AUSTRALIAN COMPETITION & CONSUMER COMMISSION

Airport monitoring report

2024–25

March 2026

Acknowledgement of Country

The ACCC acknowledges the traditional owners and custodians of Country throughout Australia and recognises their continuing connection to the land, sea and community. We pay our respects to them and their cultures; and to their Elders past, present and future.

Australian Competition and Consumer Commission
Land of the Ngunnawal people
23 Marcus Clarke Street, Canberra, Australian Capital Territory, 2601

ACCC 03/26_26–01

www.accc.gov.au

Contents

Glossary and abbreviations

ACCC	Australian Competition and Consumer Commission
Aerobridge	A moveable tunnel which allows passengers to board and disembark aeroplanes directly from/to the terminal gate lounge. Avoids need for passengers to go outside and use the apron.
Aeronautical services and facilities	Services and facilities at an airport that are necessary for the operation and maintenance of civil aviation at the airport and includes: (a) aircraft-related services and facilities; and (b) passenger-related services and facilities (Airports Regulations 2024 regulation 20).
Aircraft-related services and facilities	Services and facilities provided by airports that are specifically utilised by aircraft (for example, runways, aircraft parking bays and taxiways). For the full list of aircraft-related services and facilities for monitoring purposes, see the Airports Regulations 2024.
Airline surveys	Each year, the ACCC sends domestic and international airlines a survey asking them to rate on a scale of 1 to 5 the availability and standard of services and facilities provided by monitored airports.
Airports Act	*Airports Act 1996*
Airports Regulations	*Airports Regulations 2024*
Airside	The parts of the airport grounds and buildings to which the non-travelling public does not have free access.
Apron	The area of an airport where planes park and are refuelled, passengers embark and disembark and/or where planes are loaded and unloaded.
At-distance car park	A car park that is located within the airport precinct but outside of reasonable walking distance to the terminal. Transport to/from the terminal is provided by a shuttle bus operated by the airport.
At-terminal car park	A car park that is within walking distance of the terminal.
Competition and Consumer Act	*Competition and Consumer Act 2010*
COVID-19	Coronavirus pandemic declared by the World Health Organisation on 11 March 2020.
EBIT	Earnings before interest and taxes.
EBITA	Earnings before interest, taxes and amortisation.

EBITDA	Earnings before interest, taxes, depreciation and amortisation.
General aviation	Aircraft operations that are not regular public transport, such as private charter and aircraft training flights, and Royal Flying Doctor Services.
Landside	The part of the airport grounds and the part of the airport buildings to which the non-travelling public has free access.
Long-term parking	Parking for a period of one or more days.
Monitored airports	Airports which are subject to reporting requirements and price and quality of service monitoring and are specified in Parts 7 and 8 of the Airports Regulations 1997 (expired) and the Direction to monitor aeronautical services at major airports 12 June 2012. Currently Brisbane, Melbourne (Tullamarine), Perth and Sydney (Kingsford Smith) airports.
Objective indicators	Principally the aspects of airport services and facilities listed in the Airports Regulations 2024 to be monitored and evaluated by the ACCC and of which monitored airports are required to keep records. Includes both physical infrastructure (for example, the number of check-in desks and flight information screens) and other measurements (for example, certain passenger numbers).
Off-airport car park	A car park that is located outside of the airport precinct and operated by a third party. Transport to/from the terminals is provided by a shuttle bus operated by the off-airport car park provider.
Operating profit	Earnings before interest, taxes and amortisation (EBITA).
Operating profit margins	Operating profit (EBITA) as a percentage of revenue.
Passenger-related services and facilities	Services and facilities provided by airports that are specifically used by passengers (for example, check in desks, aerobridges and gate lounges). For the full list of passenger-related services and facilities for monitoring purposes, see the Airports Regulations 2024.
Quality of service	A metric derived by aggregating the quality-of-service monitoring results sourced from objective indicators and surveys of airlines and passengers on the quality of services and facilities provided by the monitored airports.
Real terms	A value expressed in the money of a particular base time period (for example, 2024–25 dollars). Values in real terms remove the impact of inflation and provide a better comparison of values over time.
Return on assets	Ratio of EBITA relative to average tangible non-current assets. The ACCC uses a 'line in the sand' approach to valuing 'aeronautical assets' (see Appendix A).

Short-term parking	Parking for up to one day.
T1/T2/T3/T4	Terminal 1/Terminal 2/Terminal 3/Terminal 4
Taxiway	A road for aircraft that connects runways with airport facilities including ramps, hangars and terminals.

Key insights

Passenger growth was primarily due to international rather than domestic travel

International passenger growth (9.5%) continues to drive higher passenger numbers at the monitored airports. The 4 airports reported a combined total of 119.8 million passengers in 2024–25, up 4.6% from the previous year. Domestic passengers grew by 2.2%.

Each airport collected record-high revenues from aeronautical activities

All 4 airports collected their highest ever revenues from aeronautical operations. Sydney Airport collected $29.43 per passenger, by far the highest of the airports. Melbourne Airport recorded the biggest increase in 2024–25, but its revenue per passenger ($20.37) remained the lowest of the airports.

Sydney Airport generated far more aeronautical profits than the other airports

The 4 airports collectively reported $1.2 billion in operating profits from aeronautical activities, 9.8% higher than the previous year. Sydney Airport's aeronautical profit of $584.3 million was more than double any other airport. Sydney Airport's 20.8% return on aeronautical assets was the highest recorded by any airport in over 2 decades of ACCC monitoring.

Airports' investment pipeline will deliver better facilities, but at a cost

The major airports invested $1.5 billion in aeronautical facilities in 2024–25, led by Melbourne Airport. The airports plan to invest nearly $20 billion over the next decade. However, if some of this investment is unnecessary or inefficient, it could increase costs for airlines, which would ultimately be passed on to passengers.

Brisbane was the most profitable for car parking

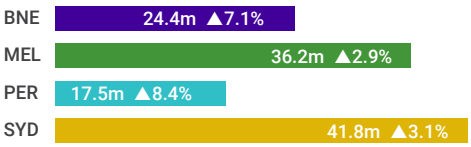
Collectively, the 4 airports earned $402.1 million in operating profits from car parking activities in 2024–25. Brisbane Airport reported the highest car parking operating profit of $125.3 million and the highest car parking profit margin of 76.8%.

