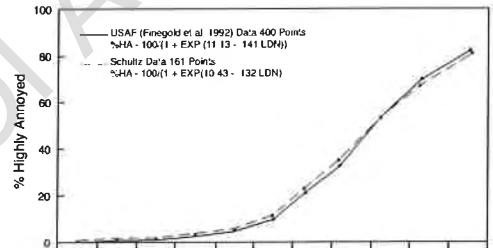
A temporary threshold shift (TTS) usually precedes a noise-induced permanent threshold shift (NIPTS); i.e. after exposure to high noise levels for a short time or lower noise levels for a much longer time, a person's threshold of audibility is temporarily shifted to higher levels. After continuous noise exposure on an eight-hour shift, such TTS can amount to over 20 dB. However, as its name indicates, it is only temporary, and the ear recovers fully after several hours. If such exposures are repeated daily, or if the ear is not allowed to recover, TTS can lead to a permanent threshold shift (PTS). Because aircraft noise is relatively intermittent, it is extremely unlikely that aircraft noise around airports could ever produce hearing loss.

Community Annoyance

Social survey data have long made it clear that individual reactions to noise vary widely for a given noise level. Nevertheless, as a group, people's aggregate response to factors such as speech and sleep interference and desire for an acceptable environment is predictable and relates well to measures of cumulative noise exposure such as DNL. The most widely recognized relationship between noise and annoyance is shown in Figure 1.

Speech Interference

One of the primary effects of aircraft noise is its tendency to drown out or "mask" speech, making it difficult or impossible to carry on a normal conversation without interruption. The sound level of speech decreases as distance between a talker and listener increases. As the level of speech decreases in the presence of background noise, it becomes harder and harder to hear. As the background level increases, the talker must raise his/her voice, or the individuals must get closer together to continue their conversation.



Day - Night Average Sound Level in dB		40	45	50	55	60	65	70	75	80	85	100
Calculated % HA Points	USAF	0.41	0.631	1.66	3.31	6.48	12.29	22.1	36.47	53.74	70.16	82.64
	SCHULTZ	0.576	1.11	2.12	4.03	7.52	13.59	23.32	37.05	53.25	68.78	81

Figure 1. Noise Level vs. Annoyance [1]

Sleep Interference

The effect of aviation noise on sleep is a long-recognized concern of those interested in addressing the impacts of noise on people. Historical studies of sleep disturbance were conducted mainly in laboratories; field studies also were conducted, in which subjects were exposed to noise in their own homes, using real or simulated noise. The data from these field studies show a consistent pattern, with considerably less percent of the exposed population expected to be behaviorally awakened than had been shown with laboratory studies.

In 1997, the Federal Interagency Committee on Aviation Noise (FICAN) recommended a new dose-response curve for predicting awakening, based on the results of the field studies described above. This curve is presented in Figure 2.

LAWA used this guidance in analysis for the LAX Master Plan.

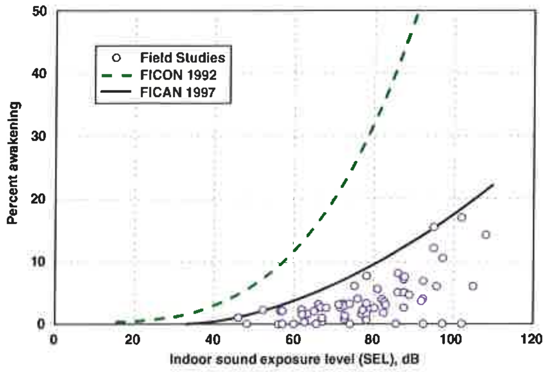


Figure 2. Recommended Sleep Disturbance Dose-Response Relationship [2]

Non-Auditory Health Effects

In spite of considerable worldwide research, there is little solid evidence supporting a claim that noise affects human physical and mental health in the workplace or in communities. Our scientific understanding is far from being able to reliably demonstrate a cause-effect relationship. Researchers have based such claims on laboratory studies of extremely high noise levels or of animals. Many effects observed with intense noises, capable of harming our hearing in a short time, cannot be assumed to occur at moderate and low levels, or to manifest themselves in chronic clinical effects at moderate and low levels.

For practical noise control considerations, the present status of our knowledge means that the criteria for evaluating noise impact, with respect to its direct and indirect effects on health, are the same criteria as those applied to prevent any hearing impairment. In other words, by using criteria that prevent noise induced hearing loss, minimize speech and sleep disruption, and minimize community reactions and annoyance, any effects on health will also be prevented.

