

OFFICIAL



Quarterly Report

April-June 2026

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1 Overview

The Aircraft Noise Ombudsman (ANO) received a total of 331 complaints during the quarter, compared to 632 complaints in the previous quarter. The number of non-actionable complaints reduced this quarter due to two complainants not contacting the ANO, who in the previous quarter had made a total of 259 contacts.

Of the 337 complaints received, 274 were non-actionable complaints, and 57 were actionable complaints. The ANO carried forward 5 complaints on 1 April 2026. During this quarter (April-June 2026), the ANO closed 58 actionable complaints and therefore carried forward 4 complaints to July 2026.

Of the 57 new actionable complaints, 49 related to Airservices Australia (Airservices). The ANO continued to see complaints across a variety of airports. However, the bulk of complaints continued to relate to Brisbane Airport with 10 actionable complaints. Perth and Sydney airports also featured relatively strongly in complaints with the ANO receiving 7 and 8 complaints, respectively. Operations at Brisbane Airport had a high number of non-actionable complaints, with 211 complaints submitted by an individual complainant.

In this quarter, the ANO received 5 new actionable complaints about the Department of Defence (Defence) and closed 5 complaints. One Defence complaint remained under review at the end of the quarter.

The ANO continued to monitor Airservices' community engagement processes under clause 71 of the ANO Charter. This included the implementation processes for Post Implementation Review (PIR) recommendations related to Hobart and Brisbane airports.

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. The ANO team also had quarterly meetings with Airservices' community engagement and NCIS teams.

Further to its review of Airservices' monitoring and reporting of Noise Abatement Procedures (NAPs), the ANO continued to monitor Airservices' progress during the quarter and reported to the Board in June 2026.

2 Complaint handling

The complaints received by the ANO office can be divided into two categories: those which require action and management by the ANO office, and those that do not.

Complaints requiring action and management, referred to in this report as actionable complaints, include new complaints within the scope of the ANO Charter requiring ANO review and complaints requiring referral to another agency.

The ANO office also tracks and reports on complaints which are about aircraft noise but are not actionable under the Charter. These are referred to in this report as non-actionable complaints. The majority of these are complaints which express a grievance about aircraft noise, but are general, directed to other parties, or are complaints where the subject matter has previously been reviewed by the ANO and no further action can reasonably be taken. Section 2.1 below provides a summary of these non-actionable complaints.

2.1 Non-actionable complaints

During the quarter, 274 non-actionable complaints were received. Figure 1 shows the number of complaints raised per month over the past 12 months, including both actionable and non-actionable complaints.

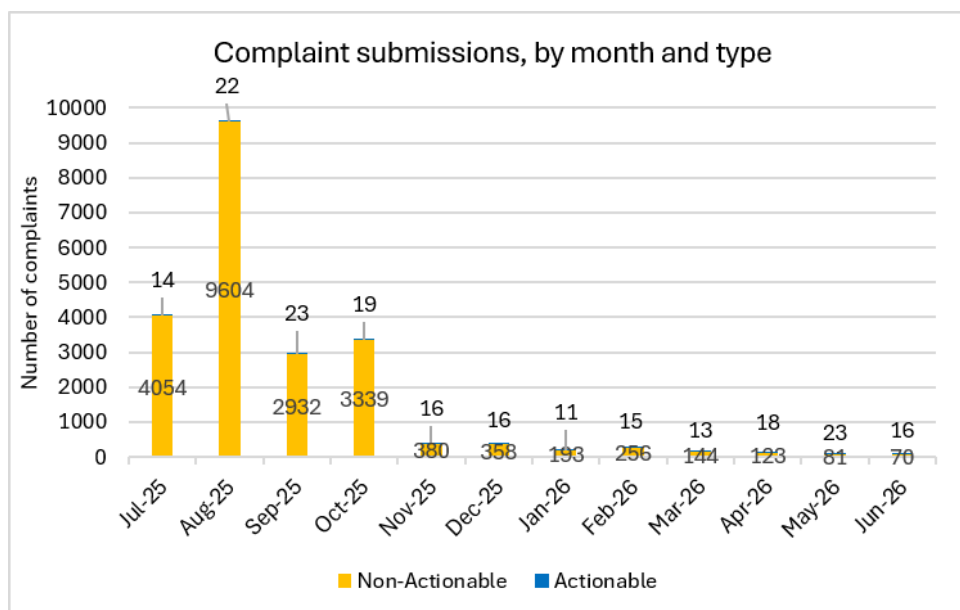


Figure 1 – Complaint submissions by month from July 2025 – June 2026, highlighting actionable and non-actionable complaints.

The ANO has seen a steady decrease in non-actionable complaints over the past year. This quarter's decrease occurred due to 2 complainants not contacting the ANO during the period. The majority of non-actionable complaints this quarter related to operations at Brisbane Airport. One complainant raised 96% (211) of Brisbane Airport complaints. The remaining 10 non-actionable Brisbane complaints were raised by 6 complainants. Parafield Airport circuit operations had the second-highest number of non-actionable complaints, with all 25 contacts raised by a single complainant. The remaining 38 non-actionable complaints were raised by 10 complainants and related to a variety of airports.

Figure 2 below shows the breakdown of non-actionable complaints by airport, where identified.