Brisbane dropped in service quality due to lower airline ratings

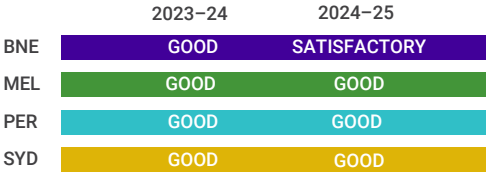
Sydney, Melbourne and Perth airports maintained an overall rating of 'good' for their quality of service and facilities. Brisbane Airport fell to 'satisfactory' after receiving the lowest ratings from airlines. Passengers were generally more satisfied than airlines at all airports.

Key results graphic

PASSENGERS

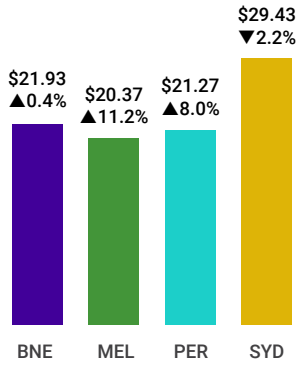


QUALITY OF SERVICE RATINGS**

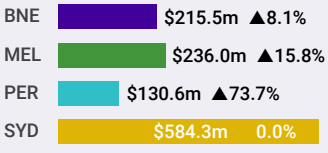


AERONAUTICAL SERVICES

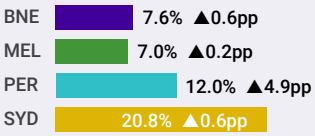
REVENUE PER PASSENGER



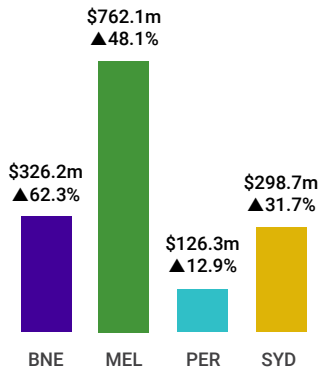
OPERATING PROFIT*



RETURN ON ASSETS

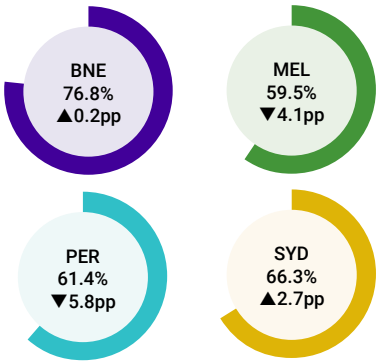


INVESTMENT

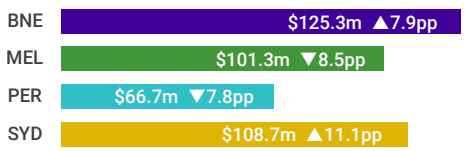


CAR PARKING SERVICES

OPERATING PROFIT MARGIN*



OPERATING PROFIT*



CAR PARKING PRICES

DRIVE-UP AT-TERMINAL FOR 30–60 MINS

BOOK ONLINE AT-DISTANCE FOR 2–3 DAYS

* Operating profit refers to earnings before interest, taxes and amortisation (EBITA).
** The possible quality of service ratings are 'very poor', 'poor', 'satisfactory', 'good' or 'excellent'.
*** The price is for 45–60 mins. Perth Airport does not have a 30–60 minute offering.

Tables of key results

Table i: Key aeronautical indicators for 2024–25

Airport	Passenger numbers (m)	Aeronautical revenue ($m)	Aeronautical revenue per passenger ($)	Aeronautical operating profit ($m)	Aeronautical profit margin (%)	Return on aeronautical assets (%)	Quality rating – total airport
Brisbane	24.4	534.3	21.93	215.5	40.3	7.6	Satisfactory
Melbourne	36.2	736.6	20.37	236.0	32.0	7.0	Good
Perth	17.5	372.2	21.27	130.6	35.1	12.0	Good
Sydney	41.8	1,229.4	29.43	584.3	47.5	20.8	Good

Source: ACCC analysis of information from the monitored airports.
Note: The possible quality of service ratings are 'very poor', 'poor', 'satisfactory', 'good' or 'excellent'.

Table ii: Changes in key aeronautical indicators from 2023–24 to 2024–25

Airport	Passenger numbers (% change)	Aeronautical revenue (% change)	Aeronautical revenue per passenger (% change)	Aeronautical operating profit (% change)	Aeronautical profit margin (percentage point (pp) change)	Return on aeronautical assets (pp change)	Quality rating – total airport (change from 2023–24)
Brisbane	7.1	7.6	0.4	8.1	0.2	0.6	Decreased
Melbourne	2.9	14.4	11.2	15.8	0.4	0.2	Steady
Perth	8.4	17.1	8.0	73.7	11.4	4.9	Steady
Sydney	3.1	0.8	-2.2	0.0	-0.4	0.6	Steady

Source: ACCC analysis of information from the monitored airports.

Table iii: Key car parking indicators for 2024–25

Airport	Car parking revenue ($m)	Car parking expenses ($m)	Car parking operating profit ($m)	Car parking profit margin (%)	Car parking spaces	Car parking revenue per car park space ($)	Operating profit per car park space ($)
Brisbane	163.3	37.9	125.3	76.8	19,785	8,252	6,335
Melbourne	170.4	69.1	101.3	59.5	24,690	6,902	4,103
Perth	108.6	41.9	66.7	61.4	27,024	4,018	2,469
Sydney	163.9	55.2	108.7	66.3	18,070	9,073	6,018

Source: ACCC analysis of information from the monitored airports.

Table iv: Changes in key car parking indicators from 2023–24 to 2024–25

Airport	Car parking revenue (% change)	Car parking expenses (% change)	Car parking operating profit (% change)	Car parking profit margin (percentage point (pp) change)	Car parking spaces (% change)	Revenue per car park space (% change)	Operating profit per car park space (% change)
Brisbane	7.6	6.8	7.9	0.2	-0.3	8.0	8.2
Melbourne	-2.1	9.0	-8.5	-4.1	-5.6	3.7	-3.1
Perth	0.9	18.7	-7.8	-5.8	16.1	-13.1	-20.6
Sydney	6.5	-1.5	11.1	2.7	-1.8	8.4	13.1

Source: ACCC analysis of information from the monitored airports.

