



Annual Report

2025-26

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1 From the Ombudsman

This will be the final annual report from me as the ANO with the function to be incorporated into the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department) during the 2026-27 financial year.

When I started as ANO in 2020, Airservices Australia's (Airservices) engagement with communities affected by aircraft noise was purely token and new flight paths were implemented with minimal community engagement. Naturally, this gave rise to bitterness from affected communities, such as those around Hobart, which still exists today.

Given its lack of interest and experience in engaging with noise affected communities, Airservices attempted to outsource community engagement to the airports where new flight paths were proposed, such as the Sunshine Coast and the new runway at Brisbane airport. This did not go well with significant community backlash.

The ANO received numerous complaints, investigated all the above cases and made significant recommendations for improvement. Over the years, Airservices has substantially developed its capabilities in this area increasing the skills of responsible staff and the transparency of its procedures. Community hostility towards Airservices as a result of past experience remains a significant issue despite progress in community engagement activities and procedures.

There remains considerable room for improvement in Airservices, particularly in the area of including the potential impact on communities as part of the processes of flight path design and implementation. While Airservices appears to have made some changes in this area, they remain opaque and have yet to be tested.

During this year, the implementation of new flight paths that significantly affected communities was minimal. Most community engagement activity related to reviews of previous implementations where communities remained disgruntled. At Hobart, community engagement ran between November 2025 and January 2026, with a decision on Recommendation 4 of the Post Implementation Review (PIR), released in June 2026. In Brisbane, community engagement on Package 3 of the Noise Action Plan ended in August 2025, with Airservices' decisions on the package released in July 2026. The Sunshine Coast was on hold pending finalisation of Brisbane which impacts on potential flight path changes there. In what might be considered a hopeful sign, complaints to the ANO diminished during the year.

The most effective and practical way of ameliorating aircraft noise is called a Noise Abatement Procedures (NAP). NAPs are routinely referred to in airport development plans as the major method of managing noise impacts. The ANO reviewed Airservices' administration of NAPs and found them to have been haphazardly instituted; of variable practical effect; not systematically monitored or compliance reported. The ANO reported its findings to the Board in November 2025 and, following a period of monitoring, made a second report, which found considerable improvement, in June 2026.

Complaints about noise from Department of Defence (Defence) aircraft have been a small part of the ANO's work. The Defence approach is to manage complaints locally at the

relevant airbase level and this generally appears to work reasonably well. There have been no major investigations in my time as ANO although a review of noise caused by the operation of super hornet aircraft, previously audited by the ANO in 2015 and 2019, is pending.

Finally, thanks to the diligent staff throughout my time as ANO who have worked to make the office professional, impartial and responsive to complaints.

A handwritten signature in black ink, appearing to read 'K. Pehm', with a long horizontal flourish extending to the right.