The Effects of Noise on Children's Learning

There has been much attention focused recently on the issue of the effects of aviation noise on children and their learning. The research suggests that there are effects in the areas of reading, motivation, language and speech, and memory. One common theory for the causes of these problems is speech interference: if children who are learning to read cannot understand their techer, they may develop reading problems. These problems appear to be aggravated in vulnerable populations, such as children for whom English is a second language. FICAN is conducting a pilot study to determine whether changes in aircraft noise levels can be associated with changes in academic performance, as measured by standardized test scores.

1 Federal Interagency Committee on Noise (FICON), *Federal Agency Review of Selected Airport Noise Analysis Issues*, August, 1992.
2 Federal Interagency Committee on Aviation Noise (FICAN), *Effects of Aviation Noise on Awakenings from Sleep*, June, 1997.
3 S. Fidell et al, "Field study of noise-induced sleep disturbance," *Journal of the Acoustical Society of America*, 98 (2), Pt. 1, August 1995

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Alcatel·Lucent

Alcatel-Lucent OpenTouch™ Suite for MLE

8038 Premium Desk phone
8028 Premium Desk phone

User Manual

Introduction

Thank you for choosing an Alcatel-Lucent phone.

This model offers enhanced ergonomic features for more effective communication.

This document describes the services offered by the following sets:

- Alcatel-Lucent 8038 Premium Desk phone
- Alcatel-Lucent 8028 Premium Desk phone

The label and icons displayed on the phone depends on the type of the set. Some features are depended on the type of the set.

	8038	8028
IP Phone	•	•
Two-port Gigabit Ethernet switch with Power Over Ethernet support	•	•
Premium Add-on 10 keys modules	•	•
Audio services (hands-free, handset and headset)	•	•
Premium Smart display 14 keys module	•	•
Adjusting the contrast of the display	•	•
Agent set /Supervisor station	•	•

The labels and icons presented in this document are not contractually binding and may be modified without prior warning

Contents

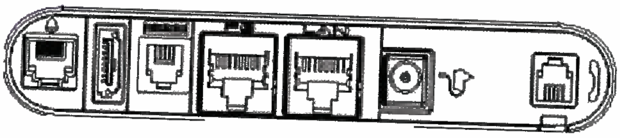
1. Getting to know your telephone

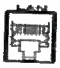
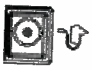
1.1. 8038 Premium Desk Phone

1.2. 8028 Premium Desk Phone

1.3. Connectivity

8038 / 8028



	1 RJ 11 connector for external ringer and audio active envelop indicator
	Add-on module connector (SATA type).
	1 RJ 9 connector for alphanumerical keyboard
	One 10/100/1000 Gigabit Ethernet connector (PC)
	One 10/100/1000 Gigabit Ethernet connector (LAN)
	One DC power jack for an external power adaptor
	1 RJ9 connector for a corded handset

1.4. Navigation

OK key: Used to validate your choices and options while programming or configuring
Left-right navigator: Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).
Up-down navigator: Used to scroll through the content of a page.

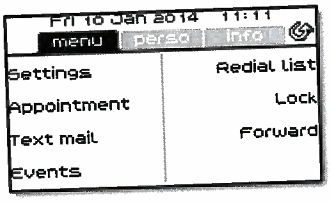
Back/Exit key Use this key to go back to the previous step. Use this key to go back to the homepage (long press)

1.5. Welcome screens

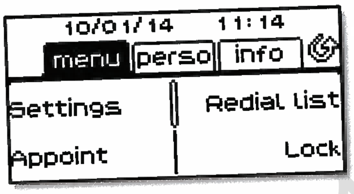
You can access all of your phone's features from these screens. The default display has three pages that you can access by pressing the page tabs at the top of the screen. The selected page is highlighted:

- Menu
- Perso
- Info

8038



8028



- **Menu page:** Contains all features and applications accessible by pressing the label of the desired feature or application from this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last numbers or intercepting calls.
- **Perso page:** Contains call line keys (allowing supervision of calls) and programmable call keys.
- **Info page:** Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
- : Transfer icon: Pressing the key next to this icon allows you to program or change the transfer function

1.6. Status icons / Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen

 Headset connected

 Telephone locked

 Appointment programmed

 Incoming call icon

 Call in progress icon

 Call holding icon

1.7. Permanent features keys

The permanent feature keys are located just above the loudspeaker

Mute and intercom key.
During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into handsfree mode. When activated, this is key blue

Turn down the volume Lower the contrast

Turn up the volume Increase the contrast

Pressing this key answers an incoming call in handsfree mode (the key is blue). When a call is in progress, pressing this key switches from handsfree mode to headset or handset mode.

