

MEDIA RELEASE



3 March 2020

NSW Division Meeting gets underway in Dubbo

Airport operators from across the state will converge on Dubbo this week for the Australian Airports Association (AAA) New South Wales division meeting.

AAA NSW Director Julie Stewart said the event came at an important time for regional airport operators as they prepared for the implementation of CASA's new MOS 139 regulations.

"Our division meetings are a great chance for the industry to get together and discuss best practice and innovation," Ms Stewart said.

"The new regulations to be implemented this year bring opportunities for greater flexibility at our regional airports to make sure we can continue to provide safe, compliant and sustainable services for our communities."

Ms Stewart said the meeting would also discuss the impact of recent bushfires on the state.

"This is a good chance to discuss the learnings from the industry following the bushfires that affected so much of the state," she said.

"Our regional airports are the lifeblood of their communities and our focus now is very much on how we can support the local recovery effort.

"We look forward to helping welcome back more visitors to our towns as the tourism industry ramps back up over Easter."

A dedicated presentation on customer service initiatives at Sydney Airport will also form part of the presentation.

"Many of our regional airports are building their customer service offering following the release of the AAA's Customer Charter Guide in 2018," Ms Stewart said.

"We look forward to discussing how we can keep improving the experience of our passengers as we make sure our airports meet the needs of the communities we serve."

The meeting will also feature presentations by representatives of the NSW Police, CASA and Western Sydney Airport, and a tour of Royal Flying Doctor Service facilities.

The meeting takes place at Dubbo Regional City Airport from 3-4 March 2020.

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