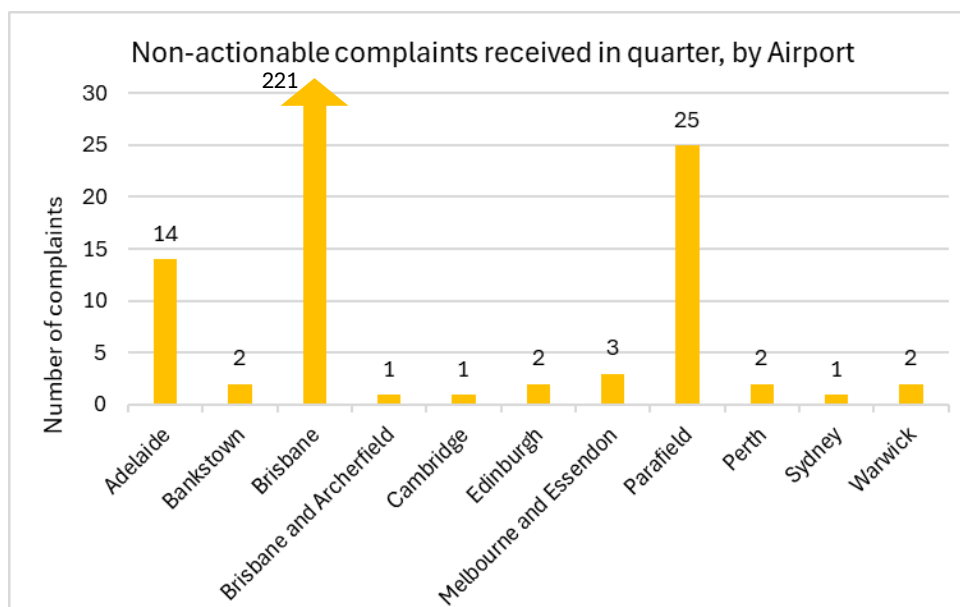


Figure 2 – Non-actionable complaints received by airport of concern, April – June 2026.

Figure 3 below shows the number of complaints made by individual complainants.

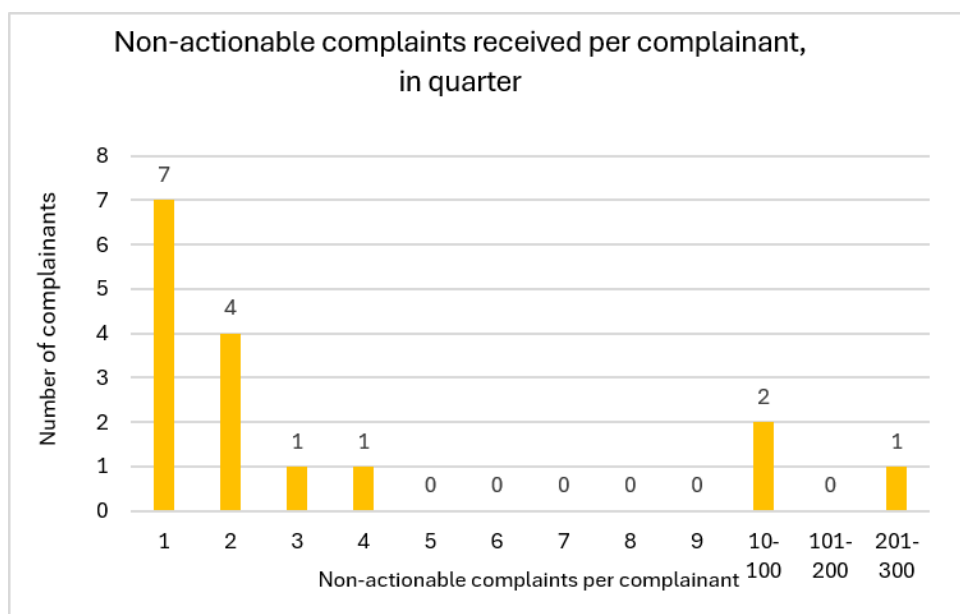


Figure 3 – Non-actionable complaints per complainant, April – June 2026.

2.2 Actionable complaints

During the quarter, the ANO received 57 actionable complaints - 49 relating to Airservices and 5 relating to Defence. There were 3 complaints with no agency identified raising various concerns including a noise complaint with no detail provided, a request that the ANO investigate an aircraft for targeting and an inquiry about the Melbourne Airport noise amelioration plan.

Figure 4 below shows the number of actionable complaints received by agency per month over the last twelve months.

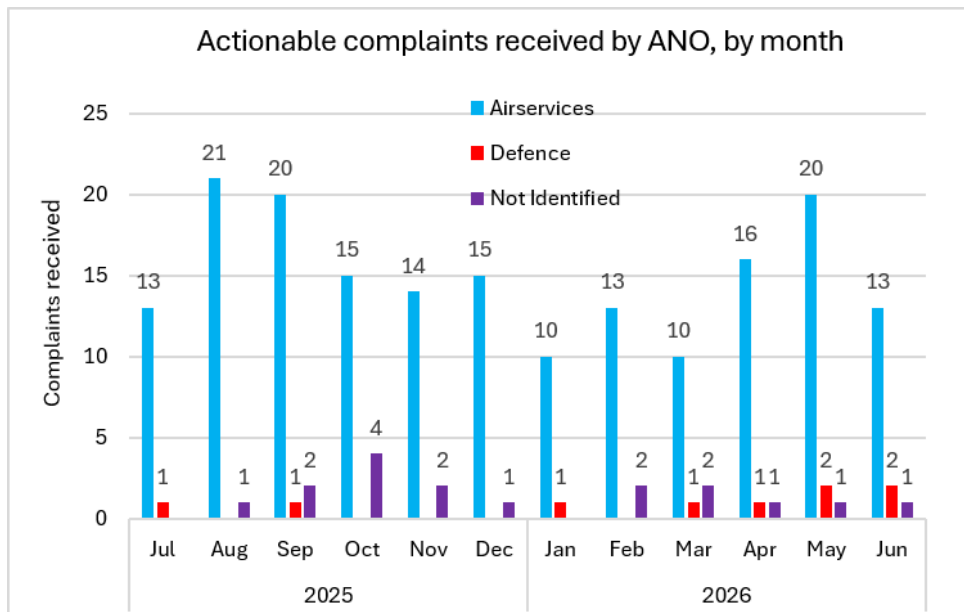


Figure 4 – Actionable complaints received by ANO by month, July 2025 – June 2026.