Programmable keys (F1 and F2 keys).Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.

Redial key: to access the 'Redial' feature.
Last number redial (short press)
Call back on the last 10 number dialed (long press)

Guide key: Used to obtain information on functions of the "menu" page and to program key of the "perso" page

Messaging key to access various mail services
This key is lit when you have received a new voicemail, text message or callback request.

1.8. Alphabetic keyboard

Your set is provided with an alphabetic keyboard

Use the keyboard to enter names while configuring the phone. Directly access the dial by name feature by entering the name of your correspondent on the keyboard.

Cursor moving keys (left, right, up and down). Allows you to navigate edit boxes. Press the Alt key to access the left and up directions

Caps lock: to write text in capital letters.

Alt key. To access specific and punctuation characters.

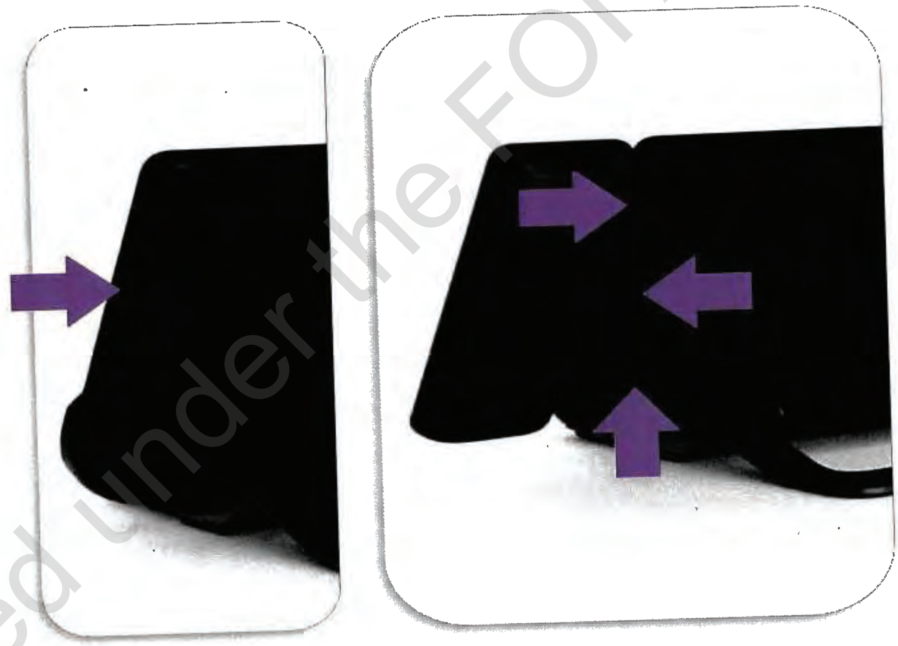
Enter key: to validate edited text.

Backspace key: to delete one character in an edit box.

1.9. Add-on module

Phone capabilities can be extended with Premium Add-on 10 and 40 keys modules or Premium Smart Display 14 keys module.