Executive summary

Airports show continued but moderated passenger growth in 2024–25

In 2024–25, the 4 airports of Brisbane, Melbourne, Perth and Sydney reported a total of 119.8 million passengers. Passenger numbers grew by 4.6% in 2024–25, compared with 13.7% in 2023–24. Brisbane and Perth airports' passenger numbers reached record high levels in 2024–25.

International operations continued to grow in 2024–25, with passenger numbers to and from Australia increasing by 9.5% to 40.4 million. This growth reflects international airlines continuing to add services to Australia's major airports. Perth Airport reported the highest increase in international passenger numbers at 17.8%. Domestic passenger growth across the 4 airports was 2.2% in 2024–25.

Sydney Airport continues to earn the most aeronautical profits

As was the case last year, each airport reported its highest ever revenues from aeronautical services in 2024–25 (in real terms). The 4 airports collectively earned $2.9 billion in real aeronautical revenue. Aeronautical operations were the main driver of increases in total airport revenues, contributing at least 48.0% to total airport revenues for each of the 4 airports.

Sydney Airport continues to collect far more revenue than the other airports, both in total and on a per-passenger basis. Sydney Airport generated $29.43 per passenger in 2024–25, a figure that fell by 2.2% from the previous year. The disparity between Sydney Airport and the other airports would be influenced by its higher proportion of international passengers, who typically generate more revenue than domestic passengers.

The other 3 airports reported comparable levels of revenue per passenger: Brisbane Airport generated $21.93 per passenger, while Perth Airport recorded $21.27. Melbourne Airport reported the biggest increase, but remained the lowest of the airports with $20.37.

Collectively, the airports made an aeronautical operating profit of $1.2 billion in 2024–25, an increase of 9.8% from 2023–24. Operating profits are measured by earnings before interest, taxes and amortisation (EBITA).

While all 4 airports were very profitable, Sydney Airport continued to report aeronautical profitability that far exceeded that of the other airports. Sydney Airport's aeronautical profit of $584.3 million was equivalent to that of the other airports combined, and was more than double any other airport. These results were despite Sydney Airport's aeronautical profit remaining at similar levels to what it made in 2023–24.

Perth Airport reported a 73.7% increase in aeronautical profit in 2024–25 to $130.6 million. This result was driven by an 8.4% increase in total passenger numbers, a 17.1% increase in aeronautical revenue, and a slight decrease in aeronautical expenses. Aeronautical operating profits increased by 15.8% to $236.0 million at Melbourne Airport, while Brisbane Airport reported growth of 8.1% to $215.5 million.

Sydney Airport once again reported a significant return on its aeronautical assets, which is calculated using operating profit (EBITA) as a percentage of average tangible non-current aeronautical assets.

Sydney Airport's 20.8% return on its aeronautical assets was the highest recorded by the ACCC in over 2 decades of monitoring, and surpassed the 20.2% recorded the previous year. These results reflect both high profitability and a declining asset base.

Perth Airport reported the largest year-on-year increase in its return on aeronautical assets of the 4 airports, increasing by 4.9 percentage points to 12.0%. Brisbane Airport reported a 7.6% return on its aeronautical assets, while Melbourne Airport reported 7.0%.

Airports are making significant aeronautical investments in 2024–25

In 2024–25, major construction works for new or upgraded aeronautical facilities are now underway at the 4 airports. The airports invested $1.5 billion in aeronautical assets in 2024–25, an increase of 43.6% from the amount invested in 2023–24 in real terms. Melbourne Airport invested $762.1 million, marking the fourth consecutive year that the airport has invested the most of the airports.

Australia's major airports are entering a period of significant investment with reportedly almost $20 billion for major infrastructure projects over the next decade. Some of the airports major investment projects planned over the coming years include Perth Airport's new terminal and runway development, Melbourne Airport's third runway project, Sydney Airport's proposed integration of its T2 and T3 domestic terminals, and a third terminal at Brisbane Airport.

Investment will help ensure the airports can continue to meet the needs of passengers and airlines, especially following a period of relatively low investment after the pandemic. However, it is likely that the substantial capital expenditure will result in higher charges to airlines to recoup these costs in the coming years, which will ultimately get passed on to passengers in the form of higher airfares. Airport charges will be higher than they should be if the airports undertake unnecessary investment, overspend in the delivery of the investment, and/or seek greater compensation for the risks involved than appropriate.

The regulatory oversight applied to the major airports is limited for operators of monopoly infrastructure. The ACCC has previously expressed support for a scheme where there is recourse to commercial arbitration where the major airports and airlines cannot reach agreement. The ACCC also made recommendations to the government in 2023 for improving the effectiveness of the monitoring and reporting framework.

Given the time since the last Productivity Commission inquiry, and both the scale of planned investment and growth in aeronautical profits at the major airports, it would be timely for the government to consider directing the Productivity Commission to commence a new inquiry into whether the regulatory settings for airports are appropriate.

Airports continue to report high car parking profits with high margins

Car parking operating profits increased again at Brisbane and Sydney airports in 2024–25. The number of people using the car parks continued to increase despite a small decline in the number of available car parking spaces at most airports (see table iv). The decrease in the number of spaces at Brisbane, Melbourne and Sydney airports may be temporary while construction projects are underway.

The 4 airports collectively earned $402.1 million in operating profits from car parking activities, up 1.2% from 2023–24. Sydney Airport reported an 11.1% increase, the biggest growth in car parking operating profit to reach a profit of $108.7 million. Brisbane Airport's car parking profit was the largest at $125.3 million, up 7.9%, while Melbourne Airport reported an 8.5% decrease to $101.3 million. Perth Airport also reported a fall in car parking operating profits, with profit down 7.8% to $66.7 million.

Brisbane, Perth and Sydney airports all reported operating profit margins above 60% for car parking operations, with Brisbane Airport the highest at 76.8%. Melbourne Airport's car parking operating profit margin was 59.5% in 2024–25. Sydney Airport recorded the largest rise in operating profit per car park, increasing by 13.1% to $6,018 per space.

Brisbane Airport was the most expensive for 30-to-60-minute parking at the terminal, followed closely by Sydney Airport. Melbourne Airport was the cheapest. For those parking at the terminal for up to 24 hours, Sydney Airport was the most expensive and Melbourne Airport was the cheapest.

For motorists booking online for long-term parking at a distance from the terminal, Sydney and Perth airports were the most expensive and Melbourne Airport was the cheapest. Sydney Airport significantly increased these prices in 2024–25.

