



Annual Report

2024-25

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1 From the Ombudsman

Complaints to the ANO tend to increase when new flight paths are implemented or community engagement is occurring. The first half of this year followed these normal trends, but the second half was more subdued due to the Federal election and associated caretaker period limiting Airservices' community engagement activities and governmental decision making.

It is clear from complaints that community hostility towards Airservices remains a significant issue despite progress in community engagement activities and procedures. Brisbane is still the most prominent location for complaints with Perth a distant second. Otherwise, there was a distribution of complaints across other areas in the country.

At historically contentious locations, community engagement continued but with a pause in activities during 2025 due to the election evident. At Hobart, a Noise Abatement Procedure (NAP) Trial ran over the earlier part of the year whilst an assessment of community feedback on some recommendations of the Post Implementation Review occurred in the latter half of the year. At Brisbane, community engagement on Package 3 of the Noise Action Plan occurred with further community engagement planned from February 2025, with notice of commencement delivered at the end of June 2025. Activity at Sunshine Coast has been on hold due to the focus on first resolving Brisbane airspace.

A complaint concerning Airservices' capacity to monitor and report on aircraft compliance with NAPs at Gold Coast airport disclosed concerns about Airservices' capacity to monitor and report on the use of NAPs generally. In June 2025 the ANO finalised a report to the Board recommending that the ANO undertake review under the ANO Charter of Airservices' capabilities in this area. The Board accepted the recommendation, and the ANO will commence the review in October 2025.

The Senate inquiry into the impact and mitigation of aircraft noise and the Aviation White Paper brought increased attention to aircraft noise issues during the year. However, progress on noise related issues was impacted by the election and caretaker period. I look forward to the continuation of reforms foreshadowed by the government.

My thanks go to ANO staff, some of whom were new to their roles. All have worked together admirably and contributed to the office throughout the year. I also take this opportunity to thank the Airservices Board and Chief of Air Force for their continued support.



Kieran Pehm

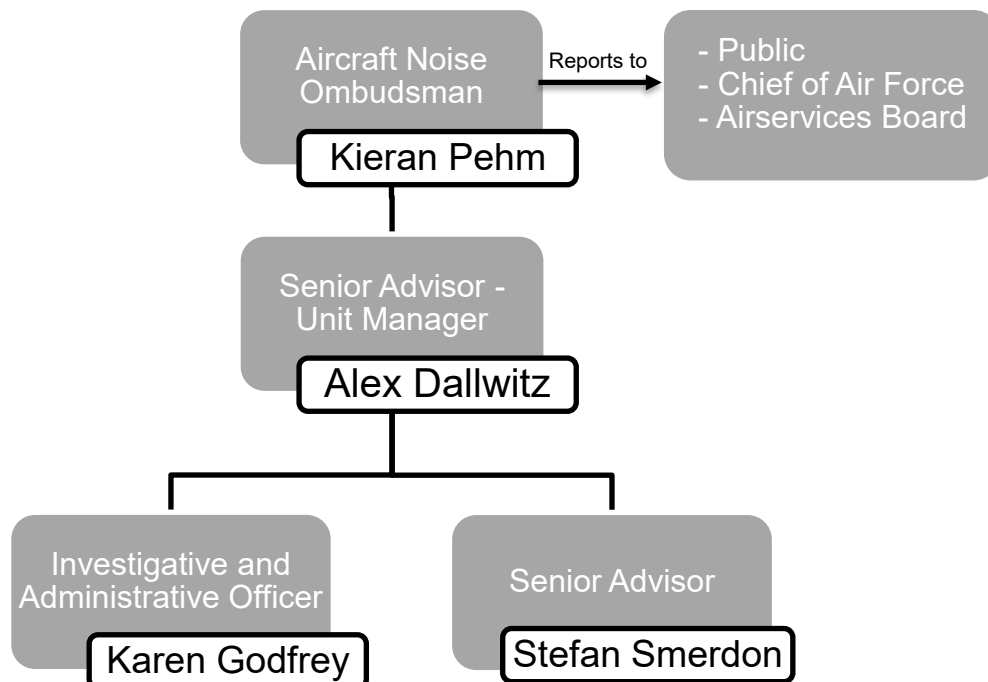
Aircraft Noise Ombudsman
18 August 2025

2 Overview

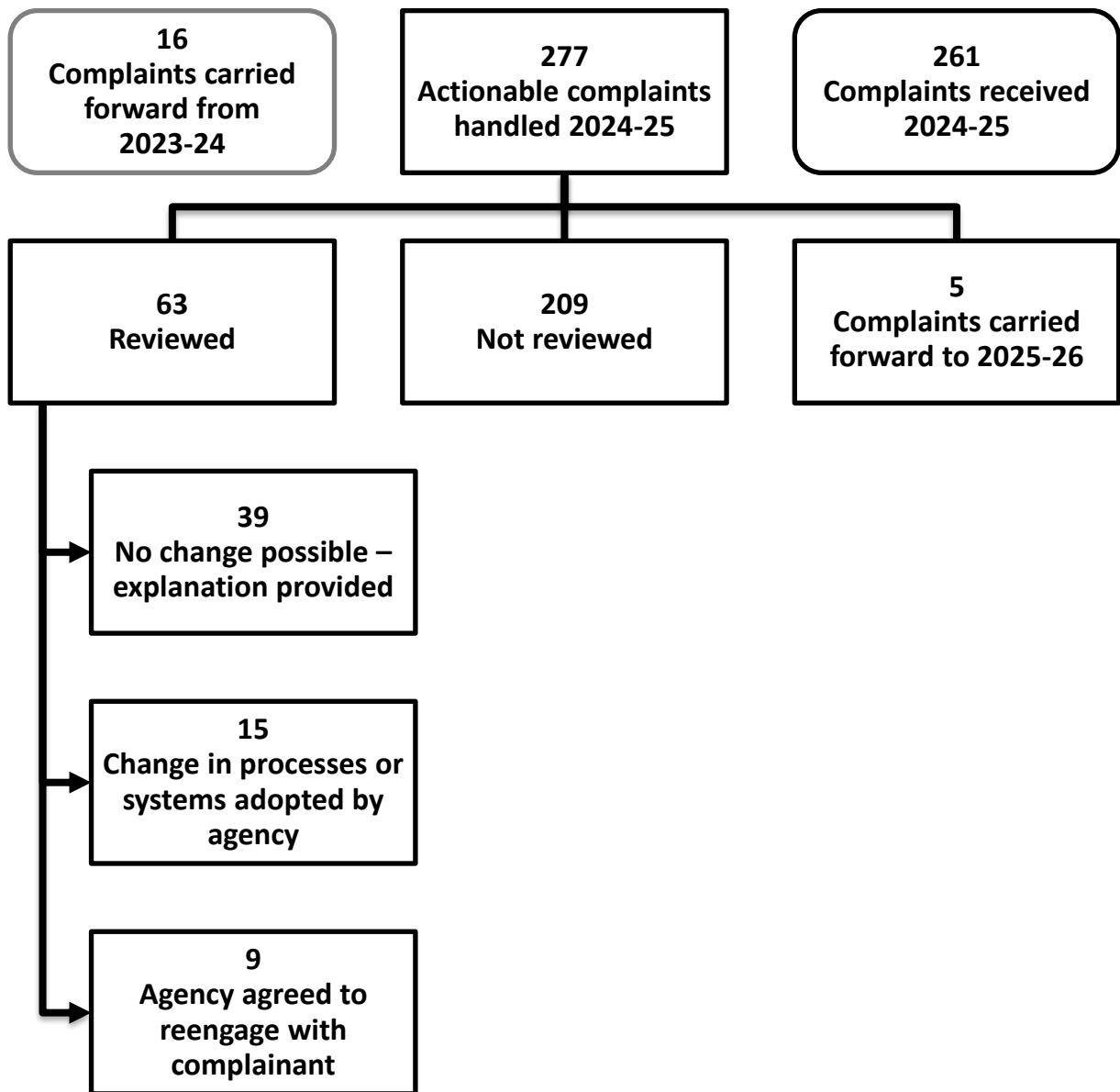
2.1 Role of the ANO

Under the ANO Charter, the role of the ANO is to review the handling of complaints and enquiries made to Airservices Australia (Airservices) and the Department of Defence (Defence) about aircraft noise. This includes monitoring, reporting and contributing to the effectiveness of community engagement processes relating to aircraft noise undertaken by Airservices and Defence (the Agencies), as well as the effectiveness of the presentation and distribution of aircraft noise-related information.

2.2 ANO Structure as at 30 June 2025



2.3 2024-25 at a glance



3 Performance

This annual report marks the beginning of the 2024-2027 ANO Strategic Plan period. The measures of success for the 2021-2024 Strategic Plan were that:

- The public is aware of our role and our services are accessible to all
- Our work is undertaken in a timely, effective and efficient manner
- We communicate effectively and constructively with Agencies and with the public
- Our recommendations are accepted, implemented and effective.

Awareness and Accessibility

Since 2021, the ANO has focussed on increasing awareness of the ANO with the public and improving accessibility for community members who may experience barriers in making complaints. Actions to address this include increasing attendance of Community Aviation Consultation Groups (CACG) and equivalent. In the 2024-2025 financial year, the ANO approached airports to whose CACGs the ANO was not regularly invited. In response, the ANO office received invitations to a number of additional CACGs, including some locations which the ANO had not attended since 2013. Further information on the 2024-25 CACG outreach program is available in Section 3.1.