Figure 5 charts the average number of actionable complaints over the past 3 years. Complaints made during this quarter were lower than the 3-year average.

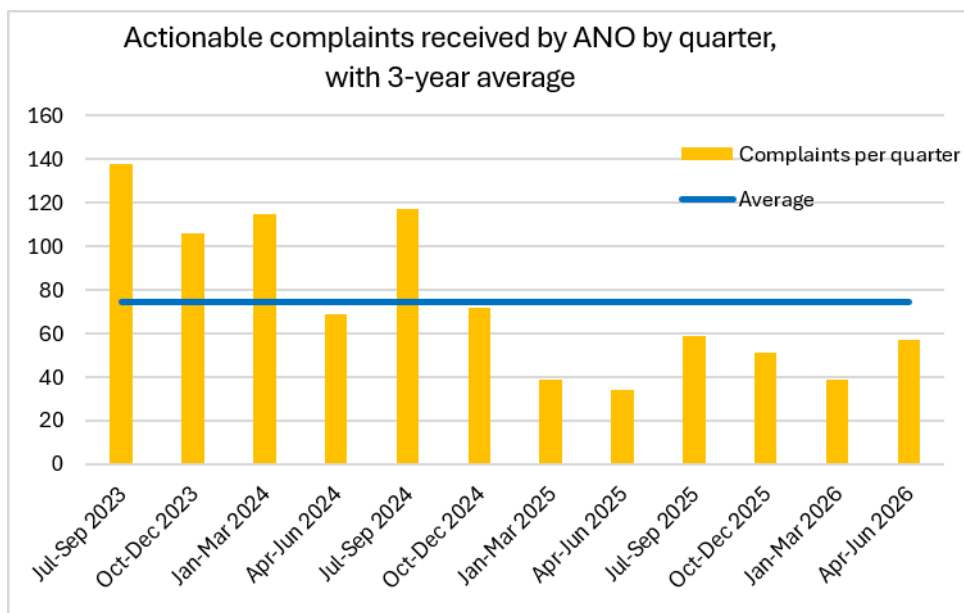


Figure 5 – Actionable complaints received by ANO by quarter, with 3-year average for complaint trends.

Many of the actionable complaints received this quarter continue to be attributed to the opening and operation of the new runway for Brisbane, with 10 complaints (18%).

Figure 6 below shows the breakdown of complaints by airport, where it could be identified.

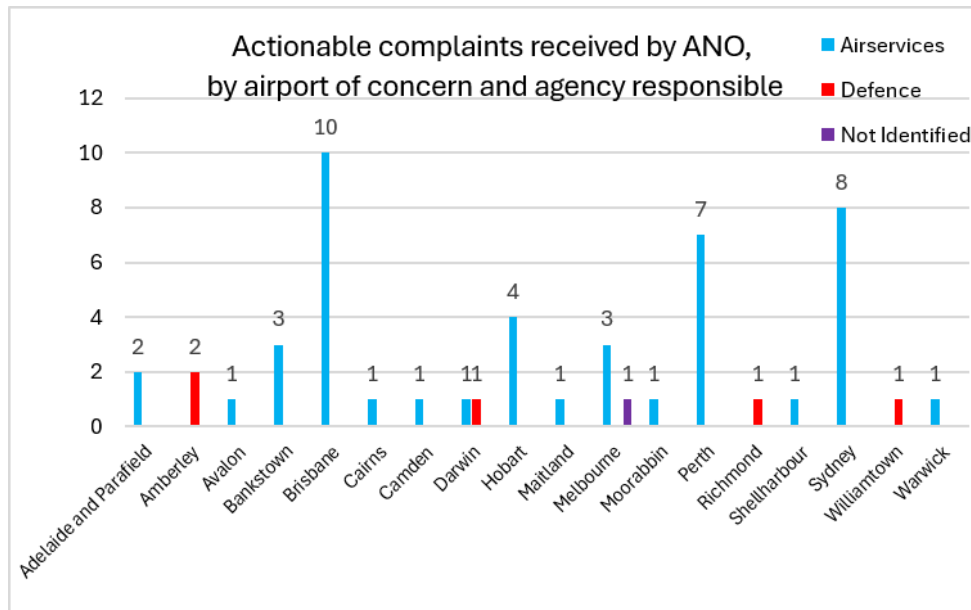


Figure 6 – Actionable complaints received by ANO by airport of concern and agency, April – June 2026.

In addition to the airport specific complaints above, 4 complaints associated with Airservices were related to helicopter concerns. A further 2 complaints had no airport or agency assigned as these complaints did not include sufficient information to identify either.

Closed complaints

The ANO closed 58 actionable complaints for the quarter, 50 relating to Airservices, 5 relating to Defence and 3 with no agency identified. In addition, all non-actionable complaints were closed, as noted in Section 2.1.