Off-airport car parking facilities can provide a competitive alternative to on-site airport parking, particularly for longer stays. These facilities can offer lower daily rates while still providing secure parking and shuttle transfers to the terminal. We found that motorists could save up to half of the price of parking if they shopped around, but potential savings varied depending on the circumstances.

Landside revenues continue to grow with rideshare established as the preferred transport mode

Revenues from landside transport access services, such as those provided to rideshare operators, taxis and buses, grew by 6.9% in 2024–25 to $76.1 million. The rise in landside revenues was driven by an increased volume of vehicles using landside access in 2024–25. Landside access prices remained generally stable compared to 2023–24.

Rideshare services became the top choice for landside transport at Brisbane Airport in 2024–25, joining Sydney, Melbourne, and Perth. For the first time, rideshares surpassed taxis at all 4 airports in both usage and revenue.

Brisbane Airport fell in overall quality of service

The 4 airports are assessed for quality of service using airline and passenger surveys, as well as objective measures. The possible ratings are: 'very poor', 'poor', 'satisfactory', 'good' or 'excellent'.

Brisbane Airport's average overall quality of service rating fell to 'satisfactory' in 2024–25, while Sydney, Melbourne and Perth airports maintained a 'good' rating. Once one of the highest rating airports, Brisbane Airport's ratings have fallen in recent years due largely to lower ratings from airlines.

As for previous years, passengers have generally been more satisfied with the quality of service at the airports than airlines. All airports received 'good' ratings from passenger surveys. Ratings from airlines remained in the 'satisfactory' band for Sydney, Melbourne and Brisbane airports, while Perth Airport recorded the first 'good' rating from airlines for any airport in 2 years.

1. Introduction

1.1 The ACCC's monitoring role

In this report the ACCC presents results of our monitoring of prices, costs and profits, and quality, at Brisbane, Melbourne (Tullamarine), Perth and Sydney (Kingsford Smith) airports for 2024–25. We focus our monitoring on the airports' supply of aeronautical, car parking and landside transport access facilities and services.

Our monitoring functions originate from the legislative requirements in Parts 7 and 8 of the Airports Act 1996, the directions issued by the Assistant Treasurer pursuant to section 95ZF of the Competition and Consumer Act 2010, as well as voluntary data provided to the ACCC by the airports.

The Australian Government established the price monitoring regime in 2002 following consideration of the recommendations of a Productivity Commission inquiry. Before that, the ACCC regulated airport prices.

Price monitoring, which is a much 'lighter handed' measure than price regulation, can provide some transparency over the airports' performance. It allows for some general observations to be made regarding whether the airports are taking advantage of their market power. Transparency of performance may also help airlines in their negotiations with airports regarding prices and service standards.

However, it is generally accepted that Australia's 4 major airports are regional monopolies and therefore have market power. An airport not constrained by competition or regulation would rationally be expected to exercise its market power to earn monopoly profits to the detriment of airport users and the broader Australian economy. Ultimately, monitoring is limited in its ability to address behaviour that is detrimental to consumers. For example, monitoring does not directly restrict the airports from increasing prices and/or allowing service quality to decline. It does not provide the ACCC with the ability to intervene in the airports' setting of terms and conditions of access to the airports' infrastructure.

Following the 2019 Productivity Commission inquiry into the economic regulation of airports[1], the government sought advice from the ACCC about enhancing the airport monitoring regime. In response, ACCC provided recommendations in 2023 relating to the collection of more disaggregated financial data from the airports and updating the quality of service indicators.[2] The government is now progressing these recommendations, with implementation of an enhanced monitoring regime planned for later in 2026 (see section 2.4).

1 Productivity Commission, *Economic Regulation of Airports (2019)*, accessed 8 December 2025.

2 ACCC, *ACCC final advice on financial information*, 17 May 2023, and ACCC, *ACCC final advice on airport quality indicators*, 17 May 2023.

1.2 The structure of this report

The structure of the report is as follows:

- Chapter 2 looks at airport passenger numbers and selected industry developments.
- Chapter 3 provides an overview of the revenues and profits of the airports' total operations, as well as a discussion on total airport quality of service ratings.
- Chapters 4, 5 and 6 focus on aeronautical, car parking and landside transport access operations respectively.
- The Appendix includes further background information and discussion of reporting methodologies.

All airport monitoring reports can be found on the ACCC website at https://www.accc.gov.au/regulated-infrastructure/airports-aviation/airports-monitoring. The webpage for each report will include links to the regulatory accounts for the monitored airports for that year and supplementary information to the report, such as the various forms of data used in that report.

2. Industry activity and developments

Key points

- In 2024–25 the 4 monitored airports of Brisbane, Melbourne, Perth and Sydney reported continued growth in passengers, but slower growth than in the previous year. The 4 airports reported a total of 119.8 million passengers, representing growth of 4.6% over the year.
- International operations continued to grow at a higher rate than domestic operations in 2024–25, with passenger numbers to and from Australia increasing by 9.5% to 40.4 million. The number of domestic passengers increased by 2.2% to 79.4 million.
- Australia's major airports are making significant investments with reportedly almost $20 billion proposed for major infrastructure projects over the next decade. The major investment projects planned over the coming years include Perth Airport's new terminal and runway development, Melbourne Airport's third runway project, Sydney Airport's proposed integration of its T2 and T3 domestic terminals, and a third terminal at Brisbane Airport.
- It is likely that the substantial capital expenditure will result in an increase in charges to airlines to recoup these costs in the coming years, which will ultimately be passed on to passengers through higher airfares. Airport charges will be higher than they should be if the airports undertake unnecessary investment, overspend in the delivery of the investment, and/or seek greater compensation for the risks involved than appropriate.
- The regulatory oversight applied to the major airports is limited for operators of monopoly infrastructure. It would be timely for the government to consider directing the Productivity Commission to commence a new inquiry into whether the regulatory settings for airports are appropriate.
- The construction of Western Sydney International Airport's (WSI) runway, terminal and key airside infrastructure is now complete. Qantas Group, Air New Zealand and Singapore Airlines have signed letters of intent to use the airport when it opens in late 2026.
- The Australian Government has advanced several Aviation White Paper initiatives, including reforms to the management of take-off and landing slots at Sydney Airport, and consultation on a new aviation consumer protection framework. No action has yet been taken with respect to proposed enhancements to the airport monitoring regime or revisions to the Aeronautical Pricing Principles.

This chapter looks at the trends in the number of passengers that travelled through each of the 4 airports, before discussing some of the key industry developments and the investment underway and planned by the airports.