A major upgrade of the ANO website was completed in 2022 to improve accessibility for those seeking to make a complaint or obtain information on the ANO's work. The ANO also provides accessibility services available on the ANO website for those individuals who may be d/Deaf, hard of hearing or who need an interpreter to assist with making a complaint.

Timeliness and efficiency

The ANO experienced a significant increase in complaints as a result of the new flight paths for Brisbane Airport, introduced in July 2020. Higher numbers of complaints to the ANO continued over the past 5 years. To improve the capacity of the ANO to effectively manage periods of increased complaints, the ANO also invested in improvements to both the ANO complaint system (ANOCs) and the office policies and procedures. Notably, this has included enhanced complaint reporting capabilities in ANOCs to identify trends in complaints, for the ANO's public reporting and to support communication with the agencies.

The ANO substantially met its key performance targets for complaint handling. Further detail on the ANO's performance against its KPIs for the 2024-25 year can be found at section 3.3.

Effective communication with agencies

The ANO office meets regularly with both Airservices and Defence personnel, both through regularly scheduled meetings and ad-hoc meetings as required. Regular monthly meetings between the ANO senior advisors, Airservices' senior staff in the community engagement team and the Noise Complaint and Information Service (NCIS) Manager continued. In addition, the ANO team have quarterly meetings with Airservices' community engagement and NCIS teams. The ANO Unit Manager also has regular quarterly meetings with the Defence staff officer.

Effective recommendations

Since July 2021, the ANO made 8 recommendations to the Board of Airservices, all of which were accepted. No recommendations were made to the Chief of Air Force (CAF) during this period.

Of the 8 recommendations made to Airservices, only one from previous years remains open, related to the ANO's investigation into East Melbourne flight paths. One recommendation was made during the 2024-25 year that the ANO review Airservices' capacity to monitor and publicly report on the use of Noise Abatement Procedures. Details on the status of this open recommendation are available at Appendix 2.

Through improved communication with agencies, reviews of complaints may also be effectively resolved without resulting in a report to the CAF or Airservices' Board. Examples of this are discussed in sections 4 and 5.

Strategic Plan

The ANO has a strategic plan for the years 2024-27. The plan seeks to address the potential challenges such as new airport developments and Defence's strategic move to the north of Australia. It also tightens the ANO's key performance indicators for complaints. More detail can be found at section 7.1 of this report.

3.1 Community engagement and information provision

In 2024-25, ANO staff continued to attend community meetings. ANO staff attended 7 meetings or events at three locations involving community stakeholders over the year.

Further to the community stakeholder events above, ANO staff attended 12 airport CACGs (or equivalent) meetings. The ANO focussed on expanding the range of airport CACGs that staff attended, in the past year, supported by the increased availability of virtual access. Attending these meetings as an observer enables the ANO staff to monitor the effectiveness of community engagement undertaken by Airservices and Defence including their presentation and distribution of aircraft noise-related information. Additionally, these meetings provide the ANO staff with direct knowledge of emerging aircraft noise management issues, as well as fostering a broader understanding and awareness of the ANO's role and aircraft noise management issues. On request, the ANO also made presentations on its role and functions at 1 meeting.

3.2 Complaints handling

The ANO received 261 actionable complaints in 2024-25, a significant decrease from the 428 complaints received in 2023-24 largely explained by a drop in complaints from Brisbane.

The ANO carried over 16 complaints from 2023-24 making a total of 277 complaints managed during the year. Of the total 277 complaints reviewed in 2023-24, 272 were finalised during the year and 5 open complaints carried forward into the 2025-26 year. Of the 272 finalised complaints, 63 complaints were reviewed in detail and 193 were referred to either Airservices or Defence to respond to directly – the ANO Charter requires complaints be first made to Airservices or Defence unless there are exceptional circumstances. A further 9 complaints were closed without review due to a lack of information from the complainant, with an additional 2 referred to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts. The remaining 5 complaints were referred to other agencies including the Civil Aviation Safety Authority.

The ANO also receives complaints relating to aircraft noise which do not enliven action under the terms of the ANO Charter. Such matters include the ANO being copied in on complaints to other parties, where the complaint is beyond the remit of the ANO or when the substance of the complaints have been previously dealt with. Of the 10,770 non-actionable complaints received by the ANO during the financial year, 10,725 complaints did not require a response. The remaining 45 non-actionable complaints required a limited response, generally in the form of referral information.

Appendix 1 provides a complete account of ANO complaint statistics for 2024-25.

During 2024-25, the ANO finalised 1 review which resulted in a report to the Airservices Board. The ANO monitored Agency progress on all recommendations from previous reviews that remained open at the start of this financial year. The ANO's assessment of progress against these recommendations is summarised in **Appendix 2**.

3.3 Key performance indicators (KPIs)

The following sections detail KPI compliance levels for the 2024-25 financial year in relation to the complaint handling processes. A summary of compliance against these KPIs is available in **Appendix 3**.

KPIs for complaints received by the ANO office are divided based on whether the complaint is a single complaint or part of a multi-complaint review.¹ Regardless of whether a complaint is part of a multi-complaint review or not, the ANO office aims to finalise all complaints within 12 months and 50% within 6 months.

¹ Separate KPI's for complaints within a multi-complaint review reflect the more complex nature of multi-complaint reviews and that they generally involve consideration of large amounts of evidence.

3.3.1 Acknowledgement of complaints

The ANO has a KPI of 2 days and 3 days to acknowledge complaints related to single complaints and multi-complaints, respectively. During the financial year, 100% compliance was achieved against this KPI for single complaints and no multi-complaints were opened.

3.3.2 Determination of complaints

Once a complaint is received, the ANO has 7 days for single complaints, or 14 days for multi-complaints, to determine whether the complaint is within the scope of the ANO Charter. As shown in Figure 1, 99% compliance was achieved for the single complaints KPI. 3 single complaints failed this KPI during the year. 1 failed due to the Christmas shutdown, 1 due to a technical error with the email program, and 1 due to waiting for information from Airservices regarding the complaint.

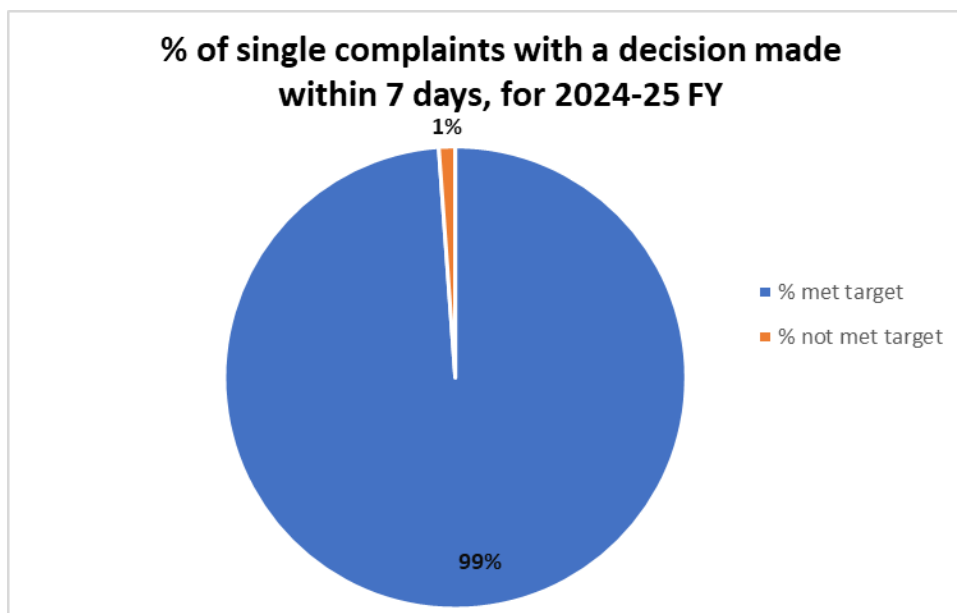


Figure 1: % of single complaints with a decision made within target period, for 2024-25.

3.3.3 Progress reports to complainants

The ANO office provides regular updates to complainants on progress during the course of a review.² Full compliance was achieved for single complaints during the financial year with the exception of a single complaint in the September quarter due to staff leave. This has been rounded down so it appears as full compliance in Appendix 3.

3.3.4 Time taken to finalise complaints

As shown in Figure 2 below, all single complaints were closed within the KPI timeframes with 84% closed within 1 months of receipt and 14% within 3 months. 2% remained open between 3-6 months.

² For both individual complaints and multi-complaint reviews, the KPI target is for updates to occur every 28 days or less.