Installation

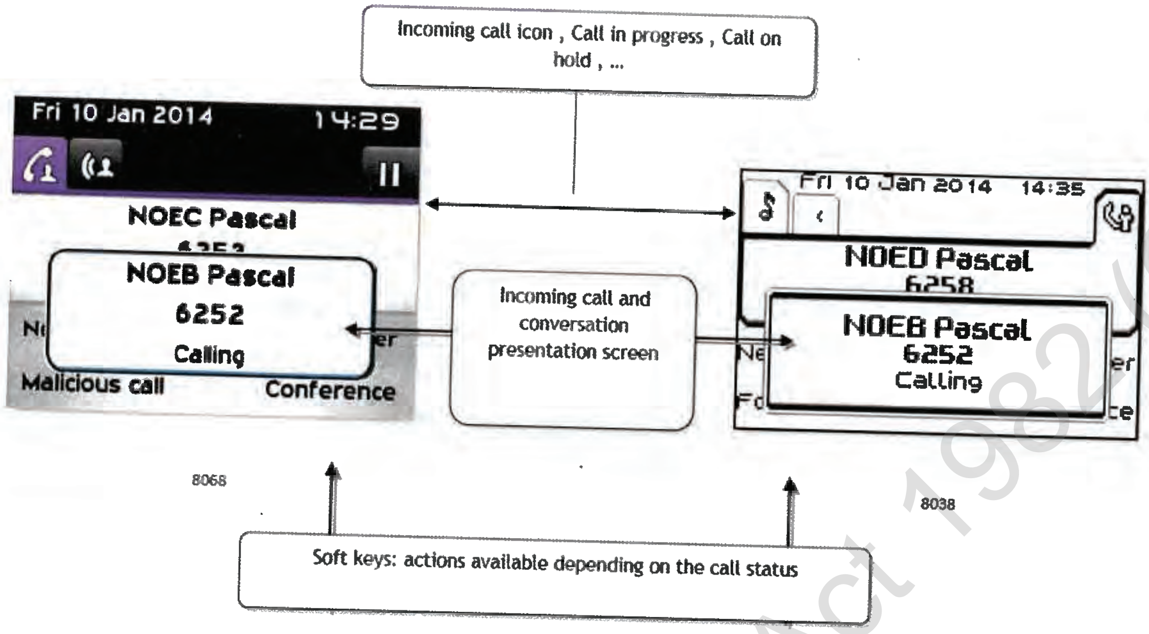


Premium Add-on 10 keys modules

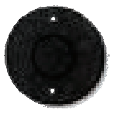
- Remove the protection of the dedicated compartment behind the set
- Insert the add-on correctly in the compartment
- Plug the provided cord into the dedicated socket behind your set
- Fix the add-on with the provided screw
- Make sure the add-on is correctly screwed on.

Once connected the phone resets

1.10. Call management screen



- Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.



- All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.

- Used to switch from a telephone screen to an application screen. For example, it can be used while a call is in progress to search a number, program an appointment reminder, etc

Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated to the caller.

2. Using your telephone

2.1. Making a call

Use one of the following:

- Dial the number for your call directly
- Lift the receiver and enter the destination number
- Press the hands free button and dial the destination number
- Search by name using either the Search by Name feature key or the alpha pad

To make an external call, dial 0 to access an outside line before dialling your contact number.

If the internal or outside number does not reply:

LS announce > broadcast a message on the loudspeaker of the free terminal / announce for 8028

Call back > Request call back to a busy terminal

Text mail > Send a written message

Voice mail > Store number to call again

2.2. Receiving a call

Use one of the following:

- Lift the receiver
- Hands free
  - *Take call*
- Select the "incoming call" icon

2.3. Using the telephone in "Hands free" mode

Terminal idle:

Press and release > you are in hands free mode

Terminate your call

Call in progress:

During a conversation

Press and release > you are in hands free mode

To make an external call, dial 0 to access an outside line before dialling your contact number.

During a conversation, you can lift the receiver without terminating the call.

2.4. Activating the loudspeaker during a conversation (receiver lifted)

During a conversation

- Activate loudspeaker > The key lights up
- Adjust volume (9 levels)
- Deactivate loudspeaker > The key is no longer lit

Press and release the loudspeaker key to switch to hands free mode (light steady).

2.5. Calling your correspondent by name (company directory)

- Enter the name or initials or the surname and first name of your correspondent
- Select the type of search you want (last name, last name and first name or initials). Display of all the correspondents meeting the search criteria

Use one of the following:

  - Display the previous and next names
  - Select the name of the person you wish to call
  - Modify the search

*Name must be entered in format last name space first name.

This key is used to display the entire name when it is truncated

2.6. Make calls via your programmed call keys

- Access the "Perso" page
- Find the correspondent you want to call from the programmed call keys
- Select the correspondent

2.7. Redialling

Redialling the last number dialled (redial)

  - >*Last* number redial

Call back one of the last 8 numbers dialled

- Reach the "Menu" page
  - *Redial list*
- Select the number to redial from the last 50 dialled numbers

2.8. Call back an unanswered call

Call back the last caller

- Reach the "Menu" page
  - *Events*
  - *Last caller :* Call back the last caller

List of last callers

Reach the "Menu" page

- *Events*

Select the type of call:

- *No non replied internal call / xx Non replied internal calls*
- *non replied external call / xx Non replied external calls*

Select a name or a number

- *Recall*

To delete the selected item

- *Delete*

Delete the list of unanswered calls

- Reach the "Menu" page
  - *Events*
- Select the type of call:
  - *No non replied internal call / xx Non replied internal calls*
  - *No non replied external call / xx Non replied external calls*

Delete all (or use icon :)

2.9. Receiving intercom calls

You can answer a call without lifting the receiver. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen.

