

## Australia's biggest airports maintain high quality of service levels in ACCC report

Australia's top four airports have recorded ongoing and consistently high quality of service ratings as air passenger growth continues to drive post-pandemic recovery of the aviation industry.

The Australian Competition and Consumer Commission (ACCC) *Airport Monitoring Report* for 2023-24 released today said Sydney, Melbourne, Brisbane and Perth airports all received 'good' ratings in the survey.

AAA Chief Executive Simon Westaway said the survey results were pleasing given passenger traffic had strongly rebounded out of the pandemic in parallel with significant future-facing construction activity also underway.

"Australia's big four airports have maintained this high quality of service rating since the 2018 financial year, while passenger-specific surveys have kept in the same category for more than a decade," Mr Westaway said.

"With Australian air passenger numbers close to pre-COVID levels, this has boosted the financial performance of airports after recent years of significant revenue loss due to the pandemic and border closures."

Mr Westaway said a portion of aeronautical profits in the 2023-24 report were partly inflated by airline back payments at Sydney Airport, while total operating profits were still 7.1% below pre-pandemic results.

The ACCC report showed \$985.1 million had been invested in aeronautical infrastructure upgrades by the top four airports for the year, while acknowledging several major projects on the horizon.

"Australia's top four airports are set to invest around \$19 billion in crucial infrastructure upgrades over the next decade, to ensure both air passengers and airlines have access to world class facilities," Mr Westaway said.

"Australian airports are working to deliver the best experience possible for the surge in numbers of the flying public with necessary investment in aeronautical upgrades.

"We note the airlines had some varying concerns in the report on issues like runway capacity, aerobridge maintenance and congestion, which are problems that airports are working to address through these planned major developments.

"Total air passenger numbers at Australian airports are expected to reach 210 million by 2030, a more than 30 per cent increase on existing levels.

"With that level of passenger traffic heading through our local terminals, it's vital our airports continue to upgrade and expand facilities to meet both demand and customer expectation."

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