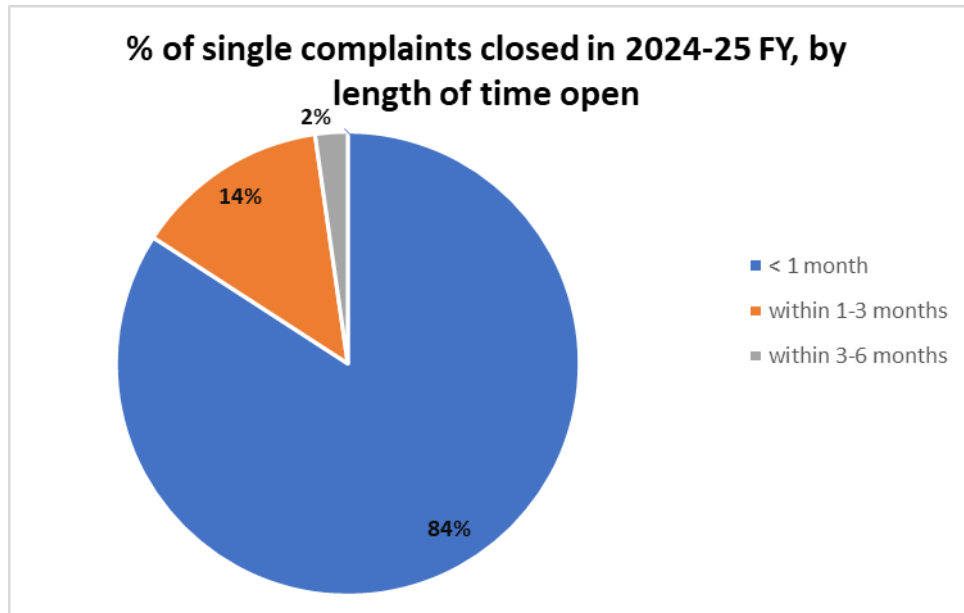


Figure 2: % of single complainants closed in 2024-25, by length of time open

3.4 Analysis of complaint handling

Figure 3 charts complaints received, closed and carried forward each year for the past 5 years. The high numbers of complaints received since 2020-21 were generated from the introduction of new flight paths for Brisbane Airport. The ANO's investigation of the Brisbane flight paths commenced in December 2020 and was published in October 2021.

The ANO anticipates that it will continue to see periods of high complaint activity associated with any major change to aircraft operations, such as new runways or major airspace designs. When there are no significant changes to flight or proposals, complaints tend to diminish.

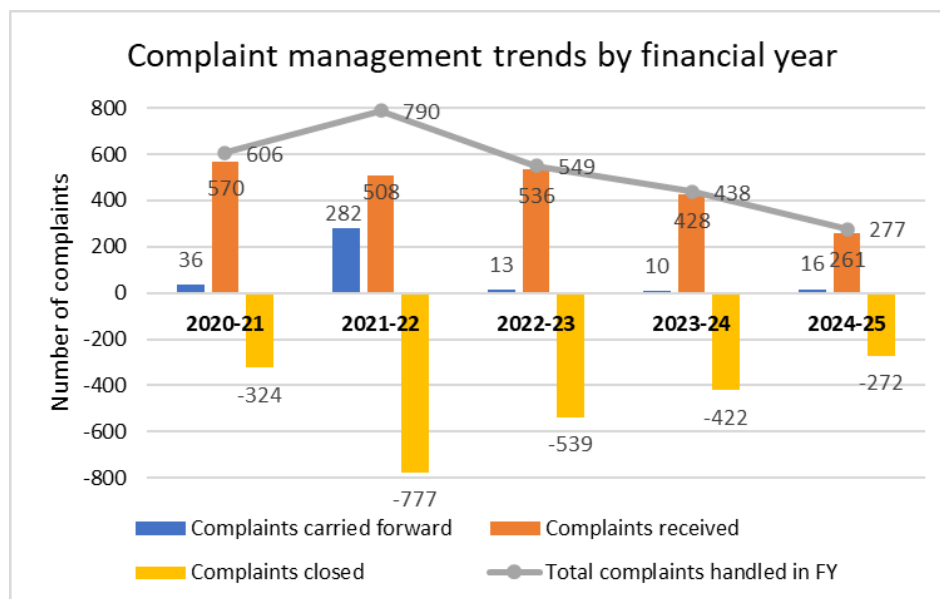


Figure 3: Trends in complaint handling between 2020-21 and 2024-25.³

³ "Complaints handled" includes all complaints received in the current year or carried over from the previous.

Figure 4 below details the changes in the complaints received by the ANO over time, separating the complaints received related to Airservices or Defence.

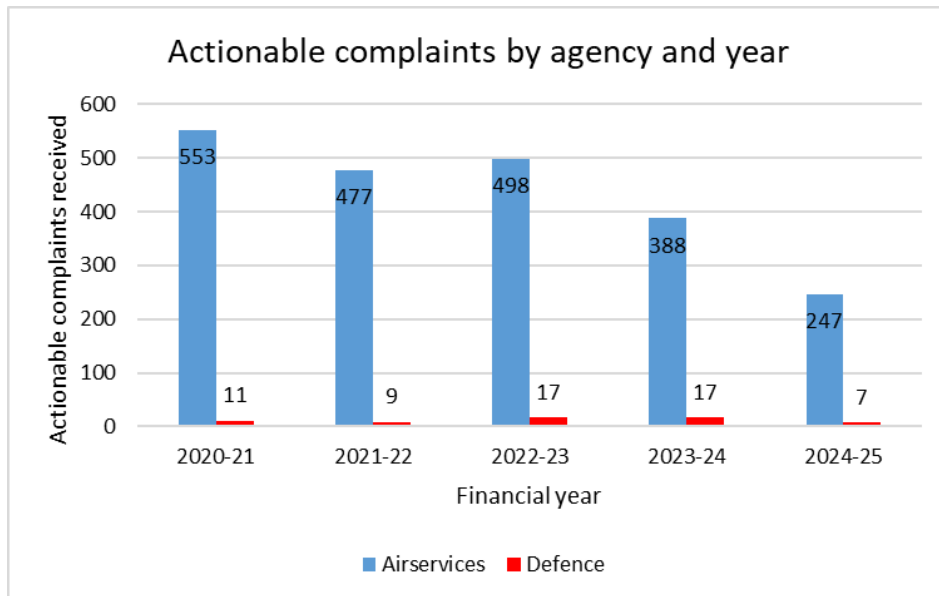


Figure 4: Actionable complaints received by financial year (FY), related to Airservices and Defence.

Figure 5 shows the total number of actionable complaints closed, including the proportion of closed complaints that were reviewed over the last five years. The high levels of complaints reviewed by the ANO in 2020-21 and 2021-22 reflect multi-complaint reviews of Brisbane. The smaller number of complaints reviewed by the ANO in other years are individual complaints about separate matters.

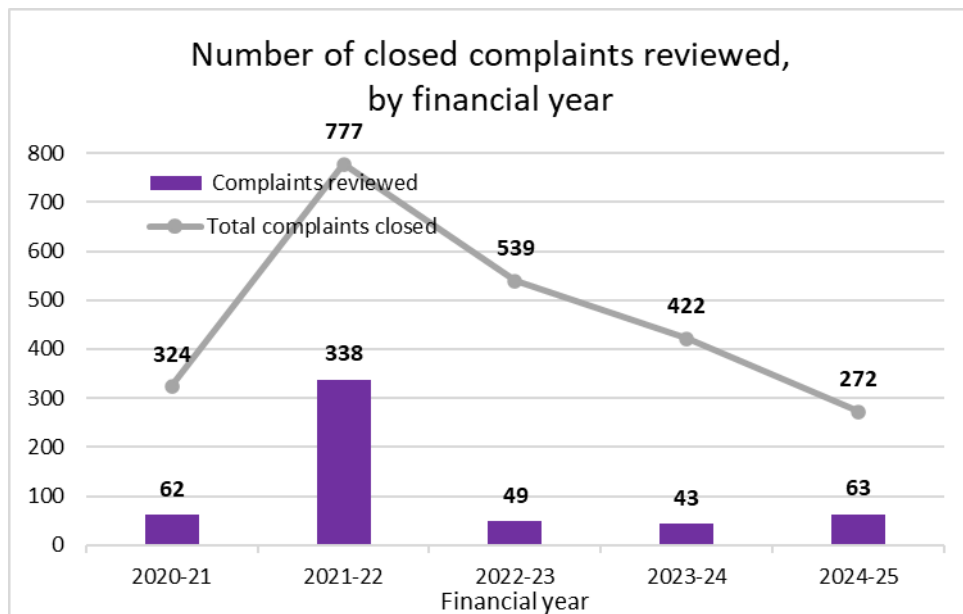


Figure 5: Number of closed complaints reviewed, between 2020-21 and 2024-25.⁴

⁴ "Complaints reviewed" includes only those where concerns were reviewed, and an outcome provided (others are not reviewed due to being out of scope or need to be referred to the agency in the first instance).

4 Airservices

The ANO received 10,766 non-actionable complaints about Airservices and aircraft noise. These complaints either did not engage the ANO's role under its Charter or were multiple contacts from the same complainant, in relation to matters previously addressed by the ANO. Of these non-actionable complaints, 10,373 (96%) were submitted during the year by three single complainants.