2.1 International services continue to drive passenger number growth

Total passenger numbers for the 4 airports continued to grow in 2024–25.

Table 2.1 shows that 119.8 million passengers flew through the 4 airports in 2024–25. This amount represents an increase of 4.6% since the previous financial year. Although the growth rate has slowed compared with recent years, it remains higher than pre-pandemic increases, suggesting that some post-pandemic recovery may still be occurring.

Table 2.1: Passenger numbers for 2024–25, and change from previous financial year

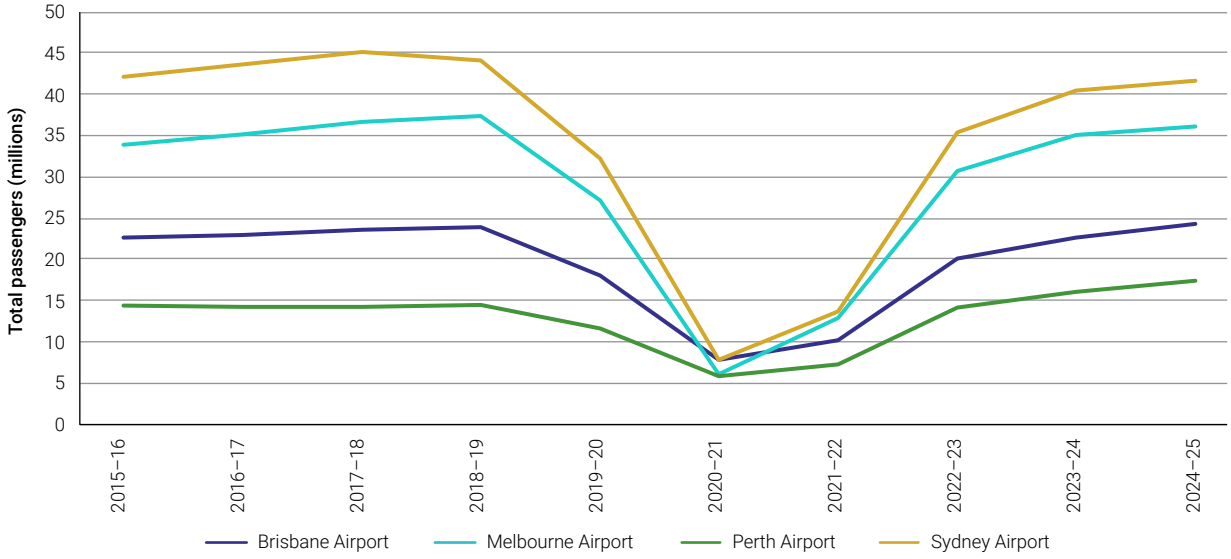
Airport	2024–25			Change since 2023–24		
	Total (m)	International (m)	Domestic (m)	Total (% change)	International (% change)	Domestic (% change)
Brisbane	24.4	6.7	17.7	7.1	16.3	4.0
Melbourne	36.2	12.0	24.2	2.9	8.3	0.4
Perth	17.5	5.2	12.3	8.4	17.8	4.9
Sydney	41.8	16.6	25.2	3.1	5.5	1.5
Total	**119.8**	**40.4**	**79.4**	**4.6**	**9.5**	**2.2**

Source: ACCC analysis of information received from the monitored airports.
Note: Not all the totals equal due to rounding.

Sydney Airport continues to report the highest number of passengers of the 4 airports in 2024–25 with 41.8 million. Melbourne Airport reported 36.2 million passengers, followed by Brisbane Airport with 24.4 million and Perth Airport with 17.5 million.

Figure 2.1 shows total passenger numbers (both domestic and international) for each of the 4 airports for the 10 years to 2024–25. All airports reported increases in passenger numbers in 2024–25, with Perth Airport reporting the biggest increase with 8.4%. The chart shows that Brisbane has now joined Perth with record passenger levels, but Sydney and Melbourne are yet to return to pre-pandemic levels.

Figure 2.1: Total passenger numbers by airport, 2015–16 to 2024–25



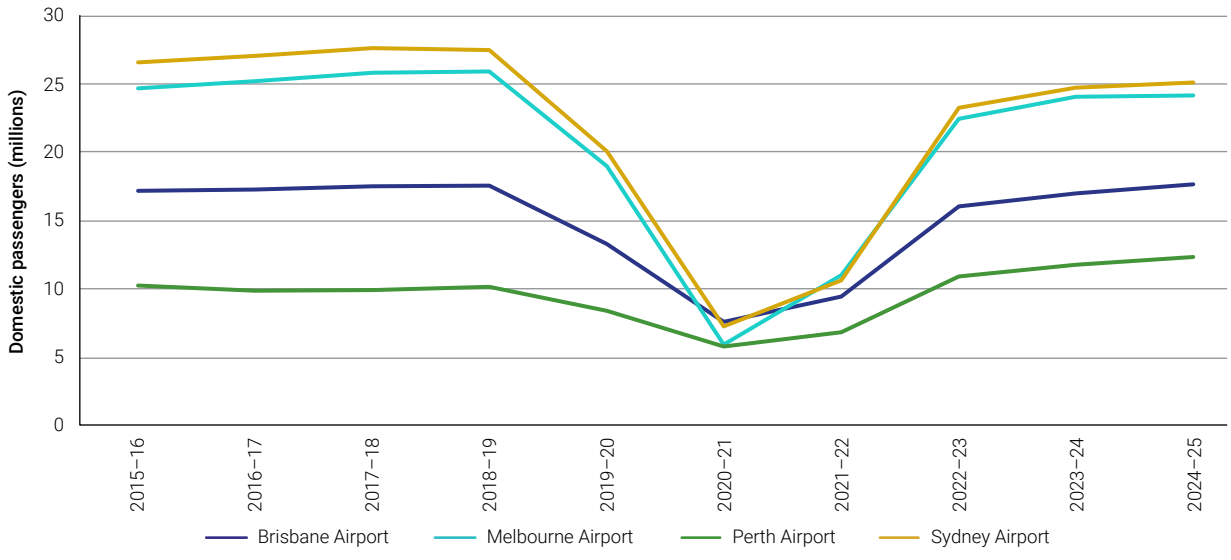
Source: ACCC analysis of information received from the monitored airports.