- **To activate -Terminal idle:**
  - > Corresponding LED lights up

When your caller hangs up, interphone mode remains active.

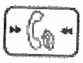
- **To deactivate -Terminal idle:**
  - > The corresponding LED goes out

Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:

From the set

During a conversation

-  *Disable* microphone > the key lights up 
-  *Resume* the conversation > the key is no longer lit 

3. During a conversation

3.1. Making a second call during a conversation

- During a conversation
  - *New call*
- Number of second correspondent > the first call is on hold
- Name of second correspondent.
  - Select the redial function
  - Programmed line key.
- To cancel your second call and recover the first

You are in conversation with the second correspondent and the first one is on hold.

Use one of the following:

- *Enquiry off*
- Hang up

- You are on the line with your first contact

> If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2. Answering a second call during a conversation

During a conversation, another person is trying to call you > name or number of the caller displayed for 3 seconds

Use one of the following methods to answer the displayed call:

- Line key for which icon is flashing
  - *Take call*
- The first call is on hold

To return to your first caller and end the conversation in progress:

- > The second call is ended

To return to the first contact, use one of the following:

- Select the "incoming call" icon
- Press the speaker key
- Lift the receiver

3.3. Switching between calls (Broker call)

During a conversation, a second call is on hold.

- Select the contact on hold > you are in conversation with the second correspondent and the first one is on hold.

3.4. Transferring a call

To transfer your call to another number:

- During a conversation
- Call a second person during a conversation > the first call is on hold
- You can transfer the call immediately or wait for your contact to answer before transferring the call
    - *Transfer*

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

3.5. Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold
- You are in conference mode

Cancel conference and return to first correspondent (If conference is active)

- *End of conference*

Hang up on all correspondents (If conference is active)

- Hang up

After the conference, to leave your two correspondents talking together:

- *Transfer*

- Hang up

3.6. Placing a call on hold (hold)

Exclusive hold:

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

- During a conversation
    - *Put on hold* > your call is placed on hold

Recover the call on hold:

- Select the call on hold

3.7. Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:

- During a conversation

- *Park the call*

A parking announcement message is displayed on the screen of the parking destination set.

To recover the parked call:

To automatically take the parked call, pick up the handset of the parking destination set.

- Reach the "Menu" page
    - *Settings > Services > Consultation > Call pick up services > Park/retrieve*

If the parked call is not recovered within a pre-set time (default value 1 min 30), it is transferred to the operator.

3.8. Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

- During a conversation
    - Adjust audio volume 

4. Sharing

4.1. Manager/Assistant filtering

System configuration allows "Manager/Assistant" groups to be formed, so that the manager\'s calls can be directed to one or more assistants.

The programmed key has to be configured by the system.

From the manager or assistant telephone:

- Press programmed key > incoming calls are filtered by a chosen person (assistant, etc.)
- Same key to cancel

Filtering is indicated on the manager's telephone by the icon corresponding to the "screening" programmed key.

4.2. Call pick-up

You hear a telephone ringing in an office where no-one can answer. If you are part of a pick –up group and are authorised, you can answer the call on your own telephone.

If the telephone ringing is in your own pick-up group:

- Reach the "Menu" page
  - *Settings > Services > Consultation >Call pick up service > Group call pick up*

If the telephone ringing is not in your pick-up group:

- Reach the "Menu" page
  - *Settings > Services> Consultation> Call pick up services > Individual pick up*
- Number of telephone ringing

The system can be configured to prevent call pick-up on certain telephones.

4.3. Hunting groups

Hunting group call:

Certain numbers can form a hunting group and can be called by dialling the group number.