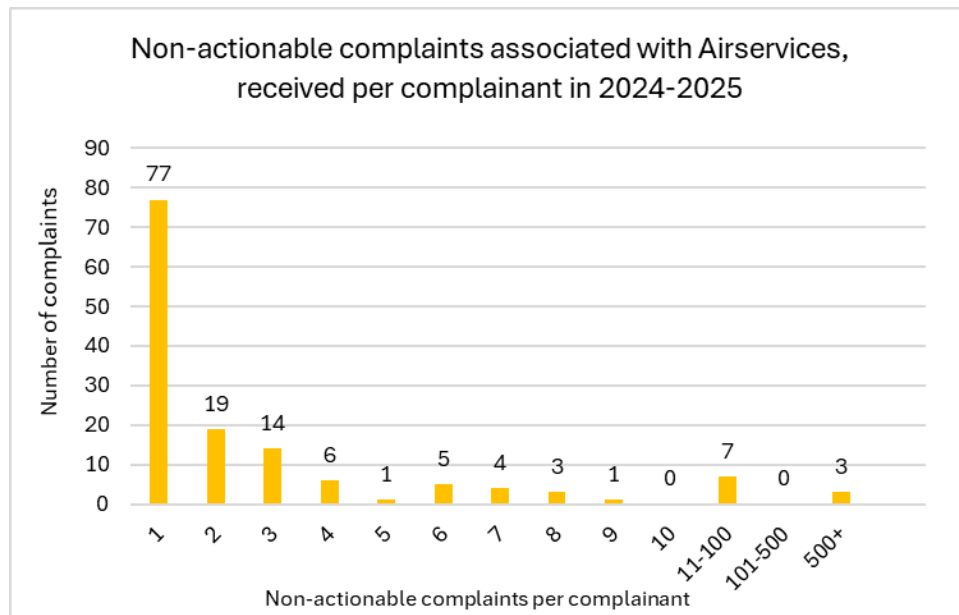


Figure 6: Non-actionable complaints associated with Airservices, received within the financial year, grouped by the number of complaints per complainant.

The ANO received 247 actionable complaints about Airservices and finalised 255. Of these, 188 complaints had yet to be made to Airservices and, as required by the Charter, the ANO advised that they should first complain to Airservices. 13 complaints were associated with other agencies, 2 associated with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts. Of the other 11 complaints, 7 were closed without further review as the complainant did not provide requested information to support a review by the ANO and 4 were outside the scope of the Charter.

During 2024-25, 54 complaints about Airservices were reviewed by the ANO; see Figure 7 below. 12 of these led to a change in processes or systems and in 5 cases Airservices agreed to re-engage with the complainant. Having investigated the issues for the remaining 37 complaints, the ANO provided a detailed explanation to each complainant about why there was no practical change possible.

Of the 12 Airservices cases where a change was adopted, these generally related to providing additional information to the complainant, changes in complaint handling processes or changes in approach to future information provided to complainants.

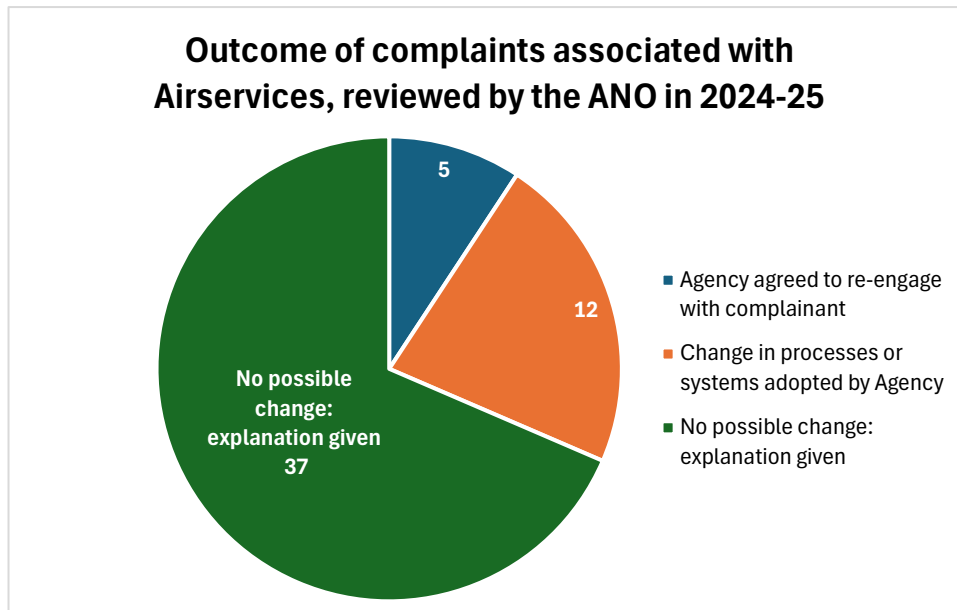


Figure 7: Outcome of complaints associated with Airservices, reviewed by the ANO in 2024-25.

4.1 Complaints by Airport

As shown in Figure 8, many of the actionable complaints received this financial year continue to be attributed to the opening and operation of the new runway for Brisbane, with 120 complaints (49%).

In addition to the airport specific complaints, 26 complaints did not include sufficient information to identify the airport of concern. This includes helicopter operations due to the range of potential helipads a helicopter may operate from.

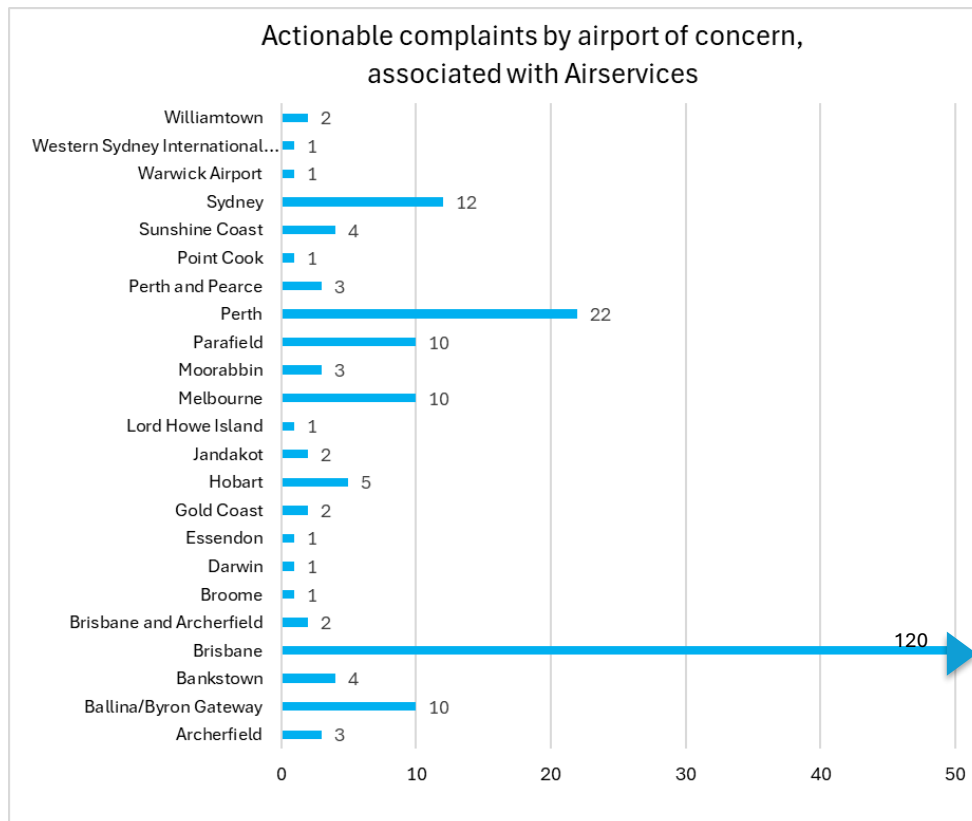


Figure 8: Actionable complaints received by ANO by airport of concern and agency, July 2024 – June 2025.

4.2 Issues arising from complaints about Airservices

Actionable complaints received are classified by the ANO office under one of three themes - aircraft noise issues; agency specific issues (where the complaint is about the conduct of the relevant agency in their dealings with the complainant) and other issues outside of the remit of the ANO. Figure 9 shows the distribution of the issues raised, with aircraft noise related concerns the most common.

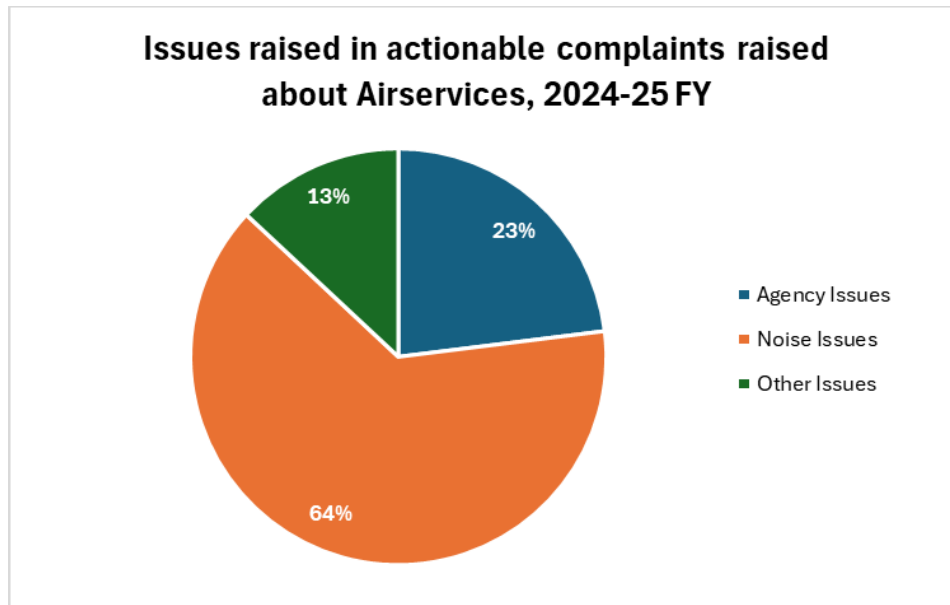


Figure 9: Issues raised in complaints received by the ANO, 2024-25.

