

From: [Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#) on behalf of infrastructure.noreply@govcms.gov.au
To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]
Date: Sunday, 5 October 2025 3:21:28 PM
Attachments: [20251005-caaa-submission-aviation-industry-ombuds-scheme-final.pdf](#)

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Submitted on 5 October 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Community Aviation Alliance Australia

Short comment

CAAA strongly supports the proposed establishment of an industry-funded, independent external dispute resolution scheme that will enable and empower the Aviation Noise Ombudsperson (ANO) to investigate complaints, mediate outcomes and direct airports to provide remedies to any and all members of the community adversely impacted by aircraft noise. CAAA urges the Department to ensure that the legislation establishing the Aviation Industry Ombuds Scheme creates a framework so that the function of the ANO is genuinely independent, effective, comprehensive, fair, free and transparent.

Upload attachments

File uploads

- [20251005-caaa-submission-aviation-industry-ombuds-scheme-final.pdf](#) (901.29 KB)

Step 2: Contact details

First name

The Secretary

Last name

The Secretary

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Consultation name

Aviation Consumer Protections – primary legislation

OFFICIAL



COMMUNITY AVIATION ALLIANCE AUSTRALIA

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5 October 2025

Lodged online 5 October 2025 at <https://www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-primary-legislation>

Director, Aviation White Paper Project Office Aviation White Paper
Department of Infrastructure, Transport, Regional Development, Communication, Sport and the Arts
GPO Box 594
CANBERRA ACT 2601

Dear Sir/Madam

RE: Submission on the Aviation Consumer Protections – Aviation Industry Ombuds Scheme

This submission is made for and on behalf of the Community Aviation Alliance Australia (**CAAA**). We are an Australia-wide coalition of diverse community advocacy groups. Our shared aim is to ensure that the impact (particularly from noise) of the aviation industry on Australian communities is given appropriate consideration in overall aviation policy, regulation, flight path, and airport development.

Endorsed by:

- Brisbane Flight Path Community Alliance (QLD)
- Dingley Village Community Association (Vic)
- East Melbourne Group (Vic)
- Flight Path Forum – Sunshine Coast (Qld)
- Gold Coast Lifestyle Association (QLD)
- Hume Residents Airport Action Group (Vic)
- Moorabbin Airport Residents Association (Vic)
- Residents Against Western Sydney Airport (NSW)
- Southeast Coast Lifestyle Association (TAS)

The members of CAAA welcome the review as an opportunity to improve how aircraft noise complaints are managed in Australia for the benefit of all Australians generally and, in particular and relevantly, the improvement in the management and resolution of such complaints arising from the impact of aircraft noise on communities impacted by the operations of airports.

CAAA strongly supports the proposed establishment of an industry-funded, independent external dispute resolution scheme that will enable and empower the Aviation Noise Ombudsperson (**ANO**) to investigate complaints, mediate outcomes and direct airports to provide remedies to any and all members of the community adversely impacted by aircraft noise.

CAAA urges the Department to ensure that the legislation establishing the Aviation Industry Ombuds Scheme creates a framework so that the function of the ANO is genuinely independent, effective, comprehensive, fair, free and transparent.

To achieve this, we recommend the legislation establishing the Aviation Industry Ombuds Scheme creates a framework that enables and empowers the ANO to be:

(a) Independent: governed by a Board with an equal number of directors with experience representing community members, public health (for eg, a representative from the National Health and Medical Research Council qualified to provide expert advice on the public health impacts of noise pollution), and the aviation industry, with an independent Chair. In particular, CAAA notes and welcomes the removal of the function of the ANO role from Airservices Australia and, to achieve meaningful improvement in the management and resolution of aircraft noise complaints, CAAA considers it is of fundamental importance that the ANO function be given at least the same independence and ability to report directly to the Minister as is afforded to the Commonwealth Ombudsman.

(b) Effective: under a Scheme established and based on the Benchmarks for Industry-based Customer Dispute Resolution published by The Federal Treasury;

(c) Comprehensive: all airports and airlines should be members of the Scheme - without exception;

(d) Fair: led by a decision making approach based on the law, good industry practice and fairness in the circumstances with determinations that are binding on all airports, airlines and aviation industry members;

(e) Accessible: the current position must be preserved as a minimum, to enable anyone in Australia to report a complaint to the ANO if they are unhappy with how Airservices Australia (**AsA**) or Defence handled a previously (unresolved) aircraft noise complaint or with AsA's community engagement and information distribution – community members should not have to pay to use the Scheme; and

(f) Transparent: empowered to obtain documents and collect and publish information from the aviation industry as the ANO sees fit, including publishing determinations in full, and to direct compliance with relevant regulations as applicable.

CAAA trusts that this submission is well received and it will be given full consideration by the Department in the development and release of the aviation consumer protection legislation.

Please do not hesitate to contact us if you require any clarification of our position.

Yours sincerely

The Secretary
Community Aviation Alliance Australia