

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 2:15:53 PM
Attachments: [20251005-gcla-submission-aircraft-ombuds-scheme.pdf](#)

OFFICIAL

Submitted on 5 October 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Gold Coast Lifestyle Association Incorporated

Short comment

The GCLA 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. The GCLA 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-gcla-submission-aircraft-ombuds-scheme.pdf](#) (228.41 KB)

Step 2: Contact details

First name

John

Last name



Organisation (if applicable)

Gold Coast Lifestyle Association Incorporated

State

QLD

Email address



Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

OFFICIAL



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5 October 2025

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

By email: aviationconsumer@infrastructure.gov.au

Dear Sir/Madam

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

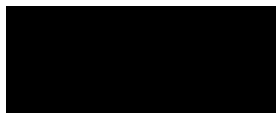
1. I write to you in my capacity as President of the Gold Coast Lifestyle Association (**GCLA**) in response to the invitation by the Minister for Infrastructure, Transport, Regional Development, Communication, Sport and the Arts for submissions on the Aviation Consumer Protections, in particular, regarding the Aviation Industry Ombuds Scheme.
2. The GCLA is a Gold Coast-based community advocacy group with the principal objective of ensuring that the operations of the Gold Coast Airport are conducted in a manner that takes appropriate consideration of the minimisation of any adverse impact on the Gold Coast community, particularly in relation to aircraft noise.
3. The GCLA welcomes 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 the Gold Coast community as a result of operations at the Gold Coast Airport.
4. The GCLA 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.
5. The GCLA 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.

6. 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 and the aviation industry, with an independent Chair;
 - (b) Effective: under a Scheme established based on the *Benchmarks for Industry-based Customer Dispute Resolution* published by The Federal Treasury¹;
 - (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 and aviation industry members;
 - (e) Accessible: the current position must be preserved as a minimum, to enable anyone in Australia being able to complain to the ANO if they are unhappy with how Airservices Australia or Defence handled a previous aircraft noise complaint, or with their community engagement and information distribution – community members should not have to pay to use the Scheme; and
 - (f) Transparent: empowered to collect and publish information from industry as the ANO sees fit, including publishing determinations.

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

Please do contact the undersigned if there is any aspect of this submission that we can expand upon or clarify.

Yours sincerely



John Hicks
President
Gold Coast Lifestyle Association Inc
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Email: info@flightpathgc.com

¹ Australian Government The Treasury, *Benchmarks for Industry-based Customer Dispute Resolution*, February 2015 available at: https://treasury.gov.au/sites/default/files/2019-03/benchmarks_ind_cust_dispute_reso.pdf