As shown in Figure 10, complaints about poor explanations and community engagement were the most common Agency issues raised in relation to Airservices. In this financial year, these concerns related predominantly to a combination of concerns about activities associated with the new Brisbane flight paths Post Implementation Review (PIR). Concerns regarding timeliness related to delays in NCIS response times.

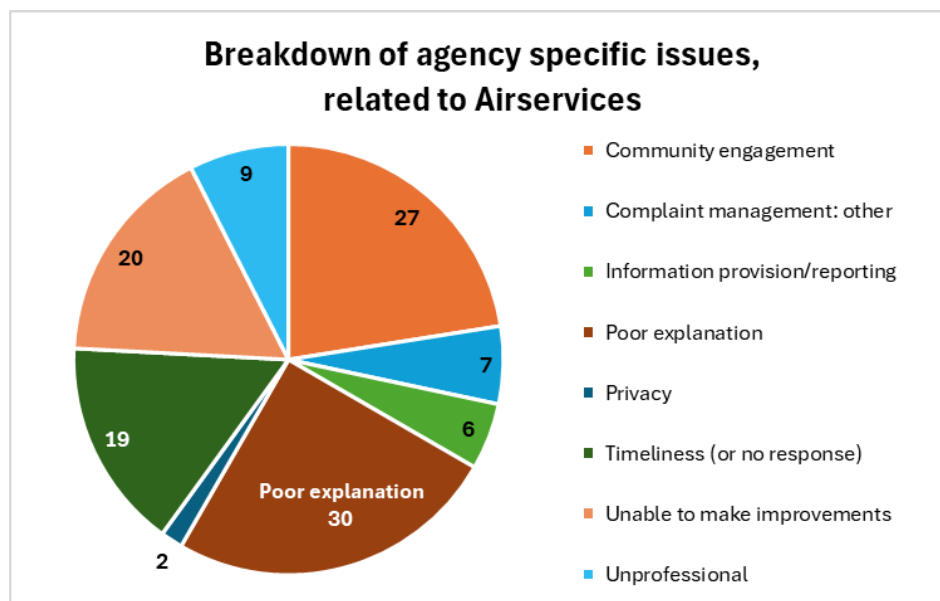


Figure 10: Agency-specific issues raised in complaints received by the ANO, 2024-25.

As shown in Figure 11, health and well-being concerns, including reported aircraft noise impacts on mental health and sleep, have been raised consistently during the year as they have been since 2021-2022.

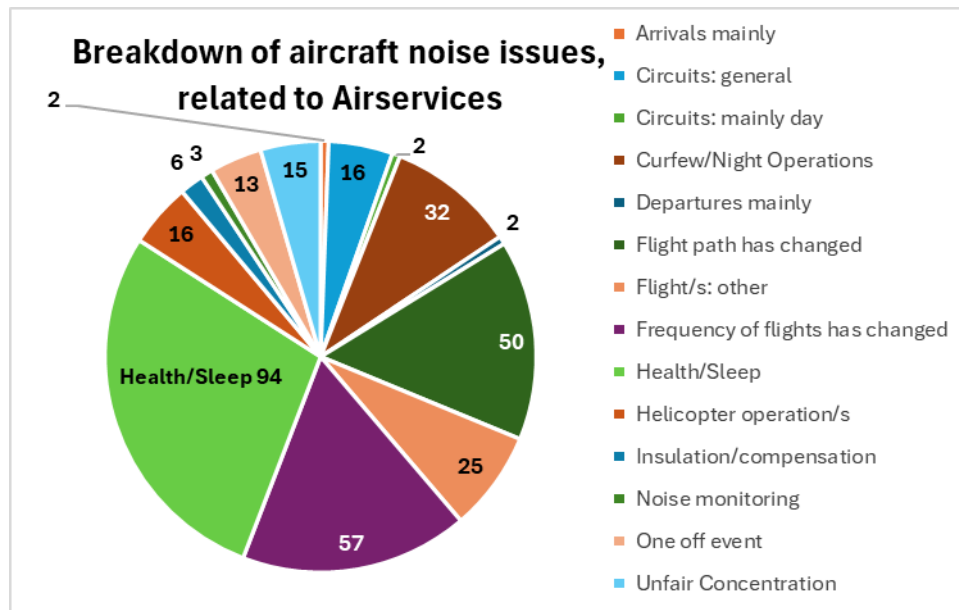


Figure 11: Aircraft noise related issues raised in complaints received by the ANO, 2024-25.

Figure 12 below shows other issues raised by complainants that were outside the remit of the ANO. Since 2022, the ANO has observed an increase in requests for greater regulation, enforcement of existing noise abatement procedures or fly neighbourly agreements, and dissatisfaction with existing aviation regulation. Requests for greater regulation was the most common 'other' issue raised in the past year, representing 9% of all issues raised in Airservices related complaints. Of the requests for regulation, 43 of the 52 were specifically seeking the introduction of a curfew.

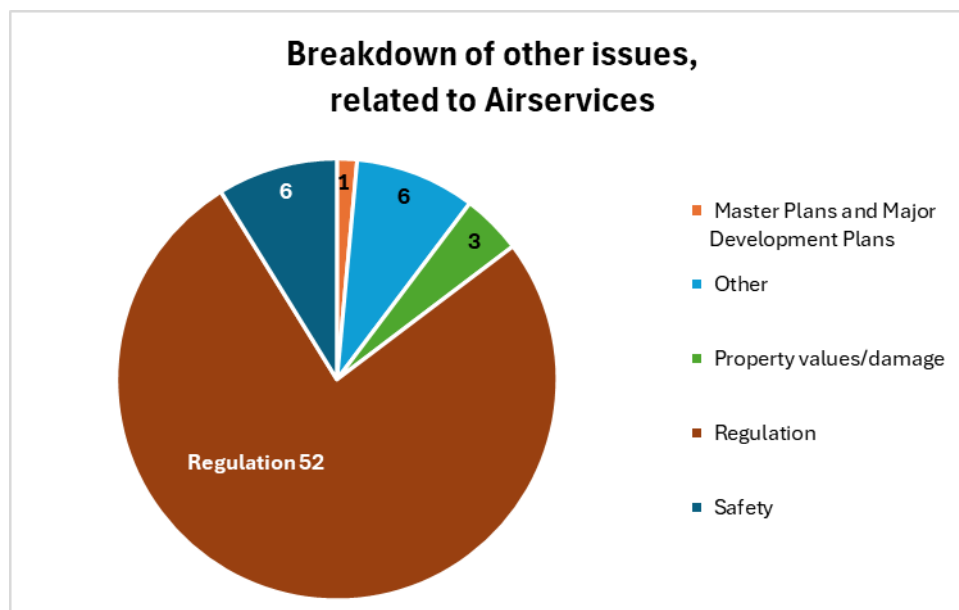


Figure 12: Issues outside of the ANO's jurisdiction, raised in complaints received by the ANO, 2024-25.

4.3 Response times by Airservices

The ANO received complaints in late 2024 and early 2025 related to the length of time taken for Airservices' Noise Complaints and Information Service (NCIS) to respond to complaints. 21 days is the published timeframe that the NCIS aims to meet. During the year, this timeframe escalated to between 28 and 38 days. There was also a minor increase around Easter.

This issue had been reported on previously with significant delays occurring after the surge of complaints about Brisbane. The ANO raised concerns with Airservices' management and the Airservices' Board in July 2023 resulting in substantial improvements. However, it appears the NCIS still has some difficulty in achieving its stated response times.

4.4 Airservices' community engagement processes

The ANO continued to work with Airservices' staff on engagement projects as they were delivered. Airservices conducted consultation on Phase 3 of the Noise Action Plan for Brisbane from August to September 2024 with further engagement announced in late June. In November 2024, Airservices held community engagement on Recommendations 4 and 6 of the Post Implementation Review of Hobart flight paths. In August and November 2024, Airservices also conducted engagement with the community regarding the introduction of controlled airspace in Ballina.

4.5 Hobart Noise Abatement Plan (NAP) trial review

In August 2023, the ANO commenced a multi-complaint review of complaints about Airservices' rejection of a Noise Abatement Procedure proposed after extensive community engagement. Following provision of the ANO's assessment in September 2023, Airservices set aside its original decision to reject the NAP proposal and committed to a review of its procedures for approving and implementing community suggested flight path changes.

The proposed NAP trial for Hobart commenced in June 2024 and this aspect of the complaints has therefore been resolved. In response to the ANO recommendation that Airservices review its procedures, it developed a Post Implementation Review (PIR) Procedure (ATS-PROC-0152) and consulted with the ANO before it was finalised.

Airservices has published its new procedure and staff across relevant areas received training on its operation in February 2025. The ANO now considers the matter resolved.

4.6 Monitoring and publicly reporting compliance with Noise Abatement Procedures (NAPs)

In June 2025, the ANO finalised a report to the Board following review of a complaint concerning Airservices' capacity to monitor and report on aircraft compliance with NAPs at Gold Coast airport. The report found Airservices' management of the complaints was deficient as it did not assess whether or not the aircraft which were the subject of complaint were complying with a NAP that permitted use of the instrument landing system under certain conditions.

The review also disclosed that Airservices' capacity to monitor and report compliance with NAPs generally was deficient and recommended the Board agree terms of reference for a systemic issue review by the ANO of Airservices' capabilities in this area.