Temporary exit from your hunting group:

- Reach the "Menu" page
  - *Settings > Services > Consultation> Additional services > Out hunting grp*
- Enter your group number

Return into your group:

- Reach the "Menu" page
  - *Settings > Services > Consultation > Additional services > In hunting grp*
- Enter your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

4.4. Sending a written message to an internal correspondent

- Message
    - *New text message Send*
- Use one of the following:
    - Enter the number of the terminal to receive the message
    - Enter the first letters of the name
- Choose the type of message

Sending predefined message

- *Predefined msg*
    - Select a predefined message
- *Apply*

Sending a message to complete

- *To complete*
    - Select a predefined message to complete
    - Complete your message
- *Apply*

Sending a new message

- *Msg to create*
    - Write your message
- *Apply*

Sending the previous message

- *Previous msg*
- *Apply*

4.5. Send a voice message copy

- Message
- *New voice message*
    - Enter your personal code > display number of new and old messages
- Follow prompts for more options, 6 to send a copy
- *Exit* > end of broadcast

4.6. Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcasted on the loudspeakers within your broadcast group:

- Off hook
- Number of broadcast group > speak, you have 20 seconds
- Hang up

The message will only be broadcast on terminals not in use and which have a loudspeaker.

5. Keep in touch

5.1. Forwarding calls to another number (immediate forward)

The number can be your home, mobile or car phone, voice mailbox or an internal extension (operator, etc.).

- Select the transfer icon (the icon depends on your phone: (/)
  - *Immediate forward*
- Number to be called > forward is acknowledged
- Hang up

You can make calls, but only the destination number can call you.

5.2. Forwarding your calls to your voice message service

- Select the transfer icon (the icon depends on your phone: (/)
  - *Imm fwd to VM* > forward is acknowledged
- Hang up

5.3. Cancelling all forwards

- Select the transfer icon (the icon depends on your phone: (/)
  - *Deactivate* > *Deactivate forward*

To cancel all forwards, you can programme another type of forward too

5.4. Forwarding calls

Callers will thus be able to contact you while you are moving around the company. Use one of the following:

- Select the transfer icon (the icon depends on your phone: (/)
- Reach the "Menu" page > *Forward*
  - *Other fwd*
- Select the forward type to program
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*
- Number receiving forward > Diversion is acknowledged

If you have a key programmed with this feature, you can access the feature directly

- Press programmed key
- Number receiving forward > Diversion is acknowledged

5.5. Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

- Message
    - *New text message* > *Fwd to text*
- Choose the type of message

Sending predefined message

- *Predefined msg*
    - Select a predefined message
- *Apply*

Sending a message to complete

- *To complete*
    - Select a predefined message to complete
    - Complete your message
- *Apply*

Sending a new message

- *Msg to create*
- Write your message
- *Apply*

To deactivate the forward to text feature:

- Message
- *New text message* > *Deact fwd text* > The text message is displayed
- *Deactivate*

5.6. Consulting written messages

The light indicates that messages have been received.

- Number of messages received
- *New text message* > *Read message* > Display name of sender, with date, time and ranking of message
- Use one of the following:
- *Recall* > Call back sender of message
- *Save message* > Record message
- *Next message* > Next message
- *Text answer* > Answer with a text message
    - Hang up

6. Programming your telephone

6.1. Initialising your voice mailbox

- Light flashes
- Message
- Enter your personal code then record your name according to voice guide instructions

Your personal code is used to access your voice mailbox and to lock your telephone and is comprised of 4 digits. A weak personal code will be rejected by the system:
-Identical 4 digits (0000, 1111)
-A simple sequence of 4 digits (0123, 1234)

6.2. Modify the password for your phone set

- Reach the "Menu" page
- *Settings* > *Phone* > *Password*
- Old code (4 digits)
- *Apply*
- New code (4 digits)
- *Apply*
- Enter new password again to confirm
- *Apply*
- Hang up

This code acts as a password, controlling access to programming functions and the user \'Set locking \'function (code by default: 0000).

6.3. Modify the password for your voice mailbox

-
- *Voice mail*
- Enter your personal code
- *Perso options* > *Admin options* > *Password* > *My password*
- New code (4 digits)
- *Apply*
- Hang up

As long as your voice mailbox has not been initialized, personal code is 0000.

6.4. Adjusting the audio functions

- Reach the "Menu" page

- *Settings* > *Phone* > *Ringing*

Choose the tune

- Select the type of call to which the ringing is to be associated
- *Internal call*
- *External call*
- Select the melody of your choice (16 tunes)
-
- End
- To adjust other audio features

Adjusting the ringer volume

- *Level*
- Select the volume you want : (12 levels)
- End
- To adjust other audio features

Activate/deactivate silent mode

- *More options*
- ▫ *Silent mode* > To activate
- ▪ *Silent mode* > To deactivate
- End
- To adjust other audio features

Activate/deactivate meeting mode (progressive ringing)