Figure 7 shows the outcomes of the complaints relating to Airservices: 35 were closed as the complainants had either not yet complained to, or finalised their complaint with, Airservices. One closed complaint resulted in a change in Airservices' processes or systems, as well as a further two complaints being closed as Airservices agreed to re-engage with the complainants. The remainder were closed as they provided no basis for proceeding further under the Charter or the complainant did not provide additional information to support the ANO review.

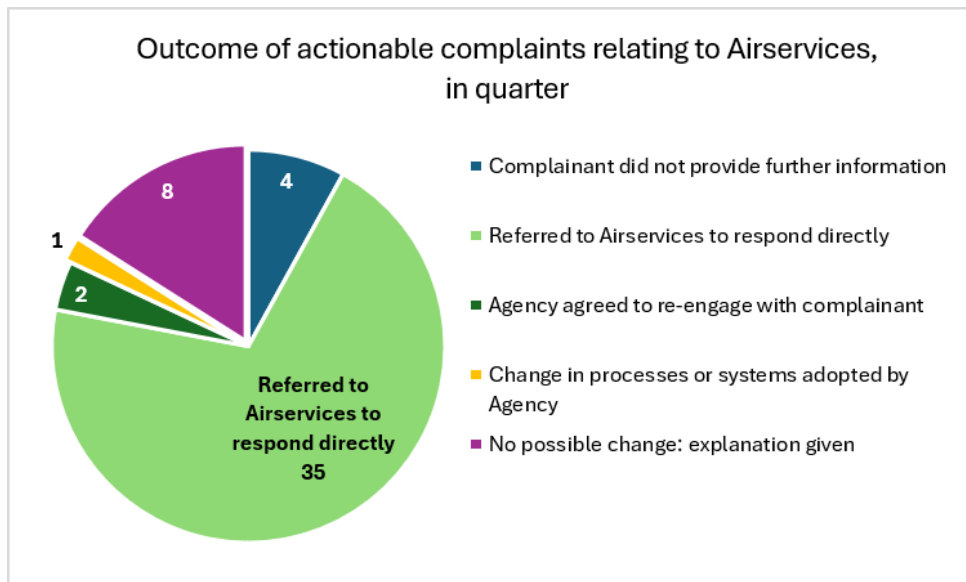


Figure 7 – Outcome of actionable complaints closed in quarter, related to Airservices.

Of the 5 Defence complaints closed, 4 were referred to Defence to address the matter directly in the first instance. One complaint was reviewed and closed as it provided no basis for proceeding further under the Charter

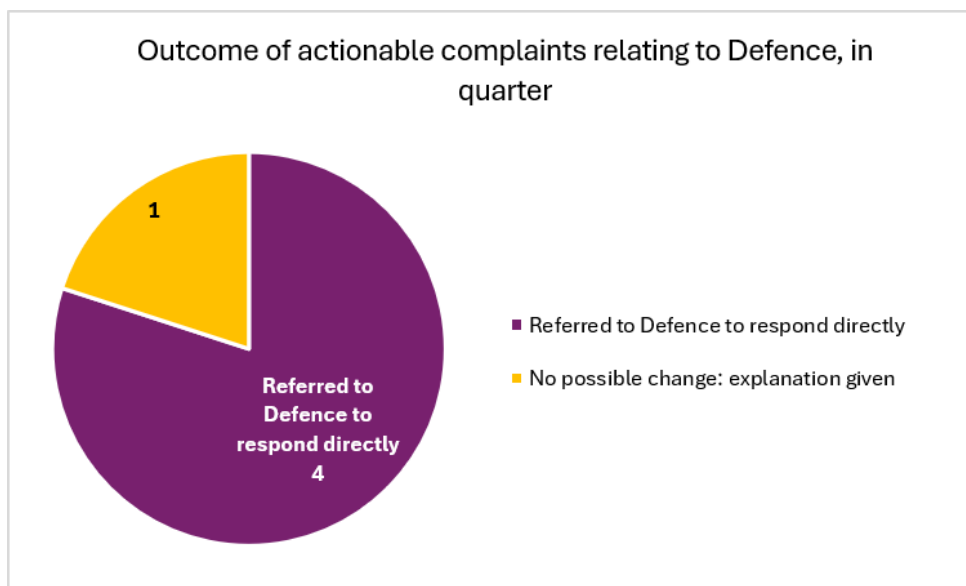


Figure 8 - Outcome of actionable complaints closed in quarter, related to Defence

Full complaint data for the quarter is presented in Appendix 1.

2.3 Issues raised in complaints

The ANO captures and reports on the issues raised in actionable complaints during the quarter. The number of issues raised per quarter is greater than the number of complaints, as complainants normally raise several issues.

Actionable complaints received during this quarter are classified by the ANO office under one of 3 categories – agency specific issues (which are set out in more detail on the following page), aircraft noise issues and other issues outside of the remit of the ANO. Figure 9 shows the distribution of the issues raised during the quarter, for complaints related to

Defence and Airservices. As would be expected, the most common issues raised with the ANO office are aircraft noise related concerns.