Terms of reference for the review were negotiated with the Board, as follows:

Commencing in October 2025, the ANO will conduct a review of Airservices' systems and processes in place at that time for reporting and monitoring on Noise Abatement Procedures (NAPs) within the control of Airservices. The review will examine whether:

- 1. Airservices' contemporary practice sufficiently acquits the requirements of Ministerial Direction 37/99 to monitor and report on NAPs,*
- 2. the information reported publicly is clear and understandable to the community, and*
- 3. the process to monitor and investigate non-adherence to NAPs is sufficient to improve NAP outcomes.*

The ANO will immediately alert the Board through the Chair of the Board Sustainability Committee if, during the review, it observes any material issues which it believes require prompt action by Airservices. A report in accordance with the ANO Charter will be provided to Airservices' Board in December 2025 providing the ANO findings and identifying areas requiring further review or improvement.

5 Defence

The ANO received 5 non-actionable complaints about Defence and aircraft noise. These complaints did not engage the ANO's role under its Charter.

The ANO received 7 actionable complaints about Defence and finalised 10, 4 complaints were carried forward from 2023-24. Of the 1 complaint closed without an ANO review, the complainant did not request a review of their complaint after the role of the ANO was explained.

During 2024-25, 9 complaints were reviewed. 7 of these led to Defence re-engaging with complainants and changes in systems or processes being adopted (Figure 13).

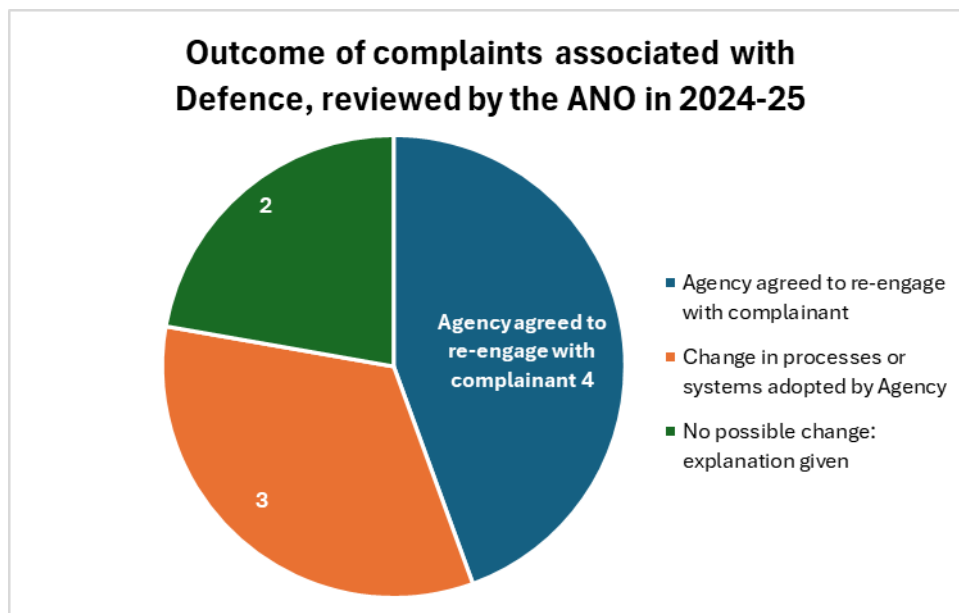


Figure 13: Outcome of complaints associated with Defence, reviewed by the ANO in 2024-25.

5.1 Complaints by Airport

As shown in Figure 14, the actionable complaints received this financial year were spread across a number of bases and regiments.

In addition to the airport specific complaints, 1 complaint was due to a Defence flypast in Sydney Harbour.

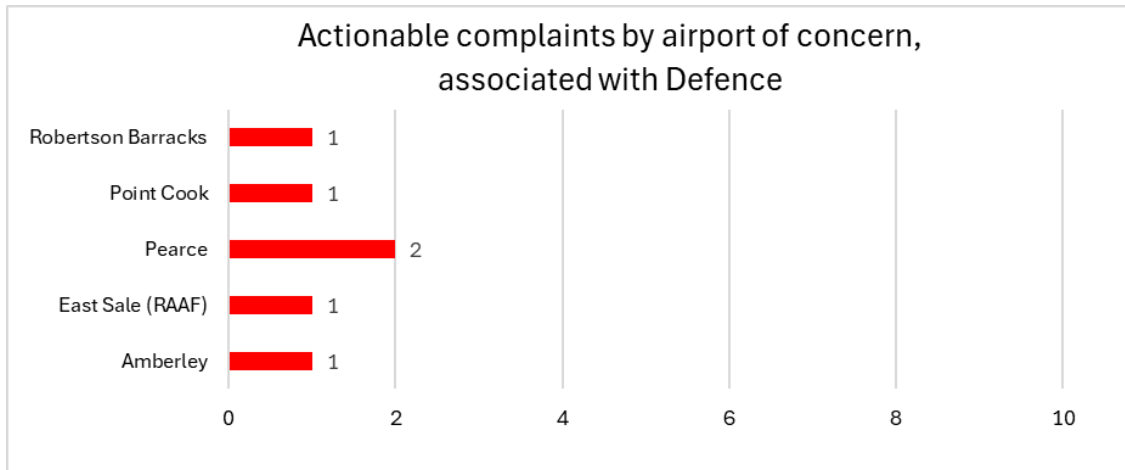


Figure 14: Actionable complaints received by ANO by airport of concern and agency, July 2024 – June 2025.

5.2 Issues arising from complaints about Defence

The following figures show issues raised in actionable complaints received by the ANO office, associated with Defence. Figure 15 shows the distribution of the issues raised, with agency concerns the most common issues.

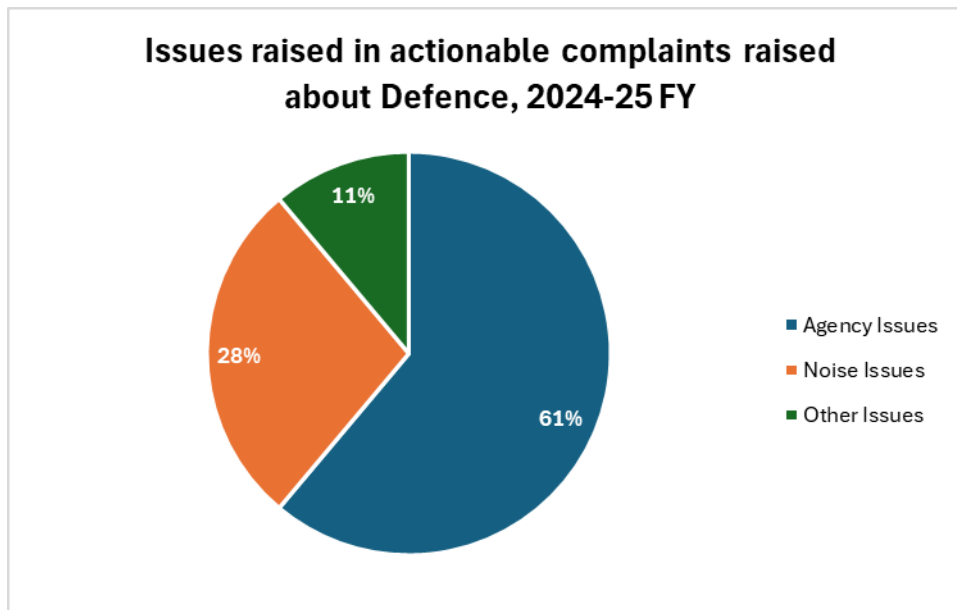


Figure 15: Issues raised in complaints received by the ANO, 2024-25.

As shown in Figure 16, complaints about unprofessionalism and community engagement were the most common Agency issues raised.

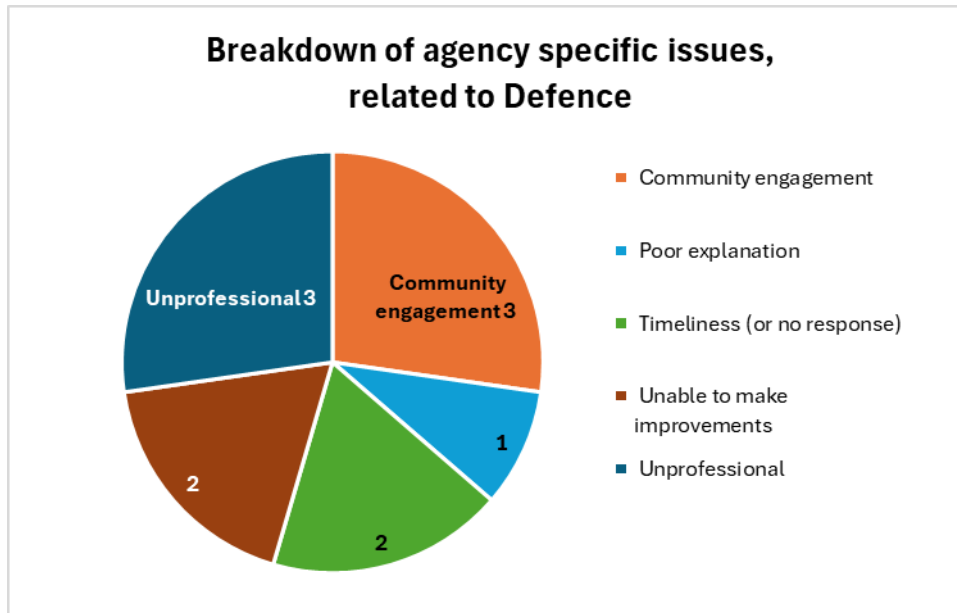


Figure 16: Agency-specific issues raised in complaints received by the ANO, 2024-25.

