

MEDIA RELEASE



7 December 2018

Border force resources must meet passenger demand at Australian airports

The Australian Airports Association (AAA) has expressed concern about reports today of reduced Australian Border Force staff numbers at airports over the busy holiday season.

AAA Chief Executive Officer Caroline Wilkie said the industry would seek reassurances from Government that appropriate resources would be in place during the holiday period, which is one of the busiest times of the year for Australian airports.

“Australian airports have been working hard to prepare for the Christmas period and ensure passengers have a safe, easy and enjoyable experience at the airport,” Ms Wilkie said.

“Border processing is an essential part of ensuring passengers’ safe and secure passage through the airport and appropriate resources must be allocated to meet peak demand over the summer months.

“It is essential border processing staff are allocated according to passenger needs at our airports, rather than to arbitrarily meet budget targets.”

The AAA has raised its concerns in the wake of media reports of reduced casual staff allocations for airports during the Christmas period.

December and January are among the busiest times of the year for Australian airports, as more passengers travel to meet loved ones or enjoy their summer holidays.

Australian airports plan months in advance to cater for the increased demand to ensure passengers move easily through the airport and get to their gate on time.

Congestion at border processing has the potential to delay passengers and impact airline schedules during peak periods.

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