Kieran Pehm

Aircraft Noise Ombudsman

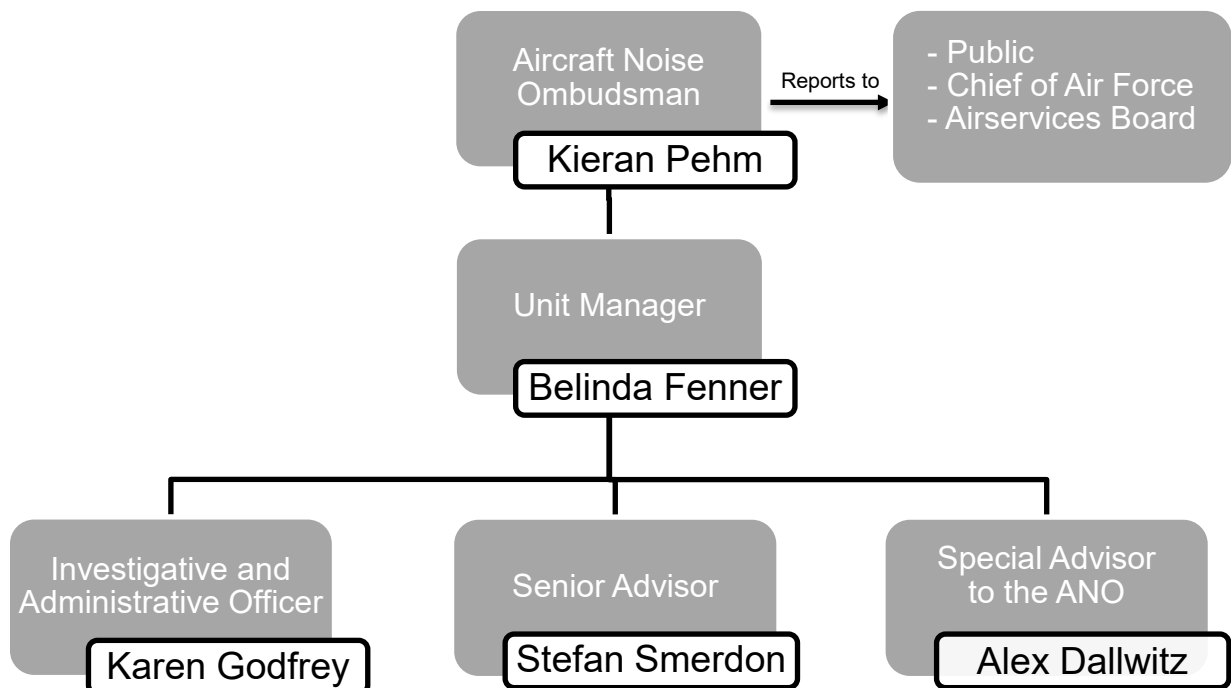
3 August 2026

2 Overview

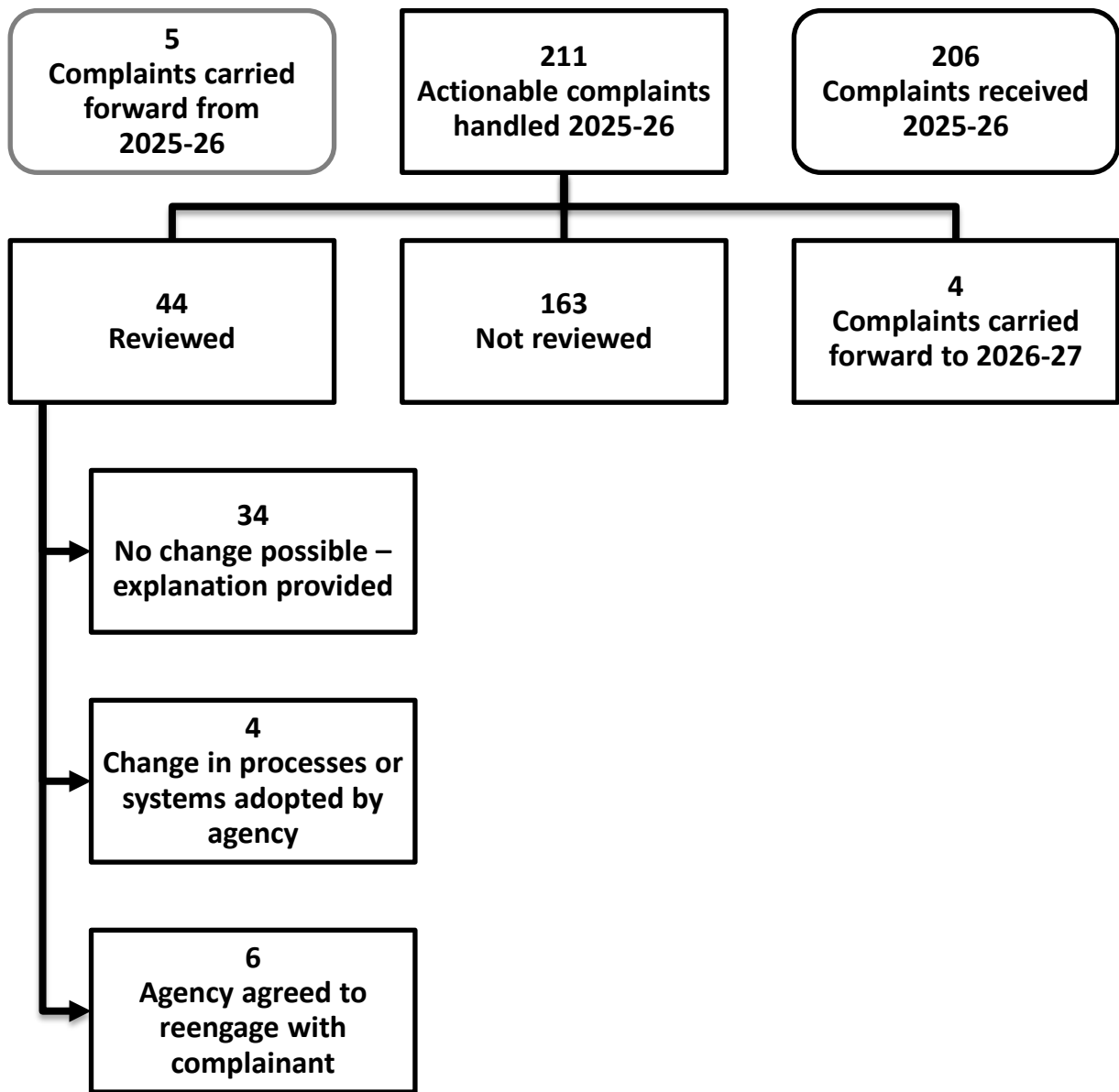
2.1 Role of the ANO

Under the ANO Charter, the role of the ANO is to review the handling of complaints and enquiries made to Airservices and 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 2026



2.3 2025-26 at a glance



3 Performance

3.1 Performance against strategic plan

Under the 2024-2027 Strategic Plan, the measures of success are that:

- The public is aware of our role and our services are fair and 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 practical and effective.

Awareness and Accessibility

In the past year, the ANO has continued to focus on increasing awareness of the ANO's services with the public and improving accessibility for community members who may experience barriers in making complaints. This included continuing to approach airports to whose Community Aviation Consultation Groups (CACG) and equivalent, the ANO was not regularly invited. Further information on the 2025-26 CACG outreach program is available in Section 3.2.

Timeliness and efficiency

The ANO has a number of performance indicators for complaint handling. The ANO substantially met its key performance indicators (KPI) for complaint handling over the 2025-26 year. Further detail on the ANO's performance against its KPIs for the year can be found at section 3.4.

The ANO expects a significant increase in complaints for the 2026-27 financial year due to a range of factors including the opening of Western Sydney International (Nancy-Bird Walton) Airport (Western Sydney International Airport); the introduction of an air traffic control tower at Ballina Byron Gateway Airport and processes related to the implementation of recommendations associated with post-implementation reviews at Brisbane, Sunshine Coast and Hobart airports. Ongoing community engagement associated with the opening of new runways at both Perth and Melbourne Airports is also likely to increase complaints.

To prepare for this, the ANO's complaint management system has been upgraded to enable the office to streamline correspondence to targeted email lists. This function will be particularly valuable for future multi-complaint reviews, to provide updates as the investigation progresses. It will also be utilised to update existing complainants on proposed changes to the ANO office, as it transitions to become administratively independent from Airservices in the coming year.

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 for aircraft noise.

Effective recommendations

Since 1 July 2025, the ANO made 2 recommendations to the Board of Airservices as part of its report on the [NAP Systemic Review](#) in November 2025. The ANO found that Airservices had made considerable improvement in public reporting of NAP compliance, however significant work remained. As such, the ANO recommended that "the ANO monitor the effectiveness of Airservices' monitoring and public reporting of compliance with NAPs". This recommendation was accepted by the Board.

The ANO also recommended that:

"Airservices should consider other means to create adherence. [...] such as Los Angeles have [...] whereby airlines are incentivised to adhere to NAPs. Given that Airservices handles noise complaints and reports upon NAP adherence in Australia, they should deliver such a program in accordance with their legislated responsibilities for environmental protection. Airservices should also consider identifying flights to show adherent and non-adherent flights in its public reporting and penalties for non-adherence if NAP outcomes are to be improved, as are imposed in other jurisdictions."

The Board correctly noted that Airservices does not have the legislated ability to issue penalties for non-compliance with NAPs and did not respond to the suggestion of publicly identifying non-compliant flights. This aspect of the recommendation has been pursued in a subsequent report.

No recommendations were made to the Chief of Air Force (CAF) during this period.

The ANO monitored Agency progress on two 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 1.

One recommendation related to Airservices remained open as of 30 June 2026. The open recommendation related to the ANO's 2021 investigation into East Melbourne flight paths. Details on the status of this open recommendation are available at Appendix 1.

3.2 Community engagement and information provision

In 2025-26, ANO staff continued to attend community meetings. ANO staff attended 5 meetings or events at 4 locations involving community stakeholders over the year.

Further to the community stakeholder events above, ANO staff attended 23 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 2 meetings.

3.3 Complaints handling

The ANO received 206 actionable complaints in 2025-26 and carried over 5 complaints from the previous year.

Of the total 211 complaints reviewed in 2025-26, 207 were finalised during the year and 4 open complaints carried forward into the 2026-27 year. Of the 207 finalised complaints, 44 complaints were reviewed in detail and 143 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 6 complaints were closed without review due to a lack of information from the complainant, with a further complaint referred to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts and one complaint referred to the Federal Minister for Infrastructure, Transport, Regional Development and Local Government. The remaining 12 complaints were referred to other agencies including airport operators.

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, and there is no further information which can be provided. Of the 21,534 non-actionable complaints received by the ANO during the financial year, 21,484 complaints did not require a response. The remaining 50 non-actionable complaints required a limited response, generally in the form of referral information.

Appendix 2 provides a complete account of ANO complaint statistics for 2025-26.

3.4 Key performance indicators

The following sections detail KPI compliance levels for the 2025-26 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

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.

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.

3.4.1 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 both single complaints and multi-complaints.

3.4.2 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, 98% compliance was achieved for the single complaints KPI and 100% compliance for multi-complaints. Four single complaints failed this KPI during the year.² Three failed due to submission during the Christmas shutdown period and one failed due to staff illness.

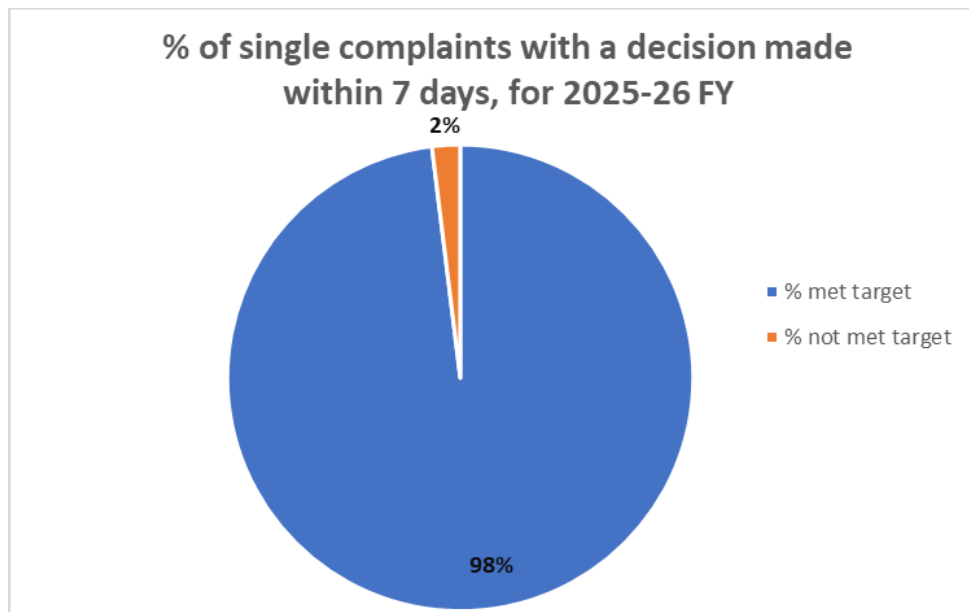


Figure 1: % of single complaints with a decision made within target period, for 2025-26.

