

Catch Me If You Can - Self Serving Aviation

- * No one will admit that there is a problem, even if there is.
- * Answers to complaints will include lots of meaningless motherhood statements eg *aviation is conducted in accordance with current standards*
- * If there is reference to anything specific it will be why exceptions to the rule are ok in aviation
- * Responses to complaints about the environmental effects of aviation will include reference to the important economic contributions of aviation - (AKA environmental compromise is acceptable if there is economic gain - argument circa 1970s)
- * Other "sound bites" you will get in reply to a complaint: *there is community consultation* (lipservice only), *[someone else] has approved it, it's not our area of responsibility, we did such and such a study and got xyz results* (great except there are no minimum standards relating to the effects of aviation on the community)

		Modus Operandi	How Responsive	Helpful Score
MINISTER	Minister for Infrastructure and Regional Development http://minister.infrastructure.gov.au/	Write to him and he will field it to the other departments who will give him the same denial and sweeping statements you'll get from writing to them directly.	It will take months before you get an answer - if you	3/10
DIRD	Department of Infrastructure & Regional Development https://infrastructure.gov.au/aviation/	This is the department that the Minister oversees. Write to this department and you will get the same treatment as if you wrote to the Minister - see above	You're likely to get the flick to CASA or ASA or ANO from these people	3/10
CASA	Civil Aviation Safety Authority https://www.casa.gov.au/	CASA has never come to terms with its environmental responsibilities and always avoids reference to it. Responses will stress the grave responsibility CASA has for aviation safety and there will be the subtle implication that your complaint could risk jeopardising this.	More polite than the others but you'll be hard pressed to get them out of their safety rut. Also they only talk best practice when it suits them - if it's a complaint then they talk "work to rule" or "exceptions to the rule".	4/10
ASA	Air Services Australia http://www.airservicesaustralia.com/	Often creative explanations for things - again work to rule and exceptions to the rule rather than best practice responses. Expect the first answer you get to be a work of fiction, it seems there is a new "layer" of lesser skilled complaints handlers in the system	ASA has already had its wrists slapped for being unresponsive and unhelpful and it's slowly slipping back into its old ways. Expect months before you get a proper answer - if you get one at all.	2/10
ANO	Aircraft Noise Ombudsman http://www.ano.gov.au/	Gives the appearance of being objective but knows who butters his bread. Very low probability of getting any outcome although a chance he will make ASA work a little harder with their responses Bottom line: pro-aviation, even to the point of adding in irrelevant economic comments	To his credit, he is probably the most responsive. Expect months rather than parts of a year for responses. Push back if you are not happy, he knows the guff passed on by the other departments is	4/10

So who do you call?

Probably the ghost busters . . .

But do it anyway - write your letters, make your phone calls - demand that aviation join the rest of us in a world where social responsibility and ethics are more than buzz words.