- *More options*
- ▫ *Progressive ringing* > To activate
- ▪ *Progressive ringing* > To deactivate
- End
- To adjust other audio features

Activate/deactivate discreet ring mode

- ▫ *One beep before ringing* / ▫ *Three beeps before ringing* > To activate
- ▪ *One beep before ringing* / ▪ *Three beeps before ringing* > To deactivate
- End
- To adjust other audio features

Adjust ringer volume while a call arrives

- Your telephone rings

- Adjusting the ringer volume

6.5. Adjusting the contrast of the display (8028/8038)

- Reach the "Menu" page
- *Settings* > *Phone* > *Contrast*
- Decrease or increase the contrast of the display
- End
- To adjust other audio features

6.6. Selecting the welcome page

This function is used to choose the page displayed by default on the telephone.

- Reach the "Menu" page
- *Settings* > *Phone* > *Homepage*
  - Select the default page
- End

6.7. Program the keys for the Perso page or the add-on module

You can program the "Perso" page keys for call numbers and functions. Access the Perso page using the navigator. Press the key you want to program:

To program a number

- *Speed dial*
  - Enter the number
  - Enter the name of the key
- *Apply*

To program a function

- *Services* > follow information displayed on the screen

Other possibilities

- *Modify* > modify contents of entry displayed
- *Erase* > Delete

6.8. Programming direct call keys (F1 and F2 keys)

Press a programmable key (F1 or F2)

Speed dial > to program a number

My services > to program a function

Follow information displayed on the screen

6.9. Delete a programmed key

Reach the "Menu" page

- *Settings > Phone > Key program > Prog perso page*
    - Access the "perso " page if necessary
    - Use one of the following:
    - Select the key to delete
    - Press a programmable key (F1 or F2)
- *Delete*

6.10. Programming direct call keys (8028)

These phones provide four programmable keys with Led and paper label.

If the key is not programmed yet:

- Select the key to program
- Enter the name and number to associate to the key
-  Validate the name and number.

If the key is already programmed:

- 
- Select the key to program
- Enter the name and number to associate to the key
-  Validate the name and number.

6.11. Deleting direct call keys (8028)

- 
- Select the key to delete
- *Clear*
- 

6.12. Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours).

- Reach the "Menu" page
- *Appointment*
- Enter time of appointment
- The "Appointment programmed" icon is displayed on the welcome page.

  At the programmed time, your telephone rings:
    - 

If your calls are forwarded to another terminal, the forward is not applied to the reminder call.

To cancel your reminder request:

- Reach the "Menu" page

- *Appointment* > *Delete*
- End

The "Appointment programmed" icon disappears from the welcome page.

6.13. Identify the terminal you are on

The number of your telephone is displayed on the "Info" page.

6.14. Configuring the audio jack of your telephone

By default, the audio jack of your telephone can be used to connect a headset, hands-free kit or loudspeaker. A wideband headset can also be installed for optimized sound quality.

- Reach the "Menu" page
- *Settings* > *Phone* > *Jack plug*
- Select the type of device plugged into the jack
- *Headset*
- *External* > *hands-free*
- *External* > *loudspeaker*
- End

6.15. Contacting your administrator

If necessary you may need to contact your administrator.

Before contacting your administrator make sure you have information such as your phone's part number and software version to hand.

The part number / handset type

The phone's part number is located under the foot of the phone.

Software version

The software version can be viewed on the phone by following this path:

- *Settings* > *Options* > *Version*
- Software version

7. CCD: Agent set / Supervisor station

8038 Premium Desk Phone.

7.1. Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

7.2. Open an agent session (Logon) – Agent set

- Reach the "Menu" page
- *Logon*
- Enter the identifier number
- Enter your personal password

For a decision maker agent

Use one of the following:

- Enter the processing group number
- *List* Select the processing group from a list

7.3. ACD application welcome screen – Agent set

Once the ACD session is open, the agent can access the ACD application dedicated functions.

- *Unavailable*

This function allows the agent to be "logged out" from the ACD application. The "logged out" function is activated by default on opening an agent session (system configuration) by the supervisor or by the agent himself. The agent changes this "logged out" status by pressing the display key associated with this function.

- *Wrap-up*

After each ACD call, the agent automatically assumes Wrap-up mode. During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call. This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).

- *Supervisor*

When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.

- *Queue info*

By pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents.

- *Welcome guide*

This key allows the agent to configure the welcome messages, recording, activation/deactivation, loading or playback of a welcome message. Access to welcome message configuration involves entering the agent identifier number and a password.