2.1.1 Domestic and international passenger numbers

While international services are becoming relatively more significant for the airports each year, most (66.3%) passengers travelling through the airports fly on domestic flights. The 4 airports reported a total of 79.4 million domestic passengers in 2024–25, which represented an increase of 2.2% from the previous year. This continued growth, while less than the previous year, reflected the sustained demand for leisure travel in 2024–25.

Figure 2.2 below shows the number of domestic passengers travelling through the 4 airports over the last 10 years. Sydney Airport handled 25.2 million domestic passengers in 2024–25, followed closely by Melbourne Airport with 24.2 million. Brisbane and Perth airports handled 17.7 million and 12.3 million respectively.

Figure 2.2: Domestic passenger numbers by airport, 2015–16 to 2024–25



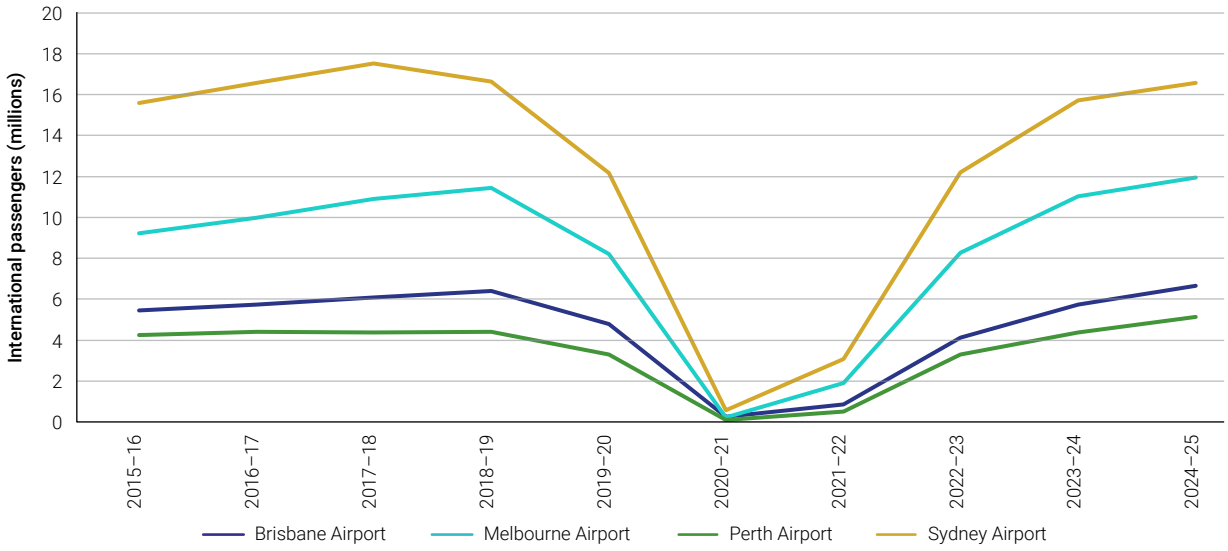
Source: ACCC analysis of information received from the monitored airports.

Domestic passenger numbers increased by 4.9% at Perth Airport and by 4.0% at Brisbane Airport in 2024–25. Strong growth in the resources sector has supported higher regional passenger numbers at Perth Airport, while additional domestic capacity provided by Jetstar and Virgin Australia in 2024–25 contributed to the growth in Brisbane's domestic passenger numbers.

Domestic passenger growth has been relatively slower at Melbourne (0.4%) and Sydney airports (1.5%) in 2024–25, potentially reflecting a post pandemic shift from business to leisure travel. Despite reporting continued growth, domestic passenger numbers at Sydney and Melbourne were 8.5% and 6.8% lower than in 2018–19 respectively. In contrast they exceeded pre-pandemic levels at Perth and Brisbane airports, rising by 17.9% and 0.5% over the same period.

With respect to international flights, the 4 airports combined handled 40.4 million international passengers in 2024–25, an increase of 9.5%. Figure 2.3 shows international passenger numbers for each of the 4 airports from 2015–16 to 2024–25. Sydney Airport handled 16.6 million international passengers in 2024–25, followed by Melbourne Airport with 12.0 million, Brisbane Airport with 6.7 million and Perth Airport with 5.2 million.

Figure 2.3: International passenger numbers by airport, 2015–16 to 2024–25



Source: ACCC analysis of information received from the monitored airports.

Perth Airport reported the highest percentage increase in international passengers (17.8%), followed by Brisbane Airport (16.3%), Melbourne Airport (8.3%) and then Sydney Airport (5.5%).

This strong growth reflects international airlines continuing to add services to Australia's major airports. Perth Airport, for example, welcomed new routes to Paris, Phuket, Kuala Lumpur, Bangkok, and Johannesburg in 2024–25, alongside increased capacity to Denpasar, Dubai, and Singapore.[3] Brisbane has also expanded its global reach with 9 new international passenger routes added.[4] The launch of seasonal flights by American Airlines to Dallas Fort Worth and Delta Air Lines to Los Angeles resulted in a significant increase in seat capacity between Brisbane and the United States. In Melbourne, Juneyao Airlines commenced services in December 2024 and there was increased capacity to China and Southeast Asia.[5]

3 Perth Airport, '*Passenger growth delivers another strong year for Perth Airport*', [media release], 10 November 2025, accessed 12 February 2026.

4 Brisbane Airport, '*Brisbane Airport Corporation Annual Report*', Annual Report 2025, p 15, accessed 12 February 2026.

5 Melbourne Airport, '*Ni hao Juneyao! A warm welcome as summer travel takes off*', [media release], 20 December 2024, accessed 12 February 2026.

2.2 Major airports have commenced substantial investment programs for the next decade

Following a period of subdued investment during the pandemic and the subsequent recovery, the monitored airports have commenced substantial capital expansion programs. In 2024–25, the airports invested a combined $1.5 billion in tangible non-current aeronautical assets, representing an increase of 43.6% on the previous year. This marks only the early stages of a broader investment cycle, with the 4 airports collectively expecting to invest around $19 billion over the next decade.[6]

This investment will help ensure airport facilities can continue to meet the needs of passengers and airlines. However, it is also likely that the substantial capital expenditure will result in an increase in charges to airlines to recoup these costs in the coming years, which would ultimately be passed on to passengers.

