

Noise and Flight Path Monitoring System (NFPMS) & Complaints



Noise and Flight Path Monitoring System (NFPMS)

Airservices Australia has installed eight permanent long-term noise monitoring locations around Melbourne Airport.

NFPMS operates 24 hours a day, seven days a week, collecting data from every aircraft operating to and from the airport.

Information and data from these locations can be found here:

www.aircraftnoiseinfo.emsbk.com/melbourne/

As part of M3R MDP and 2022 Master Plan, 2019 noise measurement data from these locations was used to validate the noise models used to predict aircraft noise levels.

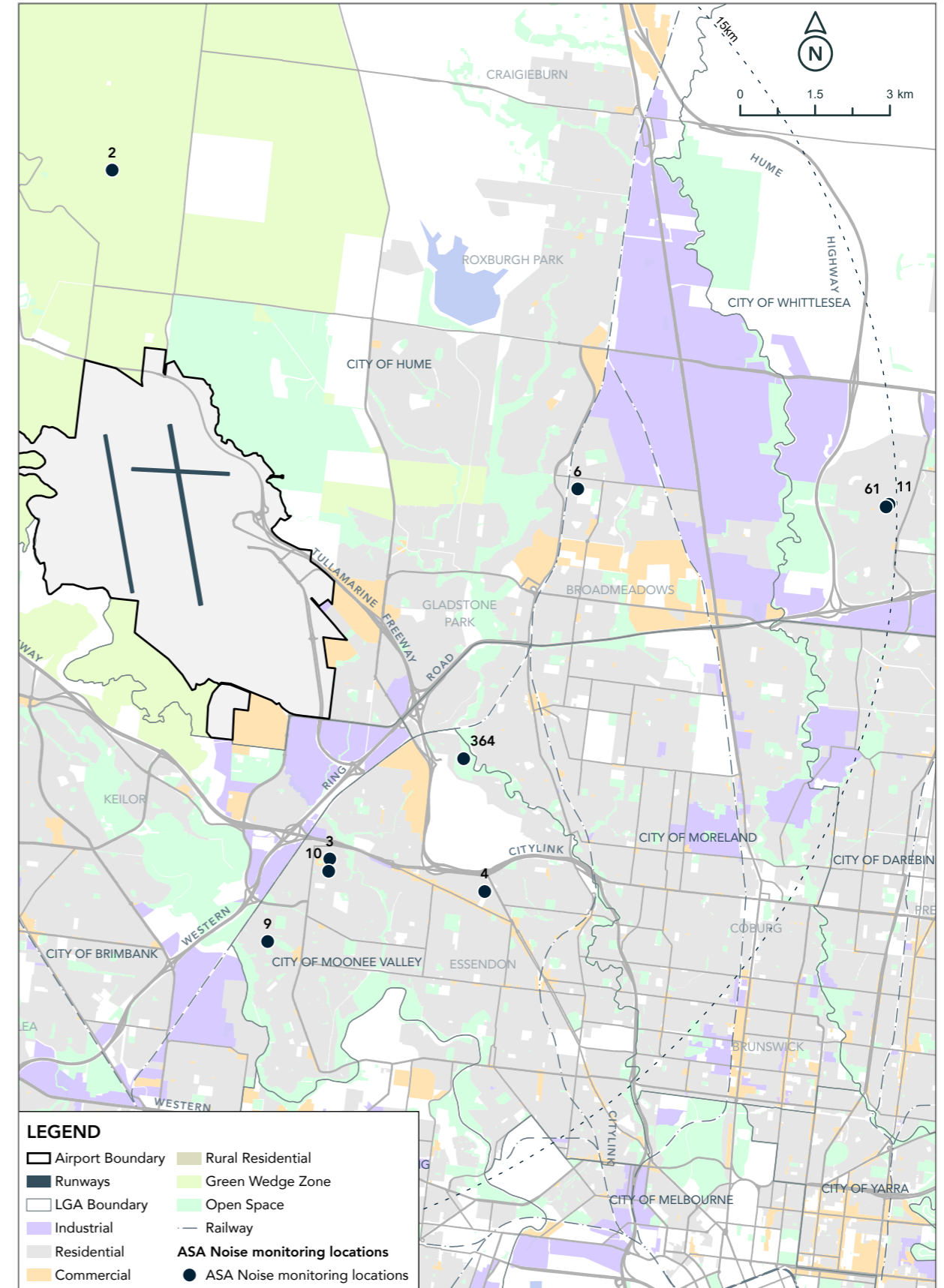
ID	Suburb
2	Oaklands Junction
3	Keilor East
4	Essendon North
6	Dallas
9	Keilor East
10	Keilor East
11	Lalor
61	Lalor
364	Strathmore Heights

Why are there no noise monitors in my area?

NFPMS is a system run by Airservices and it determines where noise monitors are located based on a number of factors which can be found here:

www.airservicesaustralia.com/community/environment/aircraft-noise/monitoring-aircraft-noise/

Airservices will review noise monitor locations following approval of the MDP and confirmation of flight path location to ensure noise information is useful and relevant to the new operations.



