

From: Sam [REDACTED]
To: aviationconsumer
Subject: Fw: Ref: Initiative proposed under the Aviation White Paper to create an independent Aircraft Noise Ombuds Scheme
Date: Sunday, 5 October 2025 11:26:57 PM
Attachments: [October 2025 - Submission.docx](#)
[1000016613.jpg](#)

You don't often get email from [REDACTED]

Hi,

I've been struggling to submit this so I'm sending it to multiple emails. Your website notes we can submit this until tomorrow, but the link isn't working saying consultation is closed.

From: Sam [REDACTED]
Sent: 05 October 2025 3:57 PM
To: samantha.palmer@infrastructure.gov.au
Subject: Ref: Initiative proposed under the Aviation White Paper to create an independent Aircraft Noise Ombuds Scheme

Hi Samantha,

The ANO have suggested that we give feedback on the initiative proposed under the Aviation White Paper to create an independent Aircraft Noise Ombuds Scheme. I have this typed up in a word document however, I can't see anywhere on this online form to attach it, and the character limit is too low to type it. I believe this needed to be submitted by tomorrow (6th October 2025). When I submitted the online ticket it noted it will take up to 30 calendar days to respond so can you please ensure it is delivered to the relevant person so they can send me a means to submit it directly. Your email is the only one online within Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts that I could find online relevant to aviation.

Hi,

My submission is based on very unhelpful interactions with Airservices Australia, how difficult and time consuming it is to submit complaints on the Webtrack Portal (6.4 hours just to load the portal for the day at 50mb/s not including the time it actually takes to submit complaint), and the Ombudsmen having no power to ensure Airservices Australia are accountable for their actions, and are providing reliable data to the public. Currently Airservices Australia are harming Perth residents by subjecting them to noise that is completely avoidable, on the Airservices Australia website the information provided notes flights head West along Reid Hwy or the Swan River out towards the coast and then head North over the ocean however in reality, the planes are cutting the corner and flying over every northern suburb in Perth negligently subjecting 100,000's of Perth residents to completely unnecessary negative health impacts. We moved from Thornlie specifically to avoid aircraft noise and the negative impact it was having on my health and purchased our property in Beldon purely because it was noted that no aircraft fly over the property. It was further from work, more expensive, and the house was not as suitable for us compared to Thornlie however, these were all sacrifices we were going to make to be without aircraft noise. After all the sacrifices, we moved there only to discover the planes were just flying anywhere and everywhere despite clear flight paths being available noting all the aircraft will fly out along the ocean instead of over the top of us. I've made multiple complaints to Airservices Australia and despite them replying, absolutely no action has been taken. AirServices Australia need to be held accountable for providing inaccurate information to the public, and for the significantly negative health impacts they are negligently subjecting Perth residents too when it can be 100% avoided.

In Airservices Australia's reply it was noted they cannot comment on why aircraft are flying over the property I purchased despite the flight corridors illustrated on the Airservices Australia website noting nearly all South Flow and North Flow flights will head West along Reid Hwy or the Swan River past the coastline before turning North bypassing Beldon completely. Aside from the comment that "on occasions flights may leave these general areas from time-to-time" this illustration clearly indicates Beldon was a suitable suburb to purchase in if we were looking to avoid aircraft noise. I did not want to live in Beldon, it's not a place I enjoy being, but avoiding aircraft noise was our sole reason for moving so I had to make the sacrifice. The "time-to-time disclaimer" indicated that we may have the odd plane fly over... not the significant volume we are currently being subjected to.

Airservices Australia's reason for not being able to comment on this was they believe this information was sourced from Perth Airports website, it was not. The information is still displayed on Airservices Australia's website at the time of writing this response. Link as follows: <https://aircraftnoise.airservicesaustralia.com/2023/03/21/perth-airport-flight-paths/>

The AirServices Australia response also notes that "I do not believe it is practical to rely on any information on the Airservices' website as a single source for such an important decision as a property purchase"; I completely disagree with this comment. On the Airservices Australia website, Airservices Australia make statements that "Airservices Australia is responsible for the safety of 11 per cent of the world's airspace", "We are responsible for the safe and efficient management of Australia's skies", "our eyes are on the sky at all phases of a flight, from terminal gate to terminal gate", "We provide world-leading tower and approach services to manage the safe, orderly flow of aircraft into and out of Australia's airspace", and "We are responsible for Australia's airspace management"; reading statements such as these, it would be reasonable to believe that illustrations depicting flight paths on the same Airservices Australia website would be the most reliable and accurate information on aircraft flight corridors than any other entity could be providing in Australia. Considering the role Airservices Australia plays in Australia, no

other entity would as suitable to use as source of information when specifically purchasing a property to avoid aircraft noise.