2.2.1 Overview of the proposed major projects

Brisbane Airport's plans for a third terminal progressing

Brisbane Airport is progressing its $5 billion 'Future BNE program', which incorporates commercial and aeronautical projects and includes upgrades to its security screening and baggage handling systems across both domestic and international terminals. At the domestic terminal, a new entryway has already opened giving passengers who only have carry-on luggage same-level access from the Skywalk into the new central security screening area.[7] Brisbane Airport is also replacing 3 baggage systems with one new centralized, and government compliant system to enhance both security standards and operational efficiency.

At the international terminal, the existing security and passport control areas, currently located on Level 3, are being relocated to Level 4. Security upgrades include wide deployment of CT scanners and other equipment to meet Australian Government mandates by the end of 2025. The terminal revamp is targeted for completion by 2027.

Brisbane Airport undertook consultation on its Preliminary Draft 2026 Master Plan, which will provide an overview of future developments between now and 2046, with an emphasis on 2026–2031.[8] Brisbane Airport said that a key change from the existing plan will cover a revised pathway for terminal development including upgrades to the existing passenger terminals and the staged development of a third terminal over the coming 20 years.[9]

Melbourne Airport's third runway build underway

Melbourne Airport continues to progress a series of major infrastructure upgrades including both a new runway and the Naarm Way landside project which will deliver a new freeway exit and pick-up and drop-off area for Terminals 1, 2 and 3. Melbourne Airport has stated that the investments align with its 20-year strategic direction for the airport that considers the changes needed to aviation

6 Australian Airports Association (AAA), '*Australia's biggest airports maintain high quality of service levels in ACCC report*' [media release], AAA, 17 March 2025, accessed 1 December 2025.

7 Brisbane Airport,'*Brisbane Airport's new entry to Domestic Terminal opens*', [media release], 11 December 2025, accessed 20 January 2026.

8 Brisbane Airport 2026, '*FAQs | Brisbane Airport Preliminary Draft 2026 Master Plan | Brisbane Airport Corporation*', Master Plan, Brisbane Airport Master Plan FAQ page, accessed 1 December 2025.

9 Brisbane Airport 2026, '*FAQs | Brisbane Airport Preliminary Draft 2026 Master Plan | Brisbane Airport Corporation*', Master Plan Master Plan, Brisbane Airport Master Plan FAQ page, accessed 1 December 2025.

facilities, ground transport, utilities infrastructure, non-aviation development and environmental measures.[10]

The key project is the third runway development, with initial works already underway. It is expected to provide additional capacity to meet the projected future increase in annual passenger numbers and associated aircraft movements. The project is expected to be completed by 2031.

Melbourne Airport is also due to complete the Naarm Way landside project construction works in 2026–27. This roadway will improve passenger access and enable the expansion of T2. The airport is also developing a new elevated structure built above the existing Departure Drive to be completed by the second half of 2026. This structure is designed to relieve congestion and provide improved access to a dedicated pick up/drop off zone, though this will come at the expense of 2,000 car spaces.

Melbourne Airport notes that it will soon begin working on its 2027 Master Plan and consultation will begin in late 2026.[11]

Perth Airport is building a new runway and terminal as it consolidates operations in one location

Perth has released its Preliminary Draft Master Plan 2026, which updates the Perth Airport Master Plan 2020. The plan includes new growth forecasts and detailed planning for ground transport improvements and development.[12] The Preliminary Draft Master Plan details the $5 billion investment program that will deliver its 'One Airport', which will allow it to host all commercial flight services in a central location.[13]

A key aspect of its plan are terminal upgrades, which will include an expanded international terminal and a new domestic terminal, both of which will connect with the existing Terminal 1. Works are scheduled to begin in 2028 and be completed by 2031.

A long-term commercial agreement between Perth Airport and the Qantas Group will see all Qantas and Jetstar services relocated to the new terminal by 2031, supporting an additional 4.4 million seats annually.[14] As part of this transition, Jetstar domestic flights moved from Terminal 3 to Terminal 2 in September 2024, and Terminals 3 and 4 are expected to be decommissioned over time.

Construction of Perth's new parallel runway also commenced in May 2025, a project expected to increase airport capacity and operational efficiency when completed in 2028.[15]

Sydney Airport sets out plans for an integrated terminal precinct

In its draft Master Plan 2045 Sydney Airport set out a long-term vision for the airport to accommodate approximately 73 million passengers annually by 2045. As part of this vision, the airport has announced a $6 billion capital works program for the next 5 years.[16]

In particular, Sydney Airport is proposing to link existing T2 and T3 domestic terminals into a single, integrated terminal precinct. The plan includes up to 12 new international-capable swing gates at

10 Melbourne Airport 2022, '*Master Plan | Melbourne Airport*', Master Plan, p 22, accessed 1 December 2025.

11 Melbourne Airport, 'Major Projects Hub', accessed 1 December 2025.

12 Perth Airport, '*Master Plan Highlights | Perth Airport*', Master Plan Highlights FAQ Fact Sheet, accessed, 1 December 2025.

13 Perth Airport, '*Master Plan 2026 Preliminary Draft | Perth Airport*', pp 12–15 and Perth Airport, '*One Airport The future is coming*', [media release], 11 November 2024, accessed 12 February 2026.

14 Perth Airport, '*Qantas and Perth Airport reach landmark agreement*', [media release], 31 May 2024, accessed 12 February 2026.

15 Perth Airport, '*Perth Airport – Corporate | Perth's New Runway*', Planning and projects page, accessed 12 February 2026.

16 Sydney Airport, '*Sydney Airport launches global tender to support five-year capital works program*', [media release], 14 November 2025, accessed 1 December 2025.

the integrated T2/T3 precinct, plus additional gates at the T1 International Terminal. The expanded terminal precinct will also feature modernised passenger screening, baggage, and processing systems, improving throughput and flexibility for airlines and passengers.

The draft Master Plan includes construction of new taxiways and additional aircraft parking aprons. Sydney Airport said that the upgrades are to improve aircraft flow, reduce bottlenecks, and increase apron capacity, making the airfield more flexible and efficient under higher traffic volumes.

The draft Master Plan also builds on the previous master plan to improve ground access. In 2024–25 the Gateway Road Interchange, which improves road connections between the motorway network and the airport was completed. Other completed works focused on upgrading wayfinding and signage to give customers clearer directions, as well as improving access and exit flows for airport car parks.

2.2.2 Investment pipeline will likely result in higher airport charges and airfares

Significant investments being made at major airports are designed to keep facilities aligned with the needs of both passengers and airlines. However, these large capital outlays are expected to lead to increased charges for airlines in future years as airports seek to recover their expenses.