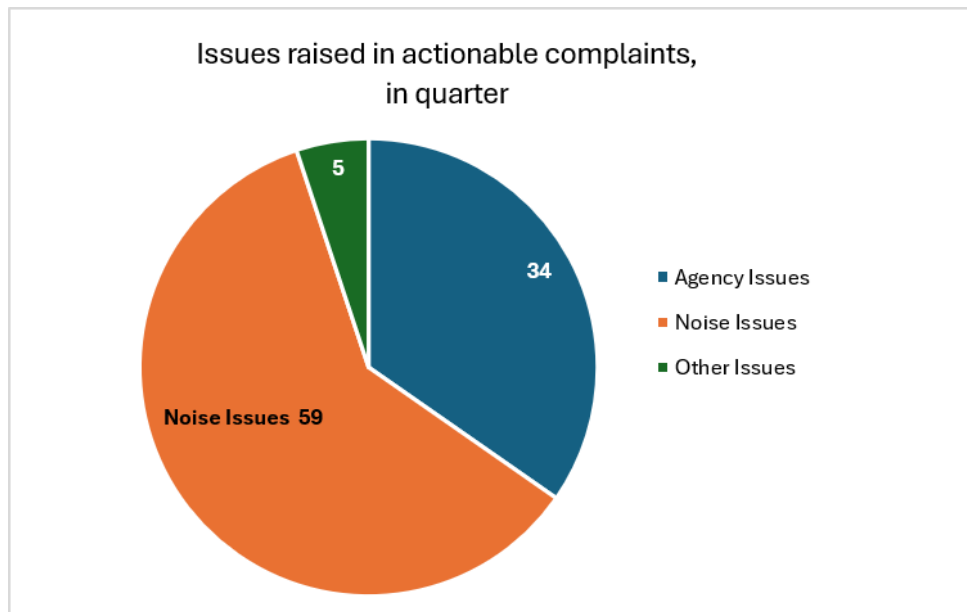


Figure 9 – Issues raised in actionable complaints to the ANO, April – June 2026.

Issues by agency of concern

As shown in Figure 10 below, complaints about community engagement and poor explanations to complaints made, were the most common issues raised this quarter for Airservices.

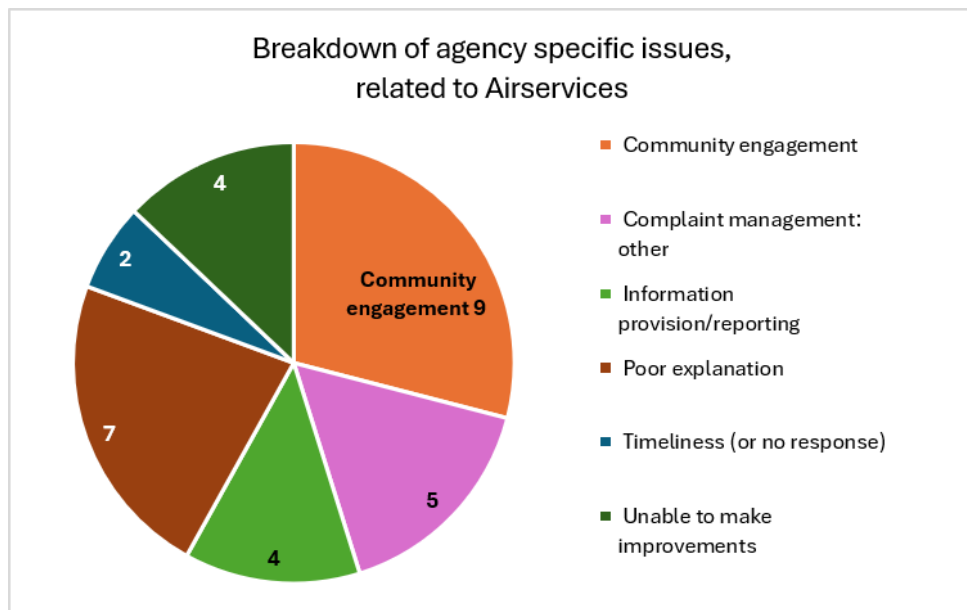


Figure 10 – Agency specific issues raised in actionable complaints related to Airservices, April – June 2026.

The community engagement concern predominately related to activities concerning both Hobart and Brisbane airports, with a complaint also raised about a change to Bankstown Airport. Complainants felt that community engagement was ineffective; that decision-making criteria were not provided during consultation processes; that decisions were made without taking community feedback into account and that information available to the community was insufficient.

Issues raised under ‘complaint management – other’ were varied this quarter including problems with technology when trying to raise complaints; that Airservices and the aviation industry “passed the buck” and that Airservices did not give reasonable consideration to complainant requested flightpath changes.

In relation to Defence, Figure 11 shows 3 Agency-related concerns received about Defence’s complaint management practices. This included one complaint in regard to complaint form availability and two related to the actions taken by Defence in response to complaints made.