Aircraft noise complaints: How can I lodge a complaint about aircraft noise?

Airservices manages enquiries and complaints regarding aircraft noise through the Noise Complaints and Information Service (NCIS).

A complaint or enquiry to Airservices can be made via:

- Airservices website:
www.airservicesaustralia.com/community/environment/aircraft-noise/about-making-a-complaint/

- Through WebTrak:
www.airservicesaustralia.com/community/environment/aircraft-noise/webtrak/
- By Phone (10am-4pm Sydney Time, Monday-Friday excluding public holidays):
1800 805 584 (freecall)
- By Post:
Noise Complaints and Information Service
PO Box 211
Mascot, NSW, 1460

What is WebTrak?

WebTrak allows you to see where aircraft fly and explore historical trends and patterns.

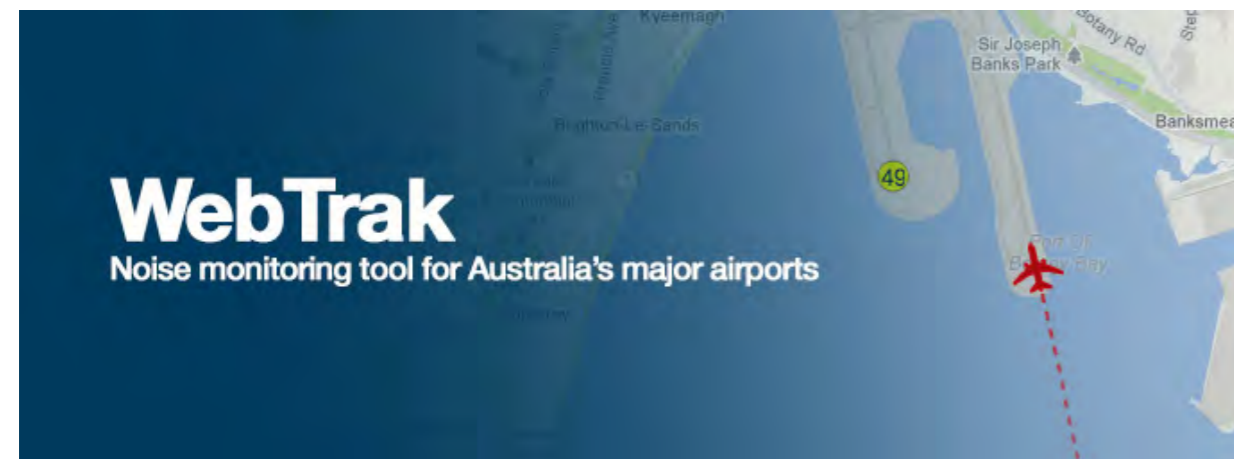
WebTrak uses information from air traffic control secondary surveillance radars to display aircraft movements:

- Within 50 kilometres of the airport
- Up to 30,000 feet above mean sea level

Aircraft noise data is also displayed; collected daily from noise monitors strategically located around communities close to the airport.

Anyone can access WebTrak through Airservices' website:

- www.airservicesaustralia.com/community/environment/aircraft-noise/webtrak/

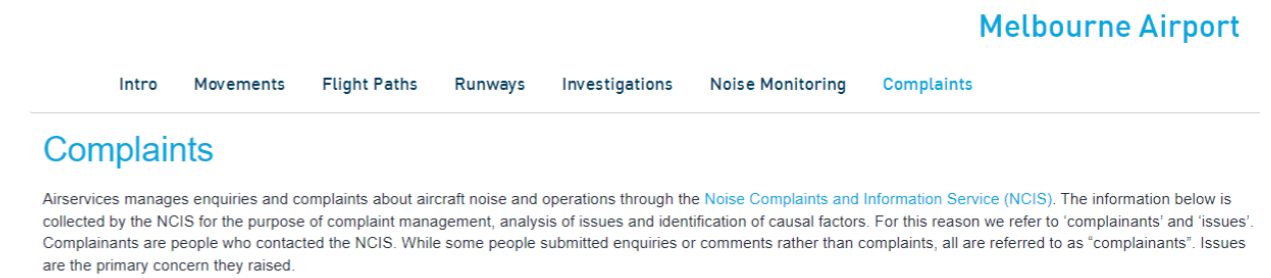


What happens with complaints?

Airservices produces quarterly reports that include discussion of issues raised by complainants. These reports also discuss investigations that have been carried out and other information such as runway and flight path use and noise monitoring data.

Information on complaints at Melbourne Airport can be found using the following link:
www.aircraftnoiseinfo.emsbk.com/melbourne/

Click 'Complaints' on the website as highlighted below



Independent Complaints Review Process

The Aircraft Noise Ombudsman (ANO) conducts independent administrative reviews of Airservices' management of aircraft noise-related activities, including the handling of complaints or enquiries made to Airservices about aircraft noise, community consultation processes related to aircraft noise and the presentation and distribution of aircraft noise-related information.

If you are dissatisfied with the way your complaint has been handled you may request a review by the Aircraft Noise Ombudsman. A request can be made on the ANO website:

- www.ano.gov.au/complaints/form.asp

