



ALGA
Australian Local
Government Association

Aviation Customer Rights Charter Consultation Submission

Aviation Customer Rights Charter - Consultation

On behalf of Australia's 537 councils, which collectively operate more than 200 regional airports and aerodromes across the country, the Australian Local Government Association (ALGA) welcomes the opportunity to provide a submission to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts' consultation on the Aviation Customer Rights Charter.

Aviation connections are crucial for many Australian communities. Air travel between regional and urban locations facilitates accessibility for business, health, recreation, employment and social connection. Airports and aerodromes are critical infrastructure in times of natural disasters and other emergencies. Without the connections that aviation creates, the quality of life and economic resilience of regional communities can be severely affected.

Despite their importance, many council-owned airports are run on a break-even basis, or at a loss. ALGA's [2024 National State of the Assets report](#) highlights the impact of these funding constraints, with 12% of local government airport and aerodrome assets in poor condition. Often maintaining and upgrading these facilities is beyond the capacity of local government and requires state or federal support.

In many circumstances, compliance with Disability Transport Standards may warrant significant upgrades to airport infrastructure. Councils acknowledge the importance of abiding by these standards, however, given the cost pressures explained, we are concerned that this may lead to possible closures of these vital facilities.

ALGA asks that the Government considers the impacts of the Aviation Customer Rights Charter on council-owned airports, and either exempts, or makes contributions to support the financial viability and capacity of these facilities.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Amy Crawford', with a stylized flourish at the end.

Amy Crawford
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