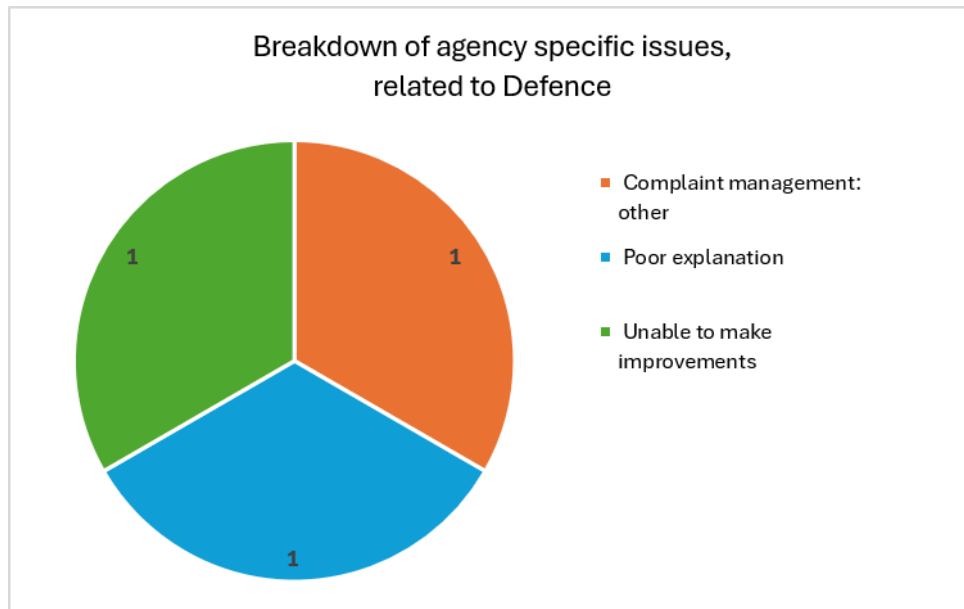


Figure 11 - Agency specific issues raised in actionable complaints related to Defence, April – June 2026.

Figure 12 breaks down noise complaints by the most common issues raised regarding Airservices. The impacts of aircraft noise on health and sleep continue to be dominant issues in relation to civilian aircraft operations. During this quarter, concerns about increased frequency of flights and impacts of helicopter operations became prominent.

This quarter, there has been a reduction in the proportion of complaints related to changed flight paths (9%). This issue has generally featured prominently under Airservices-related aircraft noise issues, since the ANO commenced issue tracking in July 2021 and may be attributed to the lack of public action on flight path changes during the quarter in Brisbane, Hobart and the Sunshine Coast.

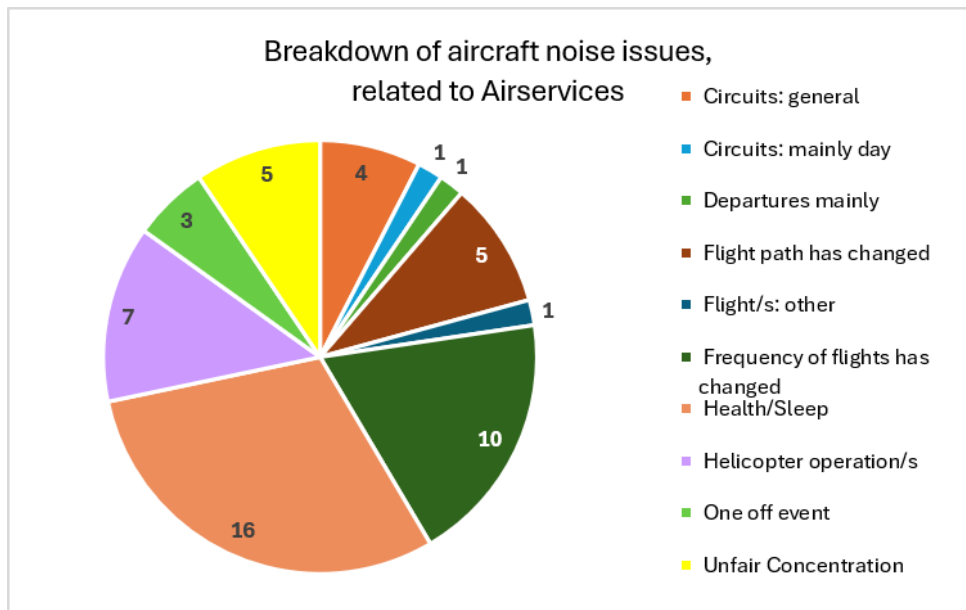


Figure 12 – Aircraft noise related issues raised in actionable complaints related to Airservices, April – June 2026.

Figure 13 breaks down noise complaints by the most common issues raised regarding Defence. The main issues raised this quarter were changes in the frequency of flights and concerns about health and wellbeing.

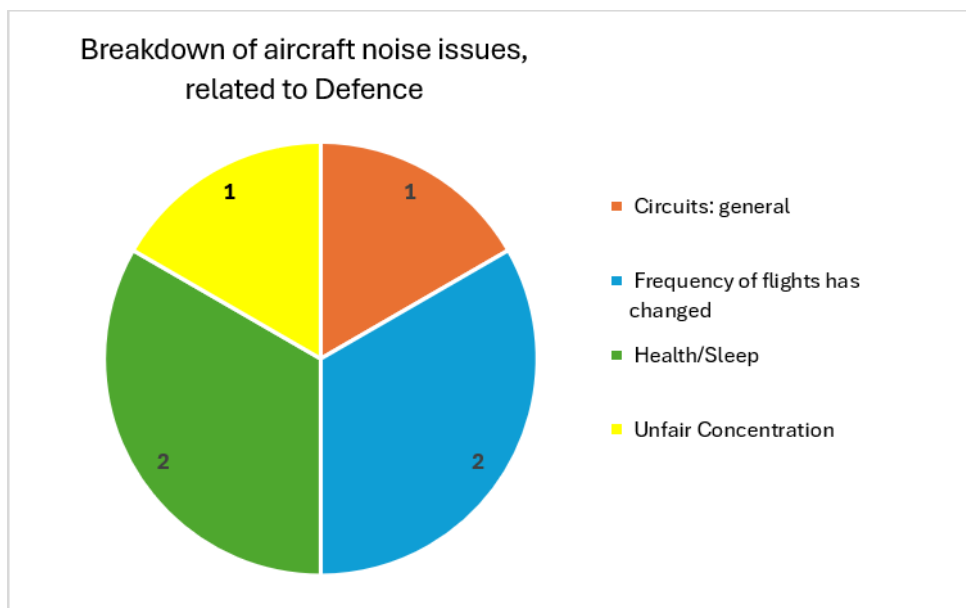


Figure 13 – Aircraft noise related issues raised in actionable complaints related to Defence, April – June 2026.

