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NEW ON-LINE AVIATION RESOURCE

A new on-line aviation information resource centre has been set up to help people with questions or issues related to Australian air travel and aviation operations.

The resource centre covers eight areas of aviation operations of most interest to air travellers and the general public.

The areas covered are:

- Aircraft noise
- Airline customer service
- Aviation security
- Airport curfews
- Aviation accidents and incidents
- Military flying activities
- Aviation safety
- Low flying aircraft.

Each area has a dedicated web page which provides a snap-shot of the relevant issues, explains where to get additional information and sets out how to lodge an enquiry or complaint.

The aviation information resource centre streamlines the process of lodging and responding to enquiries or complaints.

For air travellers and the public it is an easy-to-use web site that helps people identify the right place to go to find aviation related information.

This should eliminate the frustration of searching across a variety of government and other agencies to find the answers to aviation information needs.

The aviation resource centre also assists six government and other agencies to co-ordinate and manage responses to requests for information or complaints.

The agencies involved are the Federal Department of Infrastructure and Regional Development, the Australian Defence Force, Airservices Australia, the Civil Aviation Safety Authority, the Australian Transport Safety Bureau and the Aircraft Noise Ombudsman.

Visit the aviation information resource centre at www.aviationcomplaints.gov.au

For further information contact the ANO on 1800 266 040