

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]
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Attachments: [ano-aviation-framework-submission-sf-and-cm-30sep2025.pdf](#)

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Submitted on 30 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

ANO Aviation Framework Submission

Short comment

The new ANO must have the capacity to look at the bigger overall picture and be able to act within it and be able to RECOMMEND RELEVANT CHANGE and have the authority to enforce it.

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- [ano-aviation-framework-submission-sf-and-cm-30sep2025.pdf](#) (123.66 KB)

Step 2: Contact details

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Consultation name

Aviation Consumer Protections – primary legislation

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ANO Aviation Framework Submission

1. ANO be divided into 2 sections:

- a) Administer ticketing/cancelled flights complaints etc and
- b) Administer flight paths, NAPS, noise complaints, FOI complaints etc.

Both divisions to be equally/adequately staffed with equal powers and staff rotated in sections so staff have expertise across all areas.

2. ANO must be totally independent of ASA and CASA and answer directly to Parliament, as there is a conflict of interest with the current Ministerial position for Infrastructure/Transport.

To date community has suffered gravely by decisions made by this Minister - eg. No new airport curfews, permitting low flight paths placed directly over tank water reliant communities, discounted community health issues caused by the effects of aviation activity when clearly brought to her attention, failure to introduce recommendations within an acceptable timeframe by the Senate Enquiry into Aviation Noise that would benefit communities.

3. ANO must have an extremely strong Charter to work under, and all processes must be transparent.

There must be honesty and accountability and granted extensive investigative powers.

Must have the ability to make decisions public, unless politically or security sensitive to Australia.

4. CASA/ASA should be of equal standing with ANO having the greater powers to fully investigate and improve processes between the other two.

5. An independent aviation advocate to be employed by ANO to assist communities with advice on all aviation matters, including flight paths, noise, NAPS and any problems inflicted on communities by ASA decisions. This is also Recommendation 15 of the Senate Enquiry into Aviation Noise. The community desperately needs assistance and guidance through the system of complex Acts, Regulations and Rules. Maybe provide an online library with access to relevant public documents. Currently communities are severely inhibited in this area by lack of knowledge and expertise.

6. ANO have the power to review:

a) Noise levels in Australia that communities are subjected to - day/night - and make recommendations on such. Visit the area for first hand actual experience as an independent watchdog and liaise with community when ASA fails to do this.

b) Adequacy of community engagement in the development of flight paths as well as the purely operational aspects.

c) Power to review and recommend changes to flight paths especially where clearly better safer options exist. e.g. Hobart's low flight path directly over tank water dependent communities

d) Review and prosecute where ASA changes or introduction of new flight paths are not implemented within an acceptable period of time - Hobart has been waiting 6 years for changes to be made to RNP-AR.

e) Regularly attend ASA Community Engagement sessions, CACG's meetings, as an independent member.

Act as an independent arbiter when required between community, industry or government bodies.

f) Industry related FOI processing delays of ASA and CASA

7. ANO be given the power to review and direct compensation (paid by airlines/ airports) where communities are subjected to the negative effects of two or more flight paths and at waypoint crossover over a 24-hour period where there is no respite available. This includes airport curfews, NAPs, or where aviation noise is deemed to be of unacceptable levels. Also, ANO must have the authority to intervene where health concerns are raised, or advocate to the relevant governing body, and that this be approved and paid from industry profits.

8. ANO be granted the power to create change in fairness to the community.

If AirServices Australia were more regulated, better governed and more aware of community concerns, the ANO'S tasks would not need to be so onerous.

Finally, the new ANO must have the capacity to look at the bigger overall picture and be able to act within it and be able to **RECOMMEND RELEVANT CHANGE** and have the authority to enforce it.