



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY
Ms Leanne Castley MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Mr Johnathan Davis MLA

Inquiry into Annual and Financial Reports 2020-2021 **ANSWER TO QUESTION TAKEN ON NOTICE** **3 March 2022**

Asked by JONATHAN DAVIS MLA on 3 MARCH 2022: TARA CHEYNE MLA took on notice the following question(s):

Ref: Hansard Proof Transcript 3 March 2022, Page 131-132

In relation to:

MR DAVIS: Great. I will go to my last question. Given that you have received one representation, it sounds as if some other members have received some representations. I have heard a lot from the Bonython community, for example, about their experience with drones. Could we not set up, within Access Canberra, for example, some sort of ACT government record of when people have feedback, positive and negative, to assist with those representations that you are making to the commonwealth? At the moment it seems as if all the records of the ACT community's experiences with drones seem to sit in a compilation of MLAs' inboxes and not in one more authoritative place.

Ms Cheyne: It is complex here, Mr Davis, in terms of, in essence, what the ACT government then would be doing with it. Perhaps we could be sharing that with the commonwealth and with Wing; but, as I mentioned, the commonwealth has given Wing approval to operate in any Canberra suburb, so long as it notifies the commonwealth five days before commencing operations.

So that has already been decided. But I think that Wing does take its feedback very seriously. That is certainly what they have been communicating to me. I would be very happy to direct people how to get in contact with Wing. We can provide that to the committee if they want to share that feedback, because Wing is best placed to respond, take that feedback on board and alter how they might be responding. Certainly, they need to let the commonwealth know about how they have engaged with the community before commencing those operations. So the commonwealth will probably be looking at what Wing provides to them. But, Mr Davis, we might just take that offline. I will take it as a question on notice and come back to you more formally on that.

MR DAVIS: I appreciate that, thank you. Thanks, Chair.

TARA CHEYNE MLA: The answer to the Member's question is as follows:–

In relation to recording feedback, Wing receives its approval to operate from the Department of Infrastructure, Transport, Regional Development and Communications (the Department) and the Civil Aviation Safety Authority. It is a condition of Wing's approval from the Department that Wing must collate all feedback it receives from within its delivery areas – regardless of the avenue through which it is received – and provide this feedback to the Department so that it can be monitored. In

this way, a record of community feedback is being kept by the Department as the approval authority for Wing’s drone delivery operations.

In relation to avenues for giving feedback, people can get in contact with Wing via their website at www.wing.com/en_au/contact. Complaints about drones in general, or about Wing specifically, can be directed to the relevant regulator via the Commonwealth’s Aviation Complaints website at www.aviationcomplaints.gov.au. Alternatively, people can get in contact with Access Canberra at www.accesscanberra.act.gov.au.

The Department consults with the ACT Government through the National Drone Working Group, and ahead of any proposed renewal of Wing’s license, or expansion of Wing’s operations. The ACT Government gives a variety of feedback to the Department through these avenues, including in relation to community feedback, where relevant.

In future, the National Emerging Aviation Technologies Policy Statement includes a plan to develop a Drone Information Hub to bring together information on drone regulation, policy and rules in one place. This Hub will also provide information on complaints processes. For more information, please see page 31 of the Statement, available at www.infrastructure.gov.au

It is also worth noting that in its November 2020 Submission to the National Emerging Aviation Technologies Policy Issues Paper, the ACT Government highlighted that a streamlined complaints process is desirable. Page 10 of the ACT Government’s submission states, “An essential feature of any regulatory scheme will therefore be a single, easy to recognise and understand avenue for the management of complaints about drones.” The Submission is available on the Department’s website at www.infrastructure.gov.au

Approved for circulation to the Standing Committee on Economy and Gender Equality

Signature: 

Date: 18/3/22

By the Minister for Business and Better Regulation, Tara Cheyne MLA