3.4.3 Progress reports to complainants

The ANO office provides regular updates to complainants on progress during the course of a review.³ Full compliance was achieved for both single and multi-complaints during the financial year.

² Two single complaints which failed this KPI were incorrectly counted in both the Oct-Dec 2025 and Jan-Mar 2026 quarterly reports. This error was identified and corrected as part of the Annual Report process.

³ For both individual complaints and multi-complaint reviews, the KPI target is for updates to occur every 28 days or less.

3.4.4 Time from complaint received to final assessment provision to Agency

Under the ANO Charter, the ANO must provide the agency with the opportunity to attempt to resolve a matter, before the ANO progresses to a report to the Board of Airservices, or the CAF. This KPI focuses on the time from complaint submission to the ANO providing its final assessment to the applicable Agency. The ANO target is that at least 25% of final assessments are provided within 3 months of complaint receipt, with all to be provided within 12 months.

This year, there were two multi-complaints for which this KPI was tracked, with the ANO providing the assessment in both cases, within 3 months of submission.

3.4.5 Time taken to finalise complaints

As shown in Figure 2, all single complaints were closed within the KPI timeframes with 89% closed within 1 month of receipt and 9% within 3 months. 1% remained open between 3-6 months.

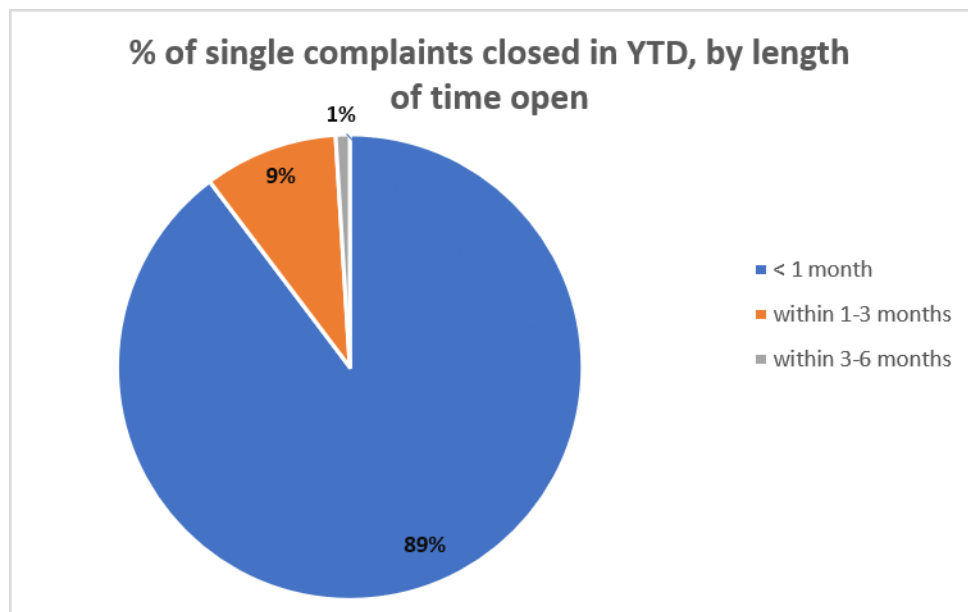


Figure 2: % of single complainants closed in 2025-26, by length of time open

The two multi-complaints closed this financial year were both closed within 6 months, which is within the KPI targets.

3.5 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 between 2021-22 and 2023-24 were related to new flight paths for Brisbane Airport in July 2020. 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 aircraft operations, or proposals to change flight paths, complaints tend to diminish.

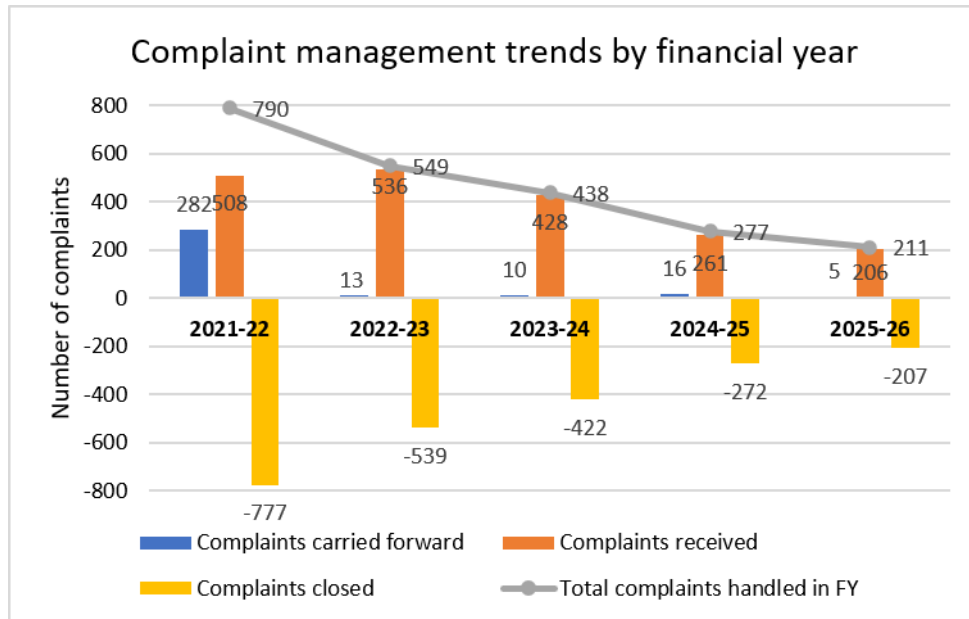


Figure 3: Trends in complaint handling between 2021-22 and 2025-26.⁴

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

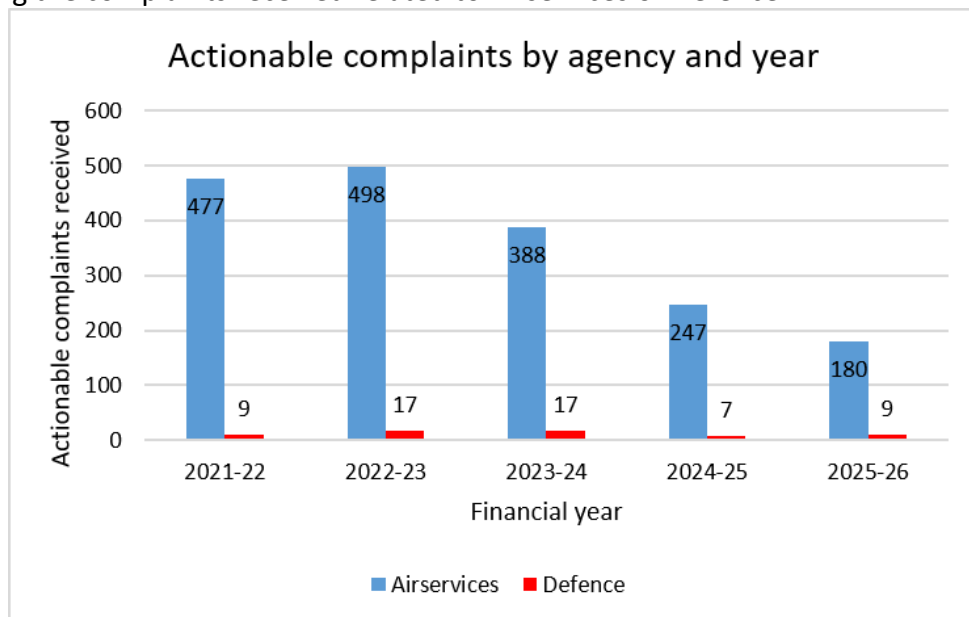


Figure 4: Actionable complaints received by financial year (FY), related to Airservices and Defence.

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 number of complaints reviewed by the ANO in 2021-22 reflect the multi-complaint review of Brisbane, completed in October 2021. The smaller number of complaints reviewed by the ANO in other years are individual complaints about separate matters.

⁴ "Complaints handled" includes all complaints received in the current year or carried over from the previous.

