

**Statement of Expectations  
For the Board of Airservices Australia  
For the period 1 November 2008 to 30 June 2010**

This Statement of Expectations (SOE) outlines in a formal and public way, my expectations concerning the operations and performance of Airservices Australia (Airservices) from 1 November 2008 to 30 June 2010. This SOE serves as a notice of strategic direction to Airservices under section 17 of the *Air Services Act 1995*.

The Government's vision for Airservices is that it efficiently and effectively performs its statutory functions to deliver safe, high quality air navigation and related services for the benefit of the Australian community. The Government expects that, consistent with section 9(1) of the *Air Services Act 1995*, Airservices must regard the safety of air navigation as the most important consideration in performing its functions.

As the Board of Airservices, I expect that you:

- will ensure that Airservices acts in accordance with the *Air Services Act 1995*, *Commonwealth Authorities and Companies Act 1997* (and associated regulations) and the established *Governance Arrangements 1997* as well as other relevant legislation and legal instruments; and
- will keep me and the Secretary of the Department of Infrastructure, Transport, Regional Development and Local Government (the Department), through the Chair of the Board, fully informed of Airservices' actions in relation to the initiatives and activities stated below, and alert me to events or issues that may impact on the operations of Airservices.

My expectations are that Airservices will:

1. perform its functions in a manner that supports Government policy with particular focus on aviation safety.
2. provide input for the development of the National Aviation Policy Statement in conjunction with the Department, Civil Aviation Safety Authority, the Australian Transport Safety Bureau, the Department of Defence, the Department of Finance and Deregulation, and other relevant Government agencies.
3. support the Government's environmental initiatives in relation to climate change and aircraft noise management. This includes the maintenance and appropriate resourcing of the Noise Enquiry Unit.

4. maintain and improve the organisation's financial platform to support investment in current and future infrastructure, by developing a detailed capital expenditure program consistent with the Government's infrastructure policy.
5. modernise radar and other air traffic navigation and surveillance systems to ensure air traffic management services are provided with maximum safety and efficiency.
6. develop through consultation with key stakeholders a new long term pricing agreement for the period 2010 to 2015 that addresses Government policy and organisational needs.
7. develop a detailed workforce capability plan to address the immediate and future operational needs of Airservices. This plan must be developed consistent with the Government's training and industrial relations policies, in particular the Australian Government Employment Bargaining Framework.
8. continue to support the Government's aviation safety agenda in the Asia/Pacific region.
9. adhere to values and a code of conduct that maintains high standards of professionalism, customer service, probity, reporting, accountability and transparency, consistent with the Government's aim of excellence in the public sector.
10. actively engage and consult with government, commercial, industrial, consumer and other relevant bodies in a timely manner.