I appreciate that Airservices Australia have conceded that the display needs to be amended in an effort to reflect flights more accurately however, we have already purchased the property based on the information provided; AirServices Australia needs to be accountable for the data they provide to the public, and these flight paths need to be adhered to. This is causing us significant economic harm, compounding stress, and is degrading our quality of life. This aircraft noise is depriving us of quiet enjoyment of our land and every complaint is being submitted under duress. All the suffering from the aircraft noise since moving to Beldon can only be from two things. Either the flight corridors illustrated on <https://aircraftnoise.airservicesaustralia.com/2023/03/21/perth-airport-flight-paths/> are correct and ATC is not adhering to them, or the information provided on the website is false and misleading.

I appreciate the data Airservices Australia provided in past complaints, it confirms the aircraft are not heading West past the coast as they should, the reason I'm submitting multiple complaints is that the behaviour of aircraft has not changed since I flagged the issue. This is a daily occurrence, not just the dates where a complaint was submitted; planes are interrupting my ability to relax and enjoy being at home, impacting my sleep and reducing my ability to function at work. The frequency of flights actually appears to be increasing rather than ceasing. In Airservices Australia's response it was noted "This air traffic is not new and has occurred in these areas for many years", if that is the case, how is the illustration on the Airservices Australia website so incorrect if it has been known for years that aircraft fly inland over the suburbs along the coast, and not over the ocean? If this information displayed on the Airservices Australia website was accurate, we would never have purchased the property in Beldon.

There was also a mention of RAAF operations occasionally diverting air traffic and expedition of high priority aircraft, that's not a major concern of mine as that would be included in the "on occasions flights may leave these general areas from time-to-time".

The direct tracking aspect may be contributing to these issues if that is why pilots are deviating from the flight corridor early before they have passed over the coastline. I believe it would be in the public's best interest for direct tracking to only be used once past Alkimos or Yanchep. I see no purpose in causing harm to the public when there is a whole ocean these aircraft can fly over.

Airservices Australia noted that I should "spend as much time as possible at a desired location to check for aircraft noise. This includes different times of the day and year as aircraft movements can be seasonal" this would be very difficult and expensive to when houses are only on the market for one to two weeks, and making the assumption all community members can afford to take unpaid leave from work to sit out the front of a property during a cost-of-living crisis is further evidence that AirServices Australia is disconnected from the community's needs.

The if the information provided by AirServices Australia's was accurate, and the aircraft were managed correctly by following the illustrated flight corridors, taking time off work would not be required; sitting out the front of a house should not be the solution provided in place of reliable and accurate information from a Commonwealth entity. We did do this as much as possible however, residents neighbouring the property for sale were uncomfortable with us being parked on the street for hours on end, and we did not notice any aircraft any of the times we were there making it evident this is an unreliable method for determining aircraft noise.

Airservices Australia claim they are responsible for Australia's airspace, that means they are the only entity we should be sourcing reliable, and impartial purchasing information from. In

AirServices Australia's response they suggested getting the realtor to provide a written statement regarding local aircraft noise, realtors will not provide any meaningful information as they would also be sourcing it from AirServices Australia. The only reliable source of information should be AirServices Australia, the Commonwealth entity that is actually responsible for managing the airspace.

I have made so many complaints that NCIS, and by consequence ATC are undeniably aware of the harm this noise is causing me. I have requested the aircraft not fly over my property, and that they follow the designated flight corridors multiple times, but day after day aircraft are flying directly overhead with no change. We've even had the enormous Emirates A388 fly over our house; the noise was so loud it was booming through the whole house which sent my body into a panic, it took hours for my body to reset and ruined a significant portion of my Saturday. Taking into account NCIS and ATO are aware this is the impact the noise has on me, at best sending these aircraft over my house are Torts however, due to the significant time that has passed with no change, I suspect the person directing these flights is wilfully causing me harm by actively flying them over property when they know they should not be.

The Webtrack portal makes it incredibly slow submitting complaints on aircraft also which hinders our ability to address the issue, just to submit our complaints we need to wait 6.4 hours per day (average of 8 minutes to download every 30minute interval on Webtrack with video evidence to support) for the portal to load, this is with download speeds of 50mb/s. We're unsure if this is done intentionally to reduce the number of complaints received as it is nearly impossible for people who work full time to spend more than 6 hours loading a complaints portal. This also doesn't include the time it takes to actually submit the complaint, just to purely load the portal. When there are planes flying over your property very 3 minutes that are not meant to, you then need to allocate a significant amount of time submitting the complaints themselves so waiting 6 hours for the portal to load is a horrendous failure from a government entity. It's absolutely critical that the portal is sped up if the department would like accurate complaints data and community feedback.

We trusted Airservices Australia to provide us with accurate information when we purchased our property and they failed us, leaving us feeling trapped in our own home and stuck with noise causing economic loss, degradation of mental and physical health, and a significant reduction in quality of life and the ability to enjoy or land. We would like the flight corridors to be adhered to and aircraft to fly out offshore along the coast as they are meant to be.