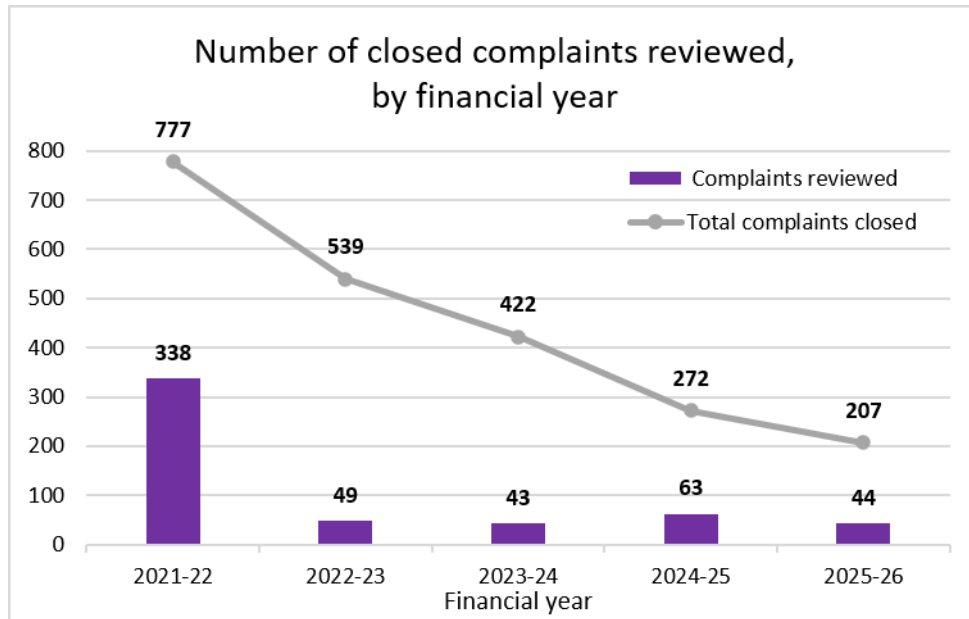


Figure 5: Number of closed complaints reviewed, between 2021-22 and 2025-26.⁵

3.6 The impact of Generative Artificial Intelligence on complaint handling

The ANO office has begun to receive complaints which have been written by, or have heavily relied upon, generative artificial intelligence (Gen AI). Gen AI refers to those systems which are trained and learn from provided sample data, which could include the internet for public systems, or for private systems a selected sample of data that is fed into the system. There are a number of concerns with the usage of Gen AI in complaint submissions.

Notably, AI-assisted submissions have included references to fictitious legislation and erroneous references to publicly available documents such as Environmental Impact Statements. These submissions initially appear to be persuasive, articulately advancing propositions and supporting arguments in cogent grammatical form. Careful examination, however, often exposes errors made in references to the source materials which are ultimately damaging to the credibility of the complaint. The often excessive length of some submissions has also resulted in AI-assisted complaints taking longer to determine and provide an outcome to the complainant.

The ANO has added guidance on the use and risks of Gen-AI, to its website ([available here](#)) to assist complainants when preparing a submission to the ANO.

⁵ “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 21,527 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, one complainant submitted 17,867 (83%) of the non-actionable complaints during the year.

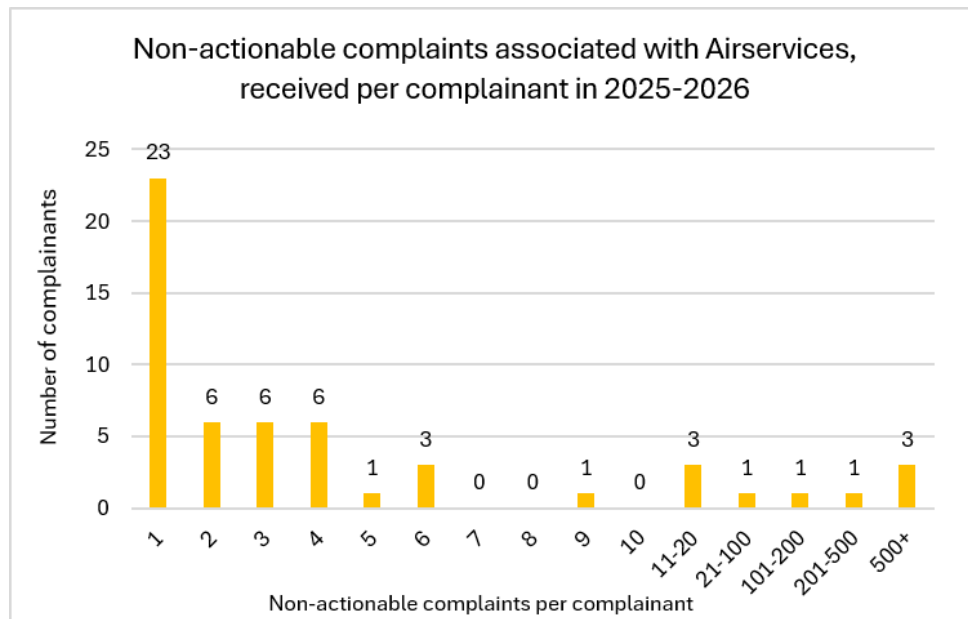


Figure 6: Non-actionable complaints associated with Airservices, received within the financial year, grouped by the number of complaints per complainant.

The ANO received 180 actionable complaints about Airservices and finalised 181. Of these, 131 complaints had yet to be made to Airservices and, as required by the Charter, the ANO advised that they should first complain to Airservices. Four complaints were outside the scope of the Charter and the remaining 5 were closed without further review as the complainant did not provide requested information to support a review by the ANO.

During 2025-26, 41 complaints about Airservices were reviewed by the ANO; see Figure 7 below. Four of these led to a change in processes or systems and in 4 cases Airservices agreed to re-engage with the complainant. Having investigated the issues for the remaining 33 complaints, the ANO provided a detailed explanation to each complainant about why there was no practical change possible.

The 4 Airservices cases where a change was adopted, included an instance where an opportunity for improved community understanding of air traffic control safety requirements was identified, changes and reinforcement of process for Airservices switchboard when contacted with aircraft noise complaints, and changes in approaches to future information provided to the community.

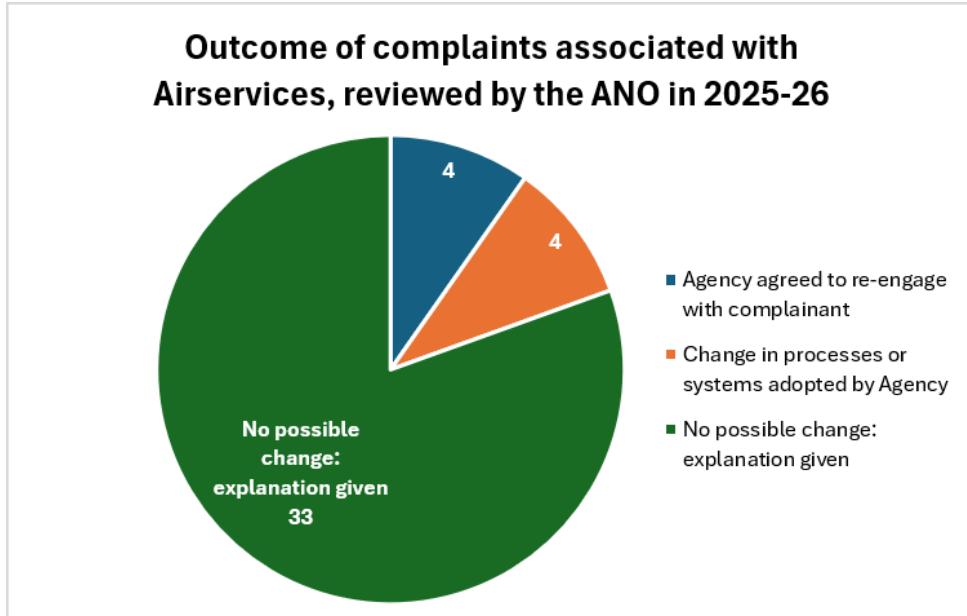


Figure 7: Outcome of complaints associated with Airservices, reviewed by the ANO in 2025-26.

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 56 complaints (31%).