Figure 17 shows an equal distribution of aircraft noise issues.

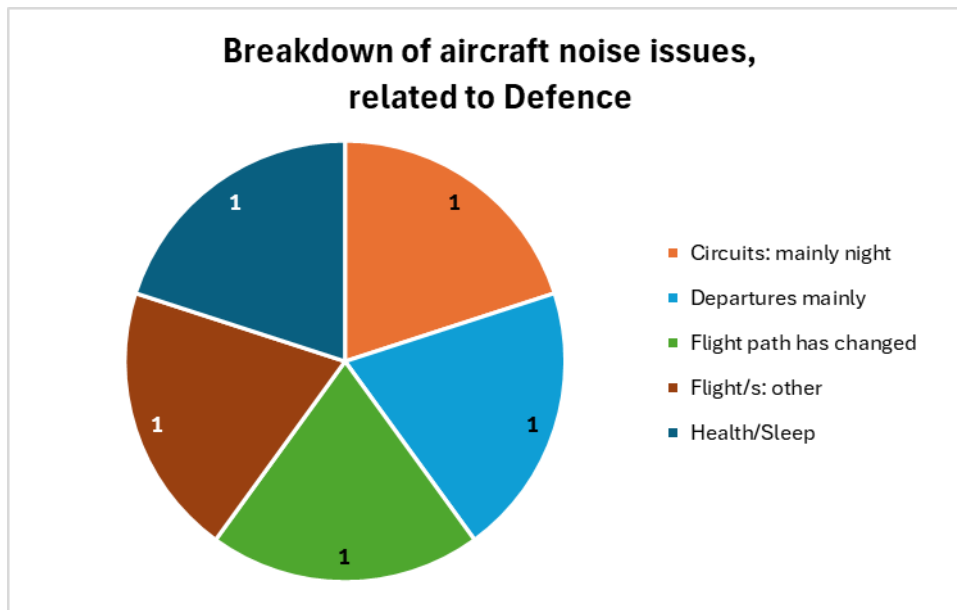


Figure 17: Aircraft noise related issues raised in complaints received by the ANO, 2024-25.

Figure 18 below shows other issues raised by complainants that were outside the remit of the ANO. The issue noted as 'other' was due to aircraft impacts on flora and fauna.

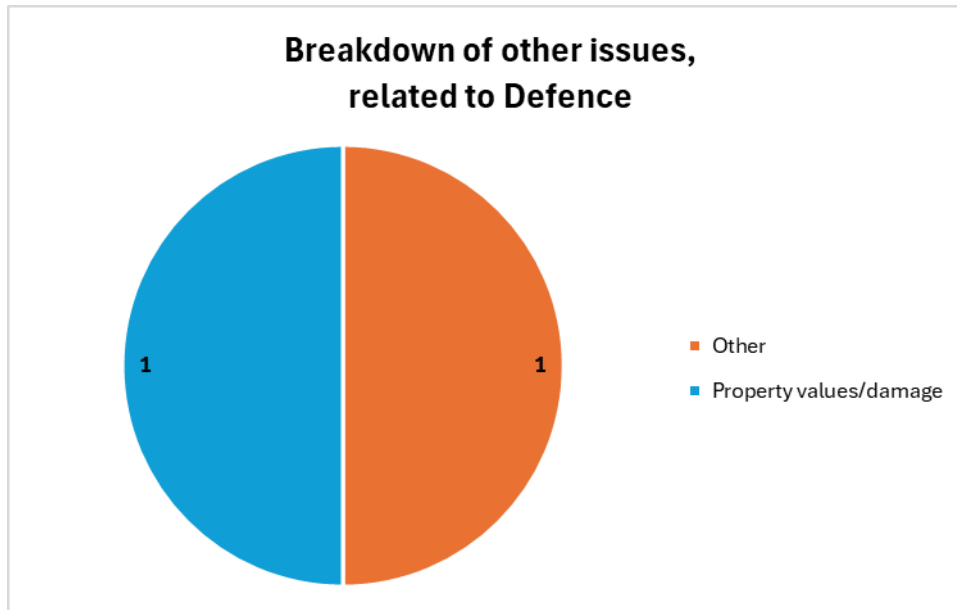


Figure 18: Issues outside of the ANO's jurisdiction, raised in complaints received by the ANO, 2024-25.

5.3 Complaint management

ANO reviews of complaints associated with Defence have found problems with short responses provided at a base level which do not fully explain issues, with complainants directed to contact the ANO if they are not happy with those responses. The ANO has worked with Defence to ensure the centralised Defence Aircraft Noise Management area provides more comprehensive responses to complainants to supplement the responses provided at a base level.

5.4 Defence community engagement processes

Defence commenced engagement for RAAF Base Amberley's Noise Monitoring Program, holding an information session to outline the program and develop a timetable for noise monitoring at eligible households who choose to participate. This will inform a noise amelioration program for eligible households around the base. The ANO liaised with Defence's Land Planning and Regulation Directorate prior to the engagement commencing.

6 Federal government policy processes

Over the past year, the Senate Rural and Regional Affairs and Transport References Committee continued their inquiry into the impact and mitigation of aircraft noise. The ANO appeared before the Committee's inquiry on 20 September 2024. The final [report](#) was handed down on 27 November 2024 making 21 recommendations on a variety of topics with significant implications for the ANO, Airservices Australia (Airservices), the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department), the Civil Aviation Safety Authority, airports and the community.

The ANO welcomed the increased attention to the impacts of aircraft noise produced by the Senate inquiry into the impact and mitigation of aircraft noise and the Aviation White Paper. It is to be hoped that the hiatus due to the election during the year does not affect progress.

7 Governance and systems

During the 2024-25 financial year, the ANO office has continued to make improvements to its systems and processes to better manage the anticipated increase in demand into the future.

7.1 Strategic planning

The ANO 2024-2027 Strategic Plan seeks to strengthen core competencies and prepare the ANO office for the significant changes in Australian aviation, planned for the next strategic plan cycle. The Plan includes some tightening of timeframes in the basic key performance indicators for complaint handling, which are highlighted in Table 1. Additionally, a new KPI has been introduced measuring the time from commencement of a single or multi-complaint review to the provision of a critical ANO assessment to Airservices and Defence. This KPI is significant as there can be an extended delay between the time that the ANO assessment is provided to an agency and the review either being closed or progressing to a public report.

Table 1: Table of changes to ANO key performance indicators for 2024-2027.

Complaint type	Key performance indicator	Benchmark for July 2021-June 2024	Proposed Benchmark from July 2024
Single complaint	Decision on whether complaint is within jurisdiction	Within 14 days	Within 7 days
	Time from complaint received to closed		50% < 1 month
		25% < 3 months	25% within 1-3 months
		50% within 3-6 months	15% within 3-6 months
		25% within 6-12 months	10% within 6-12 months
		0% > 12 months	0% > 12 months
Complaints in a multi-complaint review	Decision on whether complaint is within jurisdiction	Within 21 days	Within 14 days
	Time from complaint received to final assessment provision to Agency		25% < 3 months
			50% within 3-6 months
			25% within 6-12 months
			0% > 12 months

With continued aviation growth across Australia, major aviation projects being discussed at Melbourne and Perth, the introduction of controlled airspace at Ballina, progress of Post Implementation Reviews at Brisbane, Sunshine Coast, and Hobart, and Western Sydney International commencing operations over the coming period, demand for the ANO's services will likely remain the same or increase into the future. The ANO continues to

develop the capacity to support the current and anticipated future demands for the service. Although there are likely to be increases in demand, the 2024-2027 ANO budget has been brought into line with actual expenditure noting that the ANO operated well under budget over the past 5 years.

7.2 Complaint handling guidelines

The ANO's Complaint Management Procedure was reviewed and received minor updates in May 2025. It is available on the ANO website's "About Us" page [here](#).

7.3 Staff development

The ANO has experienced an increase in distressed complainants who contact the office. In December 2024, to support both complainants and ANO staff, the new Investigative and Administration Officer of the ANO team completed Lifeline's 'Accidental Counsellor' training.

The Senior Advisor completed Mental Health First Aid training in August, Airservices Aspiring Leaders Program in September and October and a course leading towards the International Association for Public Participation's Certificate of Engagement. The Senior Advisor acted as the Senior Advisor – Unit Manager for periods in August and February.

The ANO's Senior Advisor – Unit Manager went on parental leave from November 2024, and a new Senior Advisor – Unit Manager was recruited to backfill the position. The new Senior Advisor – Unit Manager focussed on building capability in the role and assisting staff with their development. The Senior Advisor – Unit Manager introduced the use of geospatial airspace analysis tools and imparted their knowledge of aviation regulation to the staff.

7.4 Complaints about the ANO including reviews by the Commonwealth Ombudsman

In September 2024, the ANO received notification of an investigation being undertaken by the Commonwealth Ombudsman into complaints about the conduct of multiple responsible Commonwealth agencies regarding Brisbane flight paths. The ANO provided relevant documentation to the Commonwealth Ombudsman to support their investigation of the complaints. This complaint was finalised in January 2025 and a public statement made by the Commonwealth Ombudsman in February 2025 which is available [here](#).