As shown in Figure 14, 5 issues were raised in relation to civil aviation operations that were outside of the jurisdiction of the ANO. Three of the issues related to aviation regulation including a request for a curfew at Perth Airport, a no-fly zone over a complainant's home and the expansion of the ANO's powers.

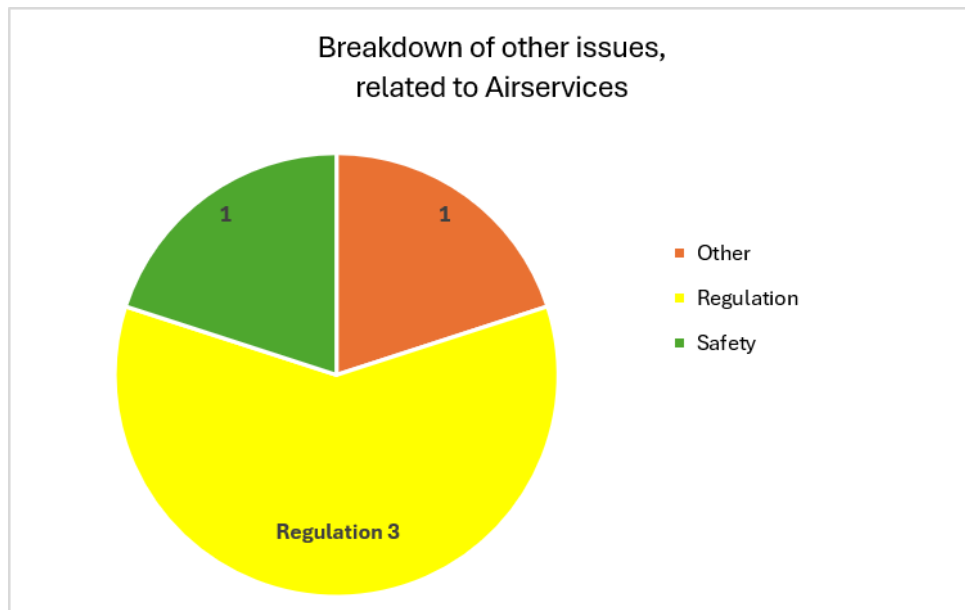


Figure 14 – Other issues raised in actionable complaints related to Airservices, April – June 2026.

2.4 Community engagement and noise information provision activities

The ANO office is regularly invited to attend airport Community Aviation Consultation Groups (CACGs) and equivalent meetings, as an observer. Attending CACGs enables the ANO to observe Airservices' and/or Defence's engagement and information provision activities to the community, increase awareness of issues for individual airports and communities, and to promote the ANO's functions. During the quarter, the ANO office attended 5 CACG meetings.

This quarter, the ANO attended two Airservices' community engagement webinars including a consultation on a visual flight rules (VFR) corridor associated with Bankstown Airport and an information session on the opening of Western Sydney International (Nancy-Bird Walton) Airport.

2.5 Liaison with Noise Complaints and Information Service (NCIS)

The ANO office and Airservices' NCIS team continue to hold regular meetings. In addition to formal meetings, staff from the ANO office and NCIS team speak regularly to discuss matters identified through individual reviews.

2.6 Liaison with Defence

The ANO office held its regular quarterly meeting as well as informal meetings with the Staff Officer, Aircraft Noise Management for Defence, as required throughout the quarter. This included discussing the findings of individual reviews and broader aircraft noise management issues and opportunities.

2.7 Noise Abatement Procedure Review

The ANO completed a review of NAPs within the control of Airservices in November 2025. As an outcome of the review the ANO recommended, and Airservices supported, further monitoring and review. The ANO report, including a number of recommendations, was submitted to the Board of Airservices in June 2026.

Both the ANO report and Board response will be made available on the ANO website, once a response has been received from the Board.

3 Key performance indicators

KPIs for actionable complaints managed by the ANO office are divided based on whether the complaint is a single complaint or part of a multi-complaint review. Regardless of whether a complaint is part of a multi-complaint review or not, the ANO office aims to finalise all complaints within a maximum of 12 months from the date of receipt.

Separate KPIs for complaints within a multi-complaint review reflect the more complex nature of multi-complaint reviews and that these reviews will generally involve the consideration of large amounts of evidence. This results in these complaints often remaining open longer than individual complaints.

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. This quarter, all complaints received were acknowledged within the KPI target.

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. All complaints had a determination made and advised to the complainant within the applicable KPI target, this quarter.

3.3 Progress reports to complainants

The ANO has a KPI to report progress to complainants every 28 days, which was met for all complaints in this quarter.

3.4 Time taken for final assessment provision to Agency

No final assessments of reviews were provided to Airservices or Defence during the quarter.

3.5 Time taken to finalise complaints

All 58 actionable complaints closed in this quarter were single complaints.

The target KPI for the finalisation of single complaints includes for 50% of complaints to be closed within a month of receipt. As shown in Figure 15 below, 50 single complaints (86%) achieved this target. A further 7 single complaints (12%) were closed within 3 months from receipt. The remaining complaint was closed within 6 months and resulted in a change in Agency processes or systems.