In addition to the airport specific complaints, 17 complaints did not include sufficient information to identify the airport of concern. This includes complaints related to helicopter operations due to the range of potential helipads a helicopter may operate from.

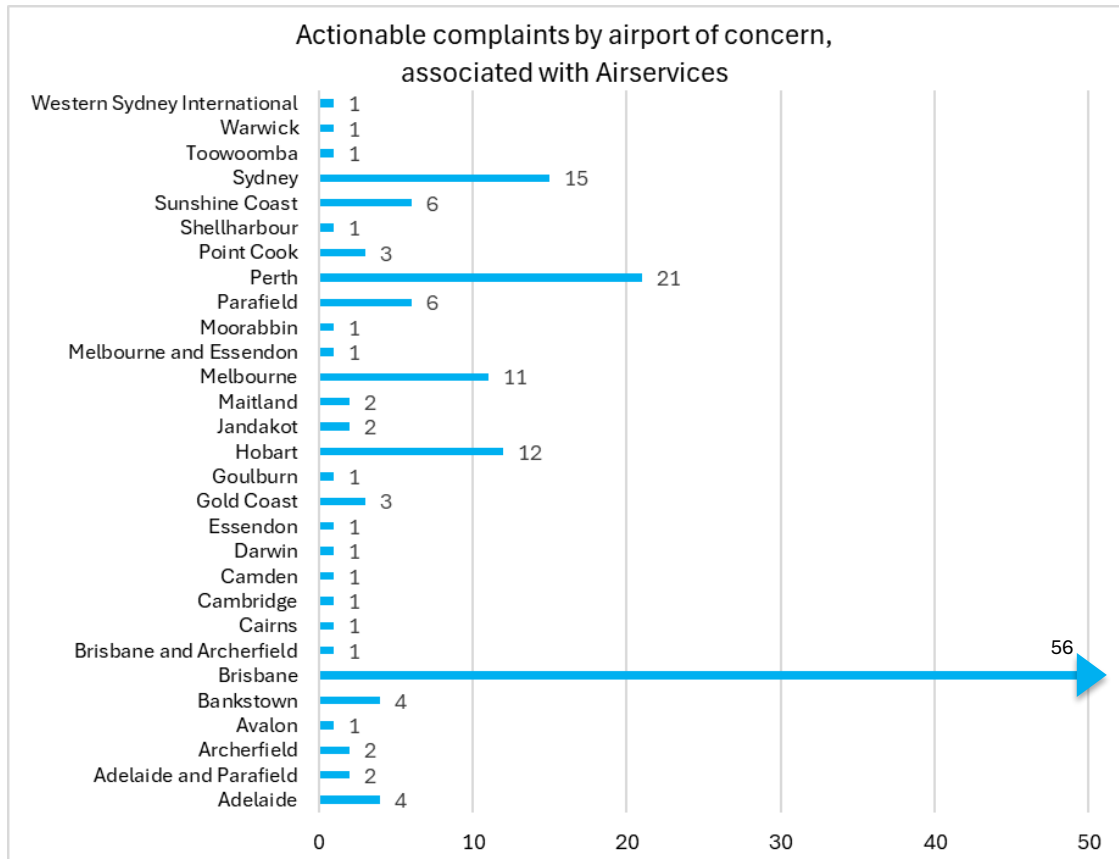


Figure 8: Actionable complaints associated with Aircservices, by airport of concern, July 2025 – June 2026.

4.2 Issues arising from complaints about Aircservices

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.

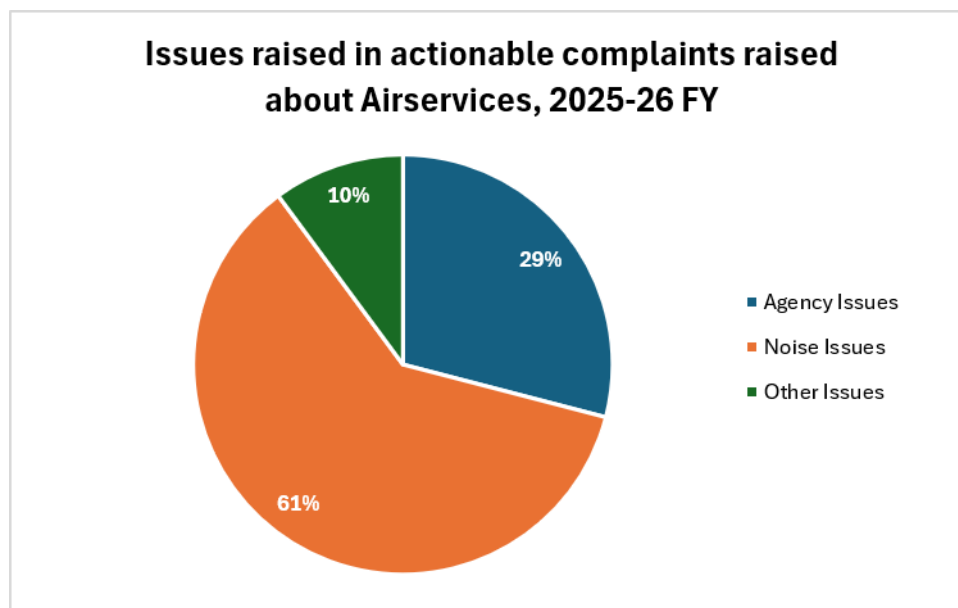


Figure 9: Issues raised in complaints related to Aircservices, 2025-26.

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, community engagement issues predominantly related to the implementation of recommendations associated with Hobart and Brisbane PIRs. Concerns relating to poor explanations were mainly raised in relation to the responses and explanations provided by the NCIS, though 8 complaints raised concerns related to explanations provided in community engagement correspondence.

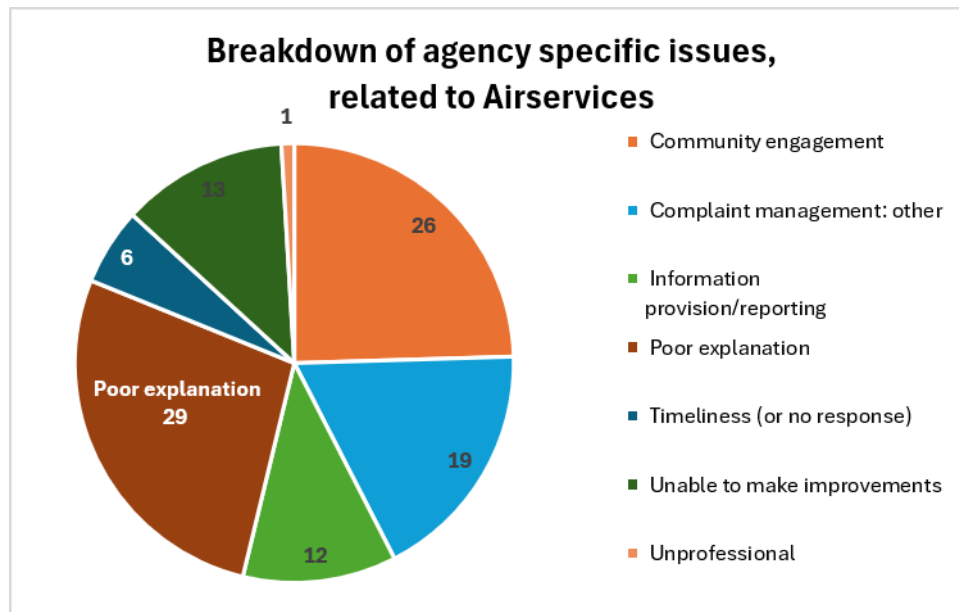


Figure 10: Agency-specific issues raised in complaints related to Airservices, 2025-26.