In November 2024, the ANO received a preliminary inquiry from the Commonwealth Ombudsman about the ANO's handling of complaints regarding Airservices and Hobart's flight paths. The ANO has provided relevant documentation to the Commonwealth Ombudsman to inform its inquiry. In February 2025, the ANO was subsequently informed that investigation of the complaint was not warranted.

In February 2025, one complaint was received about the ANO's findings in its public report of August 2021 regarding Airservices' community engagement before commencement of the flight paths associated with Brisbane's new parallel runway. The issue was discussed with the complainant, who did not take further action.

7.5 Freedom of Information requests

During the last financial year, the ANO office did not receive any requests under the *Freedom of Information Act 1982*.

8 Financial results

The ANO operates autonomously in managing its financial accountabilities, with a three-year funding cycle which provides the office with the flexibility to manage expenditure peaks and troughs that may occur across financial years. This includes additional funding for temporary staffing as required. In line with the ANO Charter, the ANO independently determines how funds and resources are allocated within the budget provided by Airservices and Defence.

During 2024-25, the ANO's actual expenditure was 16% below the budget allocation. The total operating expenditure of the office was \$657,986 against a total budget of \$787,950. This under-spend compared to budget reflects reduced expenditure on travel costs and training throughout the financial year. An additional staff member has been employed from November over this period to cover parental leave requirements.

Figure 19 below depicts the ANO budget and actual expenditure over the last five years.

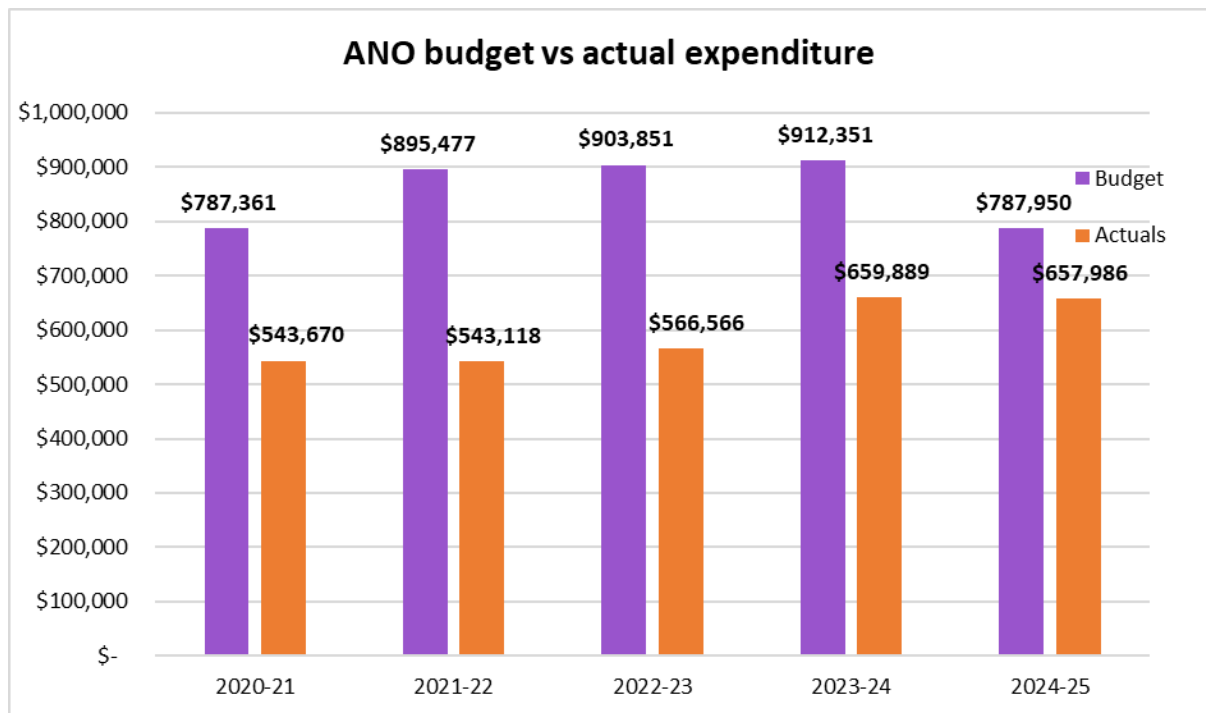


Figure 19: ANO budget and actual expenditure 2020-21 to 2024-25.

Contact for further enquiries

For enquiries about this report, please contact the Aircraft Noise Ombudsman (ANO) via ano@ano.gov.au

If you would like to make a complaint, please contact the ANO using one of the following options:

Website: www.ano.gov.au
Phone: 1800 266 040
Email: ano@ano.gov.au
Post: GPO Box 1985
Canberra City ACT 2601

Services available to help you

If you are seeking to make a complaint and require an interpreter to speak with us, or you are assisting a speaker with limited English, the ANO can arrange access to a free interpreter service through the Australian Government [Translating and Interpreting Service \(TIS\)](#).

For the ANO office to organise an interpreter, please email ano@ano.gov.au (preferred) or call 1800 266 040, to request an interpreter. In your request please include the language required and a preferred time for the ANO and interpreter to call you, between 9AM and 4PM Sydney time, weekdays.

If you are a person who is d/Deaf or hard of hearing, or has impaired speech, the [National Relay Service](#) offers a range of options to assist you to connect. This includes the TTY (Speak and Read) service which is available by phoning 133 677.

Appendix 1 ANO Complaint Statistics

The following summarises the ANO complaint statistics for 2024-25.

	Airservices	Defence	Unidentified	Total
Actionable complaints carried forward from 2023-24	12	4	0	16
Actionable complaints received:	247	7	7	261
Total actionable complaints handled in 2024-25	259	11	20	277

Non-actionable complaints – no response required	10721	3	1	10725
Non-actionable complaints – response provided	45	0	0	45
Total non-actionable complaints received in 2024-25	10766	3	1	10770

Closed complaints – not reviewed

Complainant did not provide further information	7	0	2	9
Outside Charter Scope – Department of Infrastructure	2	0	0	2
Outside Charter Scope – Minister	0	0	0	0
Outside Charter Scope – Other	4	0	1	5
Referred to Airservices/Defence to respond directly	188	1	4	193
Total complaints closed - not reviewed:	201	1	7	209

Closed complaints – reviewed

No change possible - explanation provided	37	2	0	39
Change in processes or systems adopted by Agency	12	3	0	15
Agency agreed to re-engage with complainant	5	4	0	9
Total complaints closed - reviewed:	54	9	0	63

Actionable complaints closed during 2024-25	255	10	7	272
Actionable complaints carried forward to 2025-26	4	1	0	5

Appendix 2 ANO assessment of action on recommendations

During the 2024-25 financial year, the ANO continued to monitor one recommendation Airservices had outstanding from the ANO's East Melbourne review (July 2021), which remains open. A new recommendation was introduced in June 2025 relating to use of the Gold Coast Instrument Landing System. The following tables set out the open recommendation and the ANO's assessment of action against it.

Recommendations that were previously reported as closed have been removed.

Airservices – Investigation into complaints about flight paths over East Melbourne (July 2021)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – I recommend Airservices continue its efforts to engage with the complainants to resolve their complaints including careful consideration of the alternate flight path suggested by them.	In progress: Airservices advised that with the approval of the Melbourne Airport's Major Development Plan (MDP), they have recommenced work in relation to the East Melbourne Group (EMG) suggestions and are currently reviewing how the final approved MDP may impact these suggestions.

Airservices – Investigation into use of the Gold Coast Instrument Landing System (June 2025)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – The ANO conduct a review of Airservices' capacity to effectively monitor and publicly report on compliance with Noise Abatement Procedures.	In progress: Terms of reference have been agreed with the Board, with the ANO to conduct a systemic review commencing October 2025.

Appendix 3 ANO Key performance indicators

The following table summarises the performance of the ANO against the identified complaint handling KPIs for the 2024-25 financial year. KPIs which met the specified target have been highlighted green, while any failed KPIs are red.

Complaint type	Key performance indicator	Benchmark	% Met target (2024-25 FY)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction	Within 7 days	99%
	Update to complainant on progress of complaint	Every 28 days	100%
		1 update failed	0%
		2 updates failed	0%
		3 updates failed	0%
	Time from complaint received to final assessment provision to Agency	25% < 3 months	0%
		50% within 3-6 months	0%
		25% within 6-12 months	0%
		0% > 12 months	0%
	Time from complaint received to closed	50% < 1 month	84%
		25% within 1- 3 months	14%
		15% within 3-6 months	2%
		10% within 6-12 months	0%
		0% > 12 months	0%
Complaints in a multi-complaint review	Acknowledgement of complaint	Within 3 business days	0%
	Decision on whether complaint is within jurisdiction	Within 14 days	0%
	Update to complainant on progress of complaint	Every 28 days or less	100%
		1 update failed	0%
		2 updates failed	0%
		3 updates failed	0%
	Time from complaint received to final assessment provision to Agency	25% < 3 months	0%
		50% within 3-6 months	0%
		25% within 6-12 months	0%
		0% > 12 months	0%
	Time from complaint received to closed	50% < 6 months	100%
		50% within 6-12 months	0%
		0% > 12 months	0%

