



Aircraft Noise Ombudsperson

The Australian Government will legislate an independent Aircraft Noise Ombudsperson

The Australian Government's Aviation Consumer Protection reforms will legislate an independent Aircraft Noise Ombudsperson (ANO). The ANO will be created within the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the department) and will be responsible for undertaking independent reviews of aircraft noise-related complaints.

Overview of the ANO

The new Aircraft Noise Ombudsperson delivers the government's commitment in the 2024 Aviation White Paper: Toward 2025 to ensure the ANO function is independent of Airservices Australia and the Department of Defence as the entities which it reviews.

The ANO will conduct independent reviews of:

- the management of aircraft-noise complaints by Airservices Australia and the Department of Defence.
- the community consultation processes regarding changes affecting aircraft noise.
- how aircraft noise information is presented and distributed.

The ANO may also publish independent reports and make recommendations to the government for policy or regulatory change.

Timing

The timeframe for transferring the ANO function from Airservices Australia to the department will depend on the passage of legislation, which is expected to occur before the end of 2026.

Find out more



For more information on the ANO's work: ano.gov.au



Visit our website to find out more the framework: infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-protections



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