



Noise Complaints and Information Service

PO Box 211, Mascot NSW 1460

t 1800 802 584

www.airservicesaustralia.com

ABN 59 698 720 886

Mrs Jamie Lim
By email

15 July 2022

Dear Mrs Lim

Thank you for contacting the Noise Complaints and Information Service (NCIS). I am writing in response to your enquiry received on 21 June 2022.

In your submission you refer to a proposed helipad in Penrith.

Our organisation, Airservices, is Australia's civil air navigation service provider. We provide air traffic control services to aircraft operating in controlled airspace and aviation rescue and firefighting services at major airports. In controlled airspace we set flights paths and our air traffic controllers manage air traffic.

Airservices also manages complaints and enquiries about aircraft noise and operations through our office, Noise Complaints and Information Service (NCIS). NCIS is the Australian aviation industry's main interface on aircraft noise and related issues for the community. NCIS can provide information in response to enquiries and complaints, however we have no powers or jurisdiction to stop operations, limit the times it occurs, or force helicopters to operate in any particular way.

The lower level of airspace up to 4500 feet over Penrith is classed as uncontrolled airspace, which is not monitored by air traffic control. Aircraft operating in uncontrolled airspace must adhere to the Civil Aviation Regulations administered by the Civil Aviation Safety Authority (CASA), however there is generally no restrictions as to where they can fly.

The placement of a helicopter landing site in uncontrolled airspace is outside the remit of Airservices. In most cases, the local planning authority is responsible for approving land use of any type. The state Environment Protection Agency may also have some jurisdiction.

The airspace immediately to the north of this location is also zoned for RAAF Base Richmond. Once the permission is granted by the local authority there might be operating restrictions required by RAAF.

You may wish to question the proponent about their process for taking and managing noise complaints when the helipad is operational, whether they have any restrictions on operations and will there be any noise abatement procedures in place to minimise the noise impact to local residents, such as zoning noise sensitive areas or having designated flight paths.

Thank you for taking the time to bring your concerns to our attention. I hope this information is of assistance. If you do have further concerns or require clarification of information, please contact us again through our online form: <https://complaints-au.emsbk.com/asa5> or by one of the methods below.

Yours sincerely

KENNY
COMPLAINTS SPECIALIST

Online form: <https://complaints-au.emsbk.com/asa5>

Telephone: 1800 802 584 (freecall) | **Post:** PO Box 211 Mascot NSW 1460

W: <https://www.airservicesaustralia.com/community/environment/aircraft-noise/about-making-a-complaint/>



Disclaimer

The information contained in this document is for information purposes and is indicative only. Aircraft movements and flight paths are affected by variable factors such as weather, separation requirements and congestion at relevant airports, and can therefore change without notice. While Airservices Australia has taken reasonable steps to ensure the accuracy of this information, Airservices Australia makes no warranty or representation that it is current, accurate or complete. Information required for operational purposes must be checked against original sources. Contact the relevant section of Airservices Australia for more information, or obtain the appropriate Airservices publication.

Copyright © [2007]

This work is protected by copyright. The information contained in any track display may only be used by the party requesting this information ("You") and not by any other person. You may download, display, print and reproduce this work in unaltered form (retaining this notice) only for your non-commercial, personal use or non-commercial use within your organisation. You may not otherwise reproduce, transmit, publish or communicate this work or any part of it by any means. Commercial use of any part of this work (including use, reproduction, transmission, publication or communication for a commercial purpose, or as part of providing a commercial service) is strictly prohibited. Apart from any other use as permitted under the Copyright Act 1968, all other rights are reserved.

CAUTION: This e-mail is confidential. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this e-mail in error, please tell us immediately and delete the document.

Airservices Australia does not represent, warrant or guarantee that the integrity of this communication is free of errors, virus or interference.