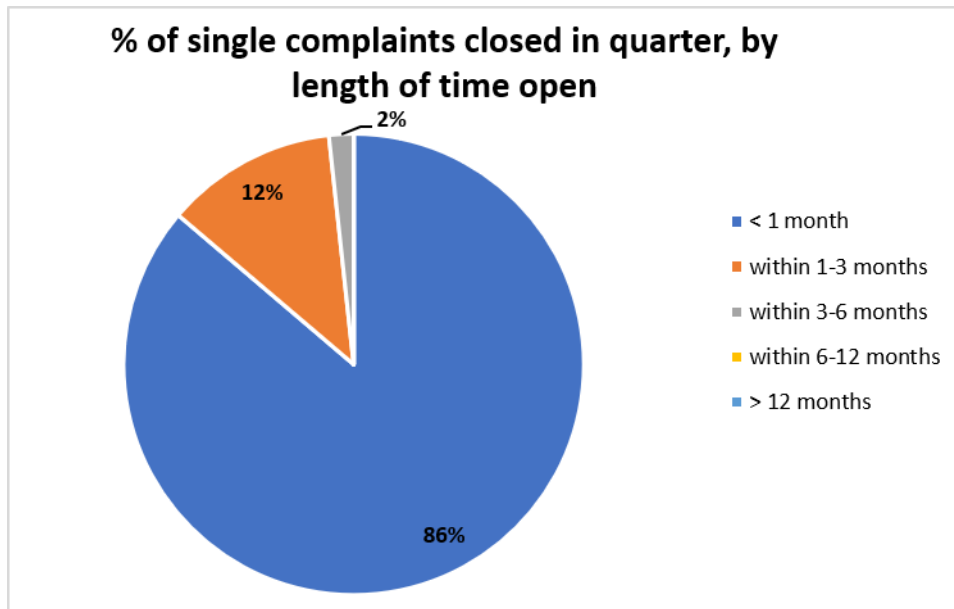


Figure 15 – % of single complaints closed in quarter, by length of time open.

Target for the finalisation of a multi-complaint review is six months. There were no multi-complaint reviews active during this quarter.

Full KPI performance data for the quarter is presented at Appendix 3.

4 Proposed ANO independence

Following the recommendations of the 2024 [Aviation White Paper](#), the *Aviation Consumer Protection Bill Package* was introduced to Parliament on 1 April 2026. The bill includes the establishment of the Aircraft Noise Ombudsperson within the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department). Further information is available from the Department website [here](#).

Kieran Pehm

Aircraft Noise Ombudsman

xx July 2026

Appendix 1 Statistics for complaints received in quarter

The following tables detail the statistics for complaints received in the quarter.

AIRSERVICES - ACTIONABLE COMPLAINTS	Apr-26	May-26	Jun-26	Total for quarter
Complaints received	16	20	13	49
Complaints closed:	12	20	18	50

Total complaints closed - not reviewed:	10	17	12	39
Complainant did not provide further information	1	1	2	4
Outside Charter Scope - CASA	0	0	0	0
Outside Charter Scope – Department of Infrastructure	0	0	0	0
Outside Charter Scope - Minister	0	0	0	0
Outside Charter Scope - Other	0	0	0	0
Referred to Airservices to respond directly	9	16	10	35

Total complaints closed - reviewed:	2	3	6	11
No change possible - explanation provided	1	3	4	8
Agency agreed to reengage with complainant	1	0	1	2
Change in processes or systems adopted by Agency	0	0	1	1
Not resolved - Action taken by Agency to encourage change by others	0	0	0	0

DEFENCE - ACTIONABLE COMPLAINTS	Apr-26	May-26	Jun-26	Total for quarter
Complaints received:	1	2	2	5
Complaints closed:	1	2	2	5

Total complaints closed - not reviewed:	0	2	2	4
Complainant did not provide further information	0	0	0	0
Outside charter scope - Minister	0	0	0	0
Outside Charter Scope - Other	0	0	0	0
Referred to Defence to respond directly	0	2	2	4

Total complaints closed - reviewed:	1	0	0	1
No change possible - explanation provided	1	0	0	1
Agency agreed to reengage with complainant	0	0	0	0
Change in processes or systems adopted by Agency	0	0	0	0
Not resolved - Action taken by Agency to encourage change by others	0	0	0	0

SUMMARY OF COMPLAINTS HANDLED	Airservices	Defence	No agency assigned*	Total for quarter
Actionable complaints open at 1 April 2026 (first day of quarter):	4	1	0	5
Non-actionable complaints received:	272	2	0	274
Actionable complaints received:	49	5	3	57
Actionable complaints closed:	50	5	3	58
Actionable complaints open at 1 July 2026 (first day of next quarter):	3	1	0	4

*No agency assigned includes where the identified Agency is outside of the ANO's jurisdiction, or where complainants do not provide sufficient information to identify the agency.

Appendix 2 Outstanding ANO recommendations

The following tables set out the status of outstanding recommendations made by the ANO and the ANO's assessment of action against each. Recommendations that were previously reported as complete 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 – 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 3 Key performance indicators for ANO complaint handling

The following table summarises the performance of the ANO against the identified complaint handling KPIs for April-June 2026. KPI performance is reported below for actionable complaints, over the quarter. Performance against the ANO KPIs is determined based on 12 months of data, for July-June of each financial year and reported in the ANO Annual Report.

Complaint type	Key performance indicator	Benchmark	% Met target (Apr-Jun 2026)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction	Within 7 days	100%
	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	86%
		25% within 1-3 months	12%
		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	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	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	0%
		50% within 6-12 months	0%
		0% > 12 months	0%