- *ACR manage.*

The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas. Expertise areas can be assigned or deleted one by one or globally.

- *Help*

During a communication, the agent can send an assistance request to the supervisors. This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

7.4. Close an agent session (Logoff)

- *Logoff*
- *Enter* your personal password
- *Apply* The session is closed

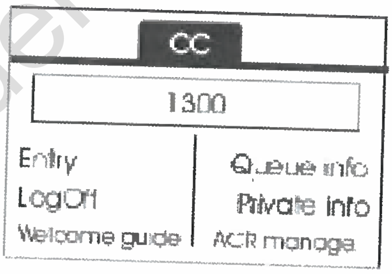
7.5. Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

> A supervisor can also perform the agent function from the same set.

7.6. Open a supervisor session (Logon)

- *Reach* the "Menu" page
- *Logon*
- *Enter* the identifier number
- *Enter* your personal password



7.7. Processing group- Supervisor entry/withdrawal

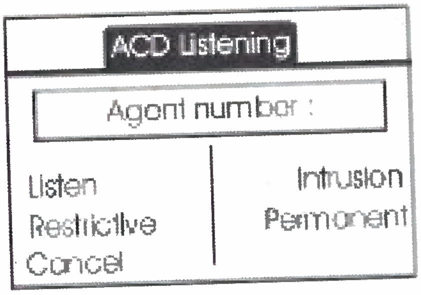
- *Entry*

Use one of the following:

- *Enter* the processing group number
- *List* Select the processing group from a list

7.8. Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the "Help" function key in the "Perso" page.



- *Listen*

By pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his correspondent, but cannot participate in the conversation.

- *Intrusion*

This key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his correspondent by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the "Help" key, only the supervisor and the correspondent will be in communication.

- *Restrictive*

The agent is in communication with a correspondent. This function allows the supervisor to talk just with the agent without the correspondent being informed of this intrusion (restrictive).

- *Permanent*

The supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.

- *Cancel*

Pressing this key results in the rejection of an agent assistance request.

7.9. Close a supervisor session

- *Logoff*
- *Enter* your personal password
- *Apply* The session is closed

8. Guarantee and clauses

8.1. Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user\'s authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemakers or implant defibrillator and the handset which includes magnetic elements: 4 centimetres (1,6 inches) at least
- to limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches)
- it is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece.
- There is a danger of explosion if the battery is replaced incorrectly - use only the battery with the reference 3GV28041AB (1.2V 1500 mAh) (Bluetooth® Handset only).
- Battery charge (Bluetooth® Handset only): Charge the battery for about 16 hours before initial use
- Avoid using phones (other than cordless) during an electrical storm. There may be a remote risk of electric shock from lightning
- Do not use the device in environments where there is a danger of explosion
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone
- Never allow your telephone to come into contact with water
- To clean your telephone, use a soft damp cloth. Never use solvents (trichloroethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be connected to the PABX via the LAN (10/100/1000 MB)
- If you are connected to a POE connection do not use AC power supply
- The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors.
- The RJ-45 jack is not used for telephone line connection
- The 8068 Bluetooth® Premium Desk phone also offers a Bluetooth® Radio Interface for the Bluetooth® handset or other Bluetooth® devices frequency range 2400-2483.5 MHz, Radiated Power 7mW.

8.2. Regulatory Statements

Marking CE

This equipment is in compliance with the essential requirements of R&TTE Directive 1999/5/EC and with Directive 2011/65/UE (ROHS).

The Declaration of Conformity may be obtained from:

Alcatel-Lucent 3 Avenue Octave Gréard 75007 Paris, France

ebg_global_supportcenter@Alcatel-Lucent.com.

USA and Canada

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Exposure to Radio Frequency Signals.

This equipment complies with the internationally recognized radiation exposure (SAR) limits of 1.6 W/kg.

User Instructions

Only use the handset in temperatures between -5 C to +45 C (23 F to 113 F). This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection

Maximum sound pressure level for handset is compliant with European, US and Australian standards.

Directive 2003/10/EC specifying the risks inherent in noise at work

A wired handset is also available and can replace the Bluetooth® handset.

Privacy

Privacy of communications may not be ensured when using the Bluetooth® handset or any additional Bluetooth® device.

Disposal

The equipment must be returned to a collection point for electronic equipment waste disposal. Defective batteries must be returned to a collection point for chemical waste disposal.