It is important that any capital expenditure by the airports is both prudent and efficient. Close consultation with airlines is essential to ensure that the timing and scale of the investment is appropriate, and then to implement the investment in the most cost-effective manner. It is also important that the resulting charges to airlines reflect the Australian Government's Aeronautical Pricing Principles,[17] including how the return on investment for airports should be commensurate with the regulatory and commercial risks involved, and no more.

Airport charges will be higher than they should be if the airports undertake unnecessary investment, overspend in the delivery of the investment, and/or seek greater compensation for the risks involved than appropriate. Excessively high airport charges increase costs for airlines, which are likely to pass on through to passengers in the form of higher airfares. In some cases, higher airport charges may impact the ability of an airline to continue to operate certain routes, or introduce new ones.

The regulatory oversight applied to the major airports is limited for operators of monopoly infrastructure. Sydney Airport must submit plans for price increases to the ACCC for assessment under the price notification framework, but only for services it provides to regional airlines. The ACCC also conducts annual monitoring and reporting of prices, costs, profits and service quality at the major airports. While valuable, these activities do not amount to an effective constraint on the major airports from exercising their market power.

For the 2019 Productivity Commission inquiry into the economic regulation of airports, the ACCC expressed support for a scheme where there is recourse to commercial arbitration where airports and airlines cannot reach agreement.[18] In addition, in 2023 the ACCC provided the government with recommendations for improving the effectiveness of the monitoring and reporting regime (see section 2.4 for further information).

Given the time since the last Productivity Commission inquiry, and both the scale of planned investment and growth in aeronautical profits at the major airports, it would be timely for the government to consider directing the Productivity Commission to commence a new inquiry into whether the regulatory settings for airports are appropriate.

17 Information about the Aeronautical Pricing Principles can be found at: Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, 'Aviation white paper', August 2024, pp 78, 81.

18 ACCC, '*ACCC submission in response to the draft inquiry report*', 29 March 2019.

2.3 Western Sydney International Airport developments

Western Sydney International Airport (WSI) is working toward its expected opening in the second half of 2026, with freight operations scheduled to commence in July and passenger operations to follow in October. The runway, key airside infrastructure and terminal are complete. The airport's initial capacity is estimated at 10 million passengers each year.[19] If it serviced that many passengers today, it would be the 5th busiest airport in Australia.

Qantas Group, Air New Zealand and Singapore Airlines have signed individual letters of intent to use the airport. Qantas Group has said that it will fly some QantasLink and Jetstar domestic flights from Western Sydney Airport but has not yet organised routes and frequency.[20]

The airport's inaugural Draft Master Plan (2025–2045) has been released for public feedback, outlining long-term strategies covering terminal precinct expansion, ground transport links, land use, utilities, and aviation support infrastructure.[21]

WSI is progressing necessary regulatory approvals, including authorisation by the Minister for Infrastructure, Transport, Regional Development and Local Government of its preliminary airspace and flight paths. The airspace and flight paths now proceed to the design stage, which will be led by Airservices Australia. Subject to approval of airspace changes and validation of instrument flight procedures by the Civil Aviation Safety Authority (CASA), the flight paths will be implemented in time for the airport to open in 2026.[22]

2.4 Further progress on the government's Aviation White Paper initiatives

The Australian Government has made some progress in the implementation of initiatives from its Aviation White Paper, which was published in August 2024.[23] The following provides an update regarding several initiatives that relate to the monitored airports.

2.4.1 Aviation consumer protection framework (Initiatives 1 and 2)

In September and October 2025, the Australian Government consulted on the development of a new aviation consumer protection framework, progressing initiatives in the Aviation White Paper aimed at improving the consumer experience.[24] The consultation proposed 2 key elements: minimum consumer obligations applying to airlines and airports, set out in the Aviation Consumer Protections Charter, enforceable by a regulator (the Aviation Consumer Protection Authority), and a consumer ombuds scheme to resolve individual consumer disputes that can't be settled directly with the relevant airline or airport. This framework would operate alongside existing obligations airlines and airports have to their customers under the Australian Consumer Law.

19 Western Sydney International Airport, '*2025–2045 Preliminary Draft Master Plan*', p 24, accessed 1 December 2025.

20 T Harcourt, '*Western Sydney Airport: No airlines signed despite $5.3bninvestment*', 17 August 2025, accessed 1 December 2025.

21 Western Sydney International Airport, '*2025–2045 Preliminary Draft Master Plan*', accessed 1 December 2025.

22 Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, '*Authorisation of the preliminary flight paths for Western Sydney International Airport*', 4 June 2025, accessed 1 December 2025.

23 Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, 'Aviation white paper', August 2024.

24 Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, '*Aviation Consumer Protections – primary legislation*', 8 September 2025, accessed 26 November 2025.

The consultation also sought views on potential governance arrangements for the framework, including the possible establishment of a proposed Aviation Consumer Protection Authority to oversee compliance with the Charter and the Ombudsperson functions. The ACCC made a submission to the consultation, noting that the introduction of a well-designed ombuds scheme with appropriate governance arrangements would enhance consumer protections in the aviation sector, including for airport users. The government has not yet announced final decisions on the framework or implementation timelines.

2.4.2 Reforms to the Sydney Airport demand management scheme (Initiative 11)

In 2025 the government implemented reforms to the Sydney Airport demand management framework with Airport Coordination Limited Asia Pacific (ACL APAC) commencing as the new independent slot manager in April 2025, taking responsibility for coordinating take-off and landing slots. In October 2025 legislative changes commenced expanding reporting requirements and new civil penalties for slot misuse while maintaining Sydney Airport's existing movement limits and curfew.

These updates operationalise the legislative reforms and strengthen oversight of how slots are used by airlines. The framework is now in operation, with ongoing monitoring and independent audits helping assess slot use and compliance. This should make it more difficult for airlines to hold more slots than they need, helping to make slots available to new and expanding airlines.

2.4.3 Revisions to the Aeronautical Pricing Principles (Initiative 12)

Initiative 12 of the Aviation White Paper relates to the Aeronautical Pricing Principles (APPs), a voluntary framework guiding negotiations between airports and airlines over the price of aeronautical services. The APPs are intended to promote transparent information exchange, commercial good faith, and an objective basis for assessing prices and resolving disputes. The White Paper identified the need to update the APPs to clarify that pricing agreements should not include anticