

# COVID-19 Recovery - Update

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**The following information has been prepared by Adelaide Airport Limited (AAL) for communities potentially affected by the return of regular operations at Adelaide Airport.**

## Introduction

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Adelaide Airport is the gateway to South Australia and South Australia's largest single employment site, making a significant contribution to the South Australian economy each year. As South Australia prepares to reopen its borders to all States and Territories in late November 2021, some members of the community may experience more frequent noise than compared to the previous months, whilst the government has implemented border closures during the COVID-19 pandemic.

AAL is committed to working with stakeholders in the aviation industry to minimise the impact of aircraft noise on the community.

## Background

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The extraordinary impact on the aviation industry as a result of COVID-19 has seen Adelaide Airport operate well below its usual capacity during 2020/2021. For the full 2020/2021 Financial Year, the continued COVID-19 outbreaks and varying international and domestic travels restrictions, saw overall passenger traffic for Adelaide Airport decline by 65% compared to pre-COVID-19 volumes.

International traffic has been significantly impacted by Australia's continued national border closure to foreign travellers, international arrival limits, and travel bans for Australian residents. Prior to the COVID-19 pandemic, 50 international services operated to/from Adelaide per week in each direction.

Due to the restrictions, only a limited number of international flights have operated for the purposes of repatriation, essential travel, and to continue the the dedicated airfreight network for exporting South Australian goods, and importing essential items (including COVID-19 vaccinations).

During this time, the surrounding community have experienced significantly less noise from aircraft than usual.

## What to expect

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As South Australia prepares to enact its COVID-Ready plan, border restrictions will be eased and domestic and regional aircraft movements will increase. Members of the surrounding community may notice a clear rise in the number of aircraft movements, and therefore noise, in the coming months, with domestic and regional movements set to return to around 90% of pre-COVID levels by the week leading up to Christmas.

While it is still unknown how travellers will respond to border restrictions, at this stage it is anticipated that international passengers will return to between 4% - 9% of FY19 levels. Singapore Airlines, Qatar Airways and Malaysia Airlines will continue to operate once borders open, and there is a high likelihood that service frequencies will gradually increase. Other international carriers that are not currently operating in the Adelaide network are also expected to re-join the network in the future.

## What it means

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While communities in close proximity to the airport and located under flight paths may notice more frequent overhead aircraft noise, there have been no changes to existing flight paths or the curfew restrictions from 11:00pm to 6:00am.

For additional information on the Adelaide Airport Curfew, please refer to the [Curfew factsheet](#), or the Commonwealth Department of Infrastructure [website](#).

## Where can I find more information?

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News announcements regarding flights and services returning to Adelaide Airport will be posted to our [Facebook](#), [Twitter](#) and [Instagram](#) accounts. Specific enquiries about services can be directed to airlines or through the Adelaide Airport [Feedback & Enquiries](#) page.

## Noise Complaints & Enquiries

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Federal Government regulatory body, Airservices Australia, is responsible for managing complaints and enquiries about aircraft noise and operations through its dedicated Noise Complaints and Information Service (NCIS).

A complaint or enquiry to Airservices can be made via the following:

**Online:** Airservices [NCIS](#) or [WebTrak](#) service

**Phone:** 1800 802 584 (freecall)\*

**Mail:** Noise Complaints and Information Service, PO Box 211, Mascot NSW 1460

\* Please note phone enquiries to Airservices Australia have been temporarily suspended.

Enquiries related to airport ground-based noise can be made through the Adelaide Airport [Feedback & Enquiries](#) page.