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

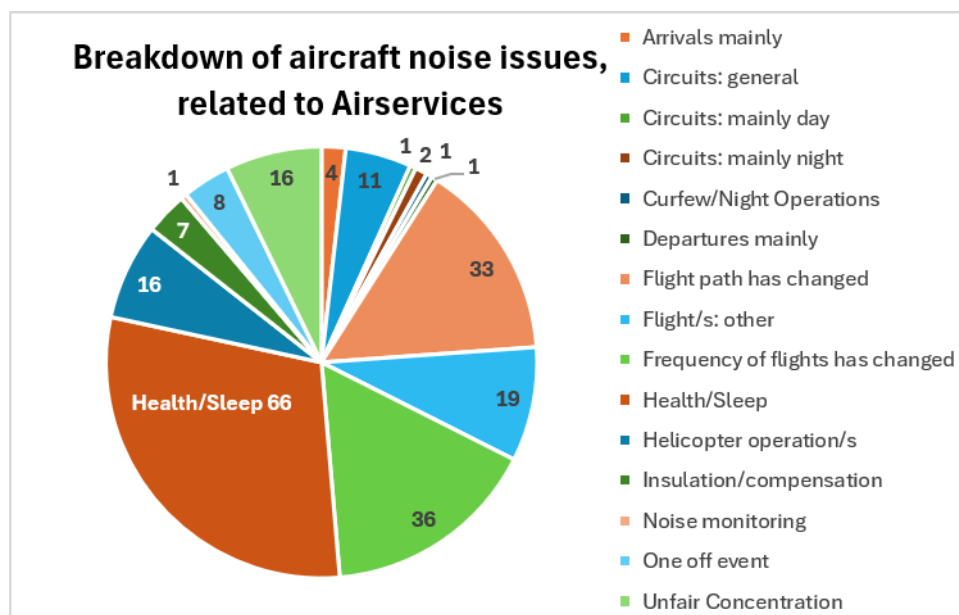


Figure 11: Aircraft noise related issues raised in complaints related to Airservices, 2025-26.

Figure 12 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, as well as dissatisfaction with existing aviation regulation. Requests for greater regulation was the most common 'other' issue raised in the past year, representing 7% of all issues raised in Airservices related complaints. Of the requests for regulation, 14 of the 26 were specifically seeking the introduction of a curfew.

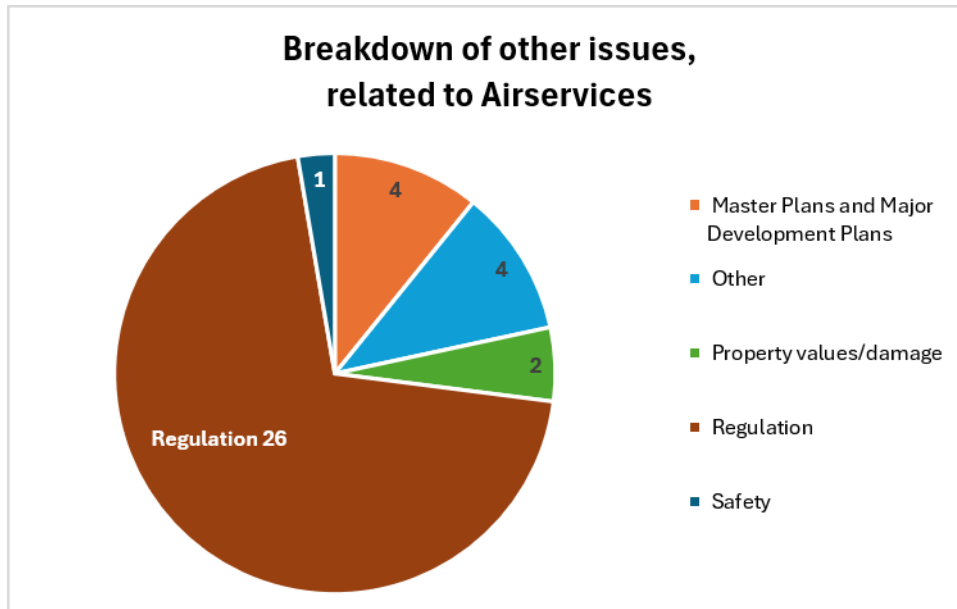


Figure 12: Issues outside of the ANO's jurisdiction, raised in complaints related to Airservices, 2025-26.

4.3 Airservices' community engagement processes

The ANO continued to monitor Airservices' community engagement projects as they were delivered. This included receiving regular briefings from the community engagement team and attending community webinars hosted by Airservices on flight path changes. The ANO team also provide feedback on community engagement processes, where appropriate. One example of this was the ANO team following up with Airservices after attending a public webinar, as a response provided was unclear and potentially could be misleading. As a result, Airservices provided clarification in the follow-up documentation shared with attendees after the event, which summarised Airservices' responses for all questions raised in the session.

Community engagement for Package 3 of the Noise Action Plan for Brisbane was undertaken between July and August 2025. In July 2025, Airservices undertook consultation in relation to Recommendations 4 and 6 of the PIR of Hobart flight paths, with further consultation on Recommendation 4 occurring between November 2025 to January 2026. Airservices conducted consultation on the final design for a new Visual Flight Rules (VFR) corridor for Bankstown Airport, in May 2026. Ahead of the opening of Western Sydney International Airport on 9 July 2026, Airservices undertook a period of community engagement and information sessions from May 2026.

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

In November 2025, the ANO completed its review of NAPs within the control of Airservices and recommended further monitoring and review. This recommendation was supported by Airservices. The ANO continued monitoring Airservices' progress in this space between January and June 2026, with the ANO submitting a further report to the Board on 23 June 2026 which recommended continued monitoring by the ANO.

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 9 actionable complaints related to Defence aircraft operations and finalised 9, with one existing complaint carried forward from 2024-25. Six complaints were closed without an ANO review, as the complainant had either not raised their concerns with Defence, or Defence had yet to respond to their complaints.

During 2025-26, 3 complaints were reviewed. Two of these led to Defence re-engaging with complainants and one complaint was closed as it provided no basis for proceeding further under the Charter (Figure 13). One Defence-related complaint remained open on 30 June 2026, which was carried forward into 2026-27.

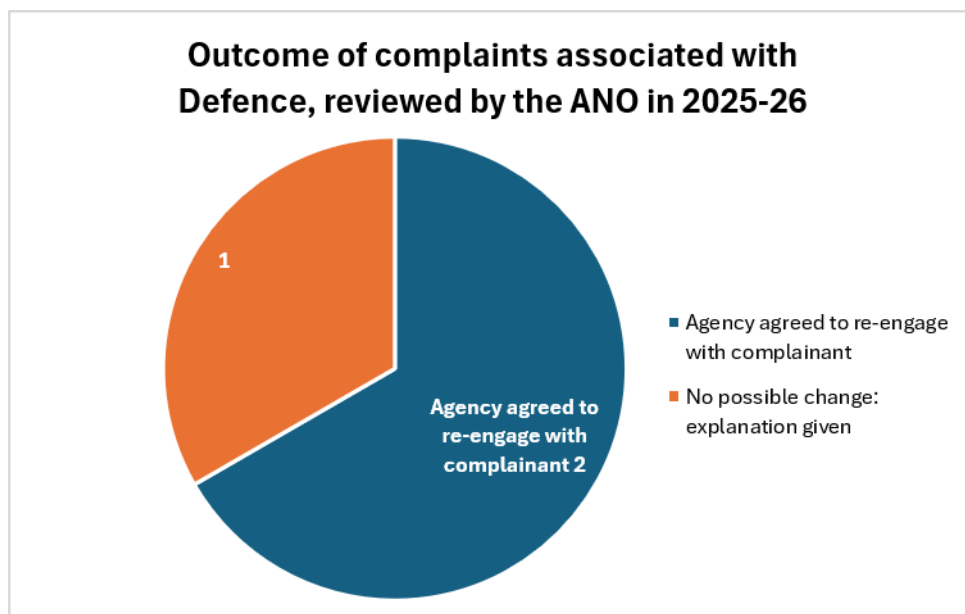


Figure 13: Outcome of complaints associated with Defence, reviewed by the ANO in 2025-26.

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.

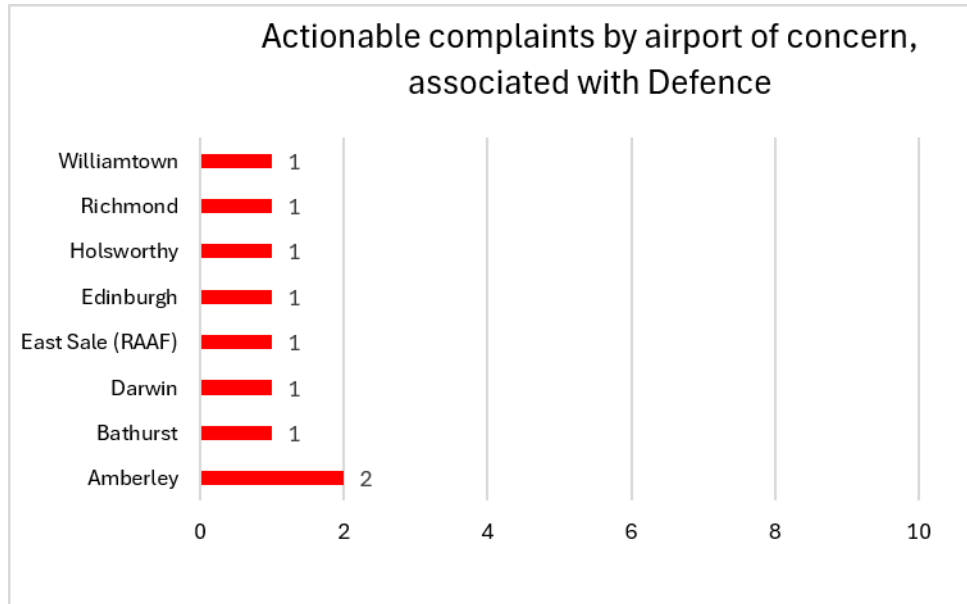


Figure 14: Actionable complaints related to Defence, by airport of concern, July 2025 – June 2026.

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. No Defence issues were raised that were outside the remit of the ANO during the financial year.

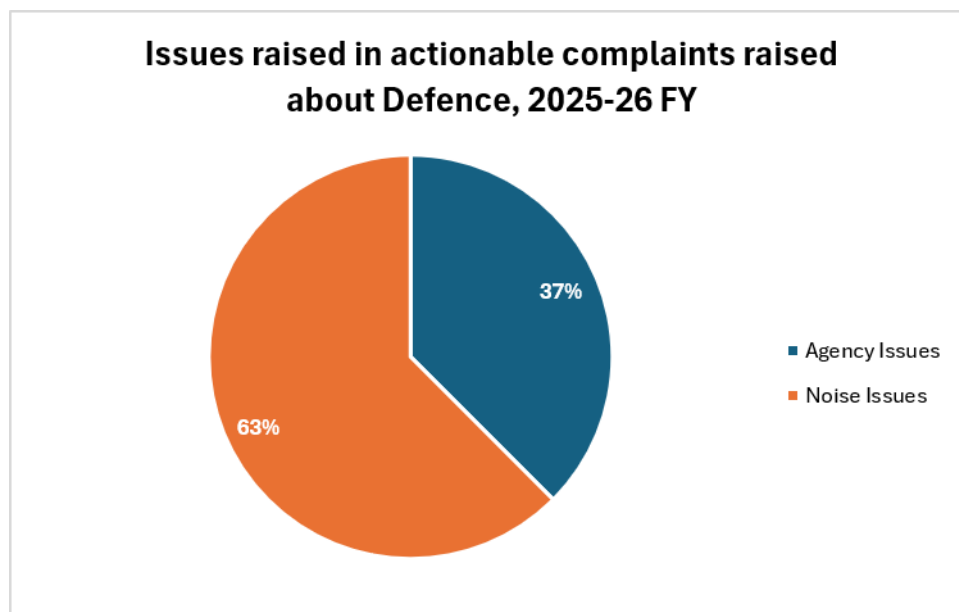


Figure 15: Issues raised in complaints related to Defence, 2025-26.

As shown in Figure 16, complaints about Defence being unable to make improvements was raised in relation to 2 complaints. Under Complainant Management – Other, one

complainant had trouble accessing Defence's aircraft noise form and the other raised concerns about systemic administrative failures by Defence in the handling of complaints.

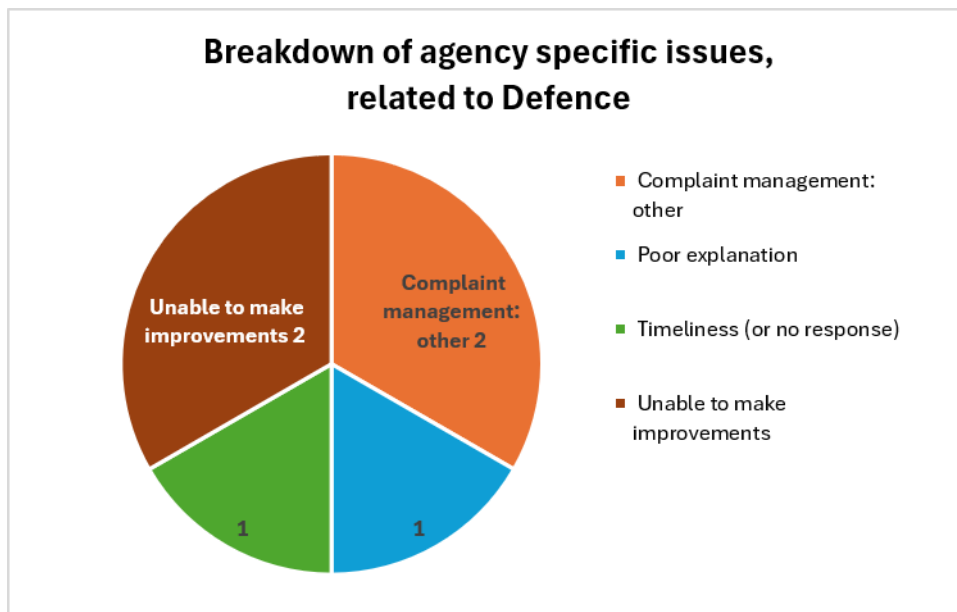


Figure 16: Agency-specific issues raised in complaints received by the ANO, 2025-26.

As shown in Figure 17, the main issue raised in relation to military aircraft noise was concerns about health and wellbeing.

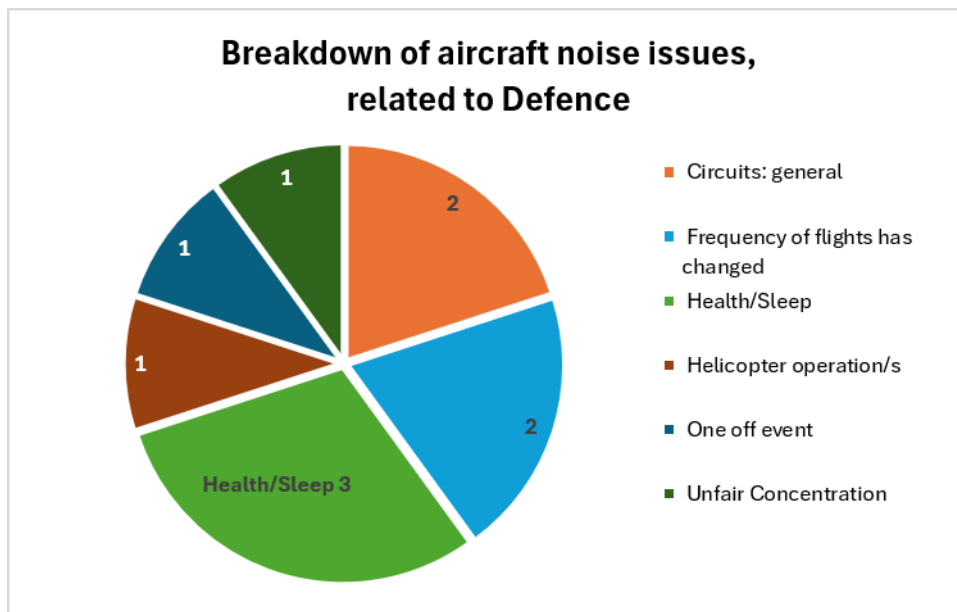


Figure 17: Aircraft noise related issues raised in complaints received by the ANO, 2025-26.

6 Federal government policy processes

Over the past year, the government has continued implementing initiatives from the [Aviation White Paper: Towards 2050](#).

On 1 April 2026, the [Aviation Consumer Protection Bill 2026](#) and 3 associated bills were introduced to Federal Parliament. These bills included the establishment of an Aircraft Noise Ombudsperson function reporting to neither the Airservices Board or the Chief of Air Force, within the Department.

7 Governance and systems

During the 2025-26 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 ANO complaint management system

The ANO complaint system was enhanced, in May 2026, to enable streamlined correspondence with multiple groups of complainants by matter of concern. This is a significant enhancement as it is an integrated solution, replacing multiple manual processes. The ANO had been working with both their information technology team and the system provider since 2024 and this enhancement will enable the ANO to effectively communicate with large numbers of complainants on the same issue, where relevant.

7.2 Staff development

Reflecting the diverse subject matter within the ANO office's remit, the office focuses on regular staff development both through formal training courses and on-the-job learning. Of note in the past year, the ANO Senior Advisor completed the final course to achieve a Certificate of Engagement through the International Association for Public Participation. The Investigative and Administrative Officer also undertook training with the Society of Consumer Affairs Professionals, the association for Australian complaint professionals.

7.3 Complaints about the ANO including reviews by the Commonwealth Ombudsman

During the last financial year, no reviews of the ANO were undertaken by the Commonwealth Ombudsman.

7.4 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 2025-26, the ANO's actual expenditure was 16% below the budget allocation. The total operating expenditure of the office was \$625,405 against a total budget of \$866,838. This under-spend compared to budget reflects reduced expenditure on travel costs during the year. Expenditure this year included the expansion of the ANO team to include an additional position, Special Advisor to the Ombudsman, from January 2026 and the activation of a new function for the ANO complaint management system.

Figure 18 below depicts the ANO budget and actual expenditure over the last five years.

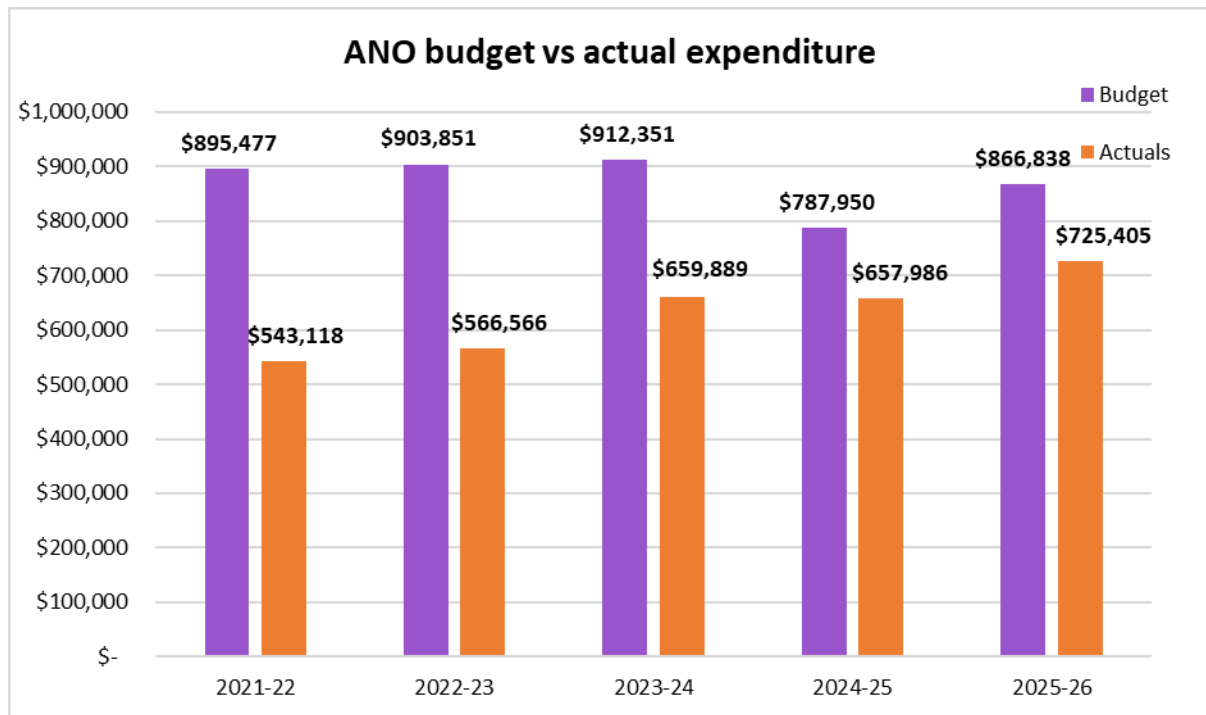


Figure 18: ANO budget and actual expenditure 2021-22 to 2025-26.

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 assessment of action on recommendations

During the 2025-26 financial year, the ANO continued to monitor two recommendations related to Airservices. One was outstanding from the ANO's East Melbourne review (July 2021), which remains open, and one relating to the use of the Gold Coast Instrument Landing System (June 2025) was closed in November 2025. One new recommendation was introduced in November regarding monitoring of Airservices' NAP reporting. The following tables set out the open recommendations during the year and the ANO's assessment of actions against them.

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 the East Melbourne Taskforce recommended that Airservices install a noise monitor in East Melbourne. This will assist Airservices in assessing impacts on the community, as well as providing information to the community on aircraft noise in their area. Airservices are in the process of identifying potential sites for a temporary noise monitor. Further action by Airservices in relation to the consideration of alternate flight paths is on hold while the current Noise Sharing and Airspace Concept Plan (NSP) process progresses. The outcome of the NSP and feedback from the East Melbourne Group (EMG) on the impact of the NSP, will determine next steps.

Airservices – Investigation into Gold Coast Noise Abatement Procedures (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.	Closed: In November 2025, the ANO finalised the review of Noise Abatement Procedures and recommended further monitoring by the ANO.

Airservices – Monitoring and reporting on implementation of Noise Abatement Procedures (November 2025)

Ongoing recommendations	ANO assessment of agency response
Recommendation – The ANO monitor Airservices progress on the implementation of reporting of NAPS and report to the Board by 30th June 2026.	Closed: On 23 June 2026, the ANO submitted its report on Airservices' NAPS reporting process and progress, to the Board of Airservices.

Appendix 2 ANO Complaint Statistics

The following summarises the ANO complaint statistics for 2025-26.

	Airservices	Defence	Unidentified	Total
Actionable complaints carried forward from 2024-25	4	1	0	5
Actionable complaints received:	180	9	17	206
Total actionable complaints handled in 2025-26	184	10	17	211

Non-actionable complaints – no response required	21481	3	0	21484
Non-actionable complaints – response provided	46	3	1	50
Total non-actionable complaints received in 2025-26	21527	6	1	21534

Closed complaints – not reviewed

Complainant did not provide further information	5	0	1	6
Outside Charter Scope – Department of Infrastructure	0	0	1	1
Outside Charter Scope – Minister	0	0	1	1
Outside Charter Scope – Other	4	0	8	12
Referred to Airservices/Defence to respond directly	131	6	6	143
Total complaints closed - not reviewed:	140	6	17	163

Closed complaints – reviewed

No change possible - explanation provided	33	1	0	34
Change in processes or systems adopted by Agency	4	0	0	4
Agency agreed to re-engage with complainant	4	2	0	6
Total complaints closed - reviewed:	41	3	0	44

Actionable complaints closed during 2025-26	181	9	17	207
Actionable complaints carried forward to 2026-27	3	1	0	4

Appendix 3 ANO Key performance indicators

The following table summarises the performance of the ANO against the identified complaint handling KPIs for the 2025-26 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 (2026-26 FY)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction	Within 7 days	98%
	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	89%
		25% within 1- 3 months	9%
		15% within 3-6 months	1%
		10% within 6-12 months	0%
		0% > 12 months	0%
Complaints in a multi-complaint review	Acknowledgement of complaint	Within 3 business days	100%
	Decision on whether complaint is within jurisdiction	Within 14 days	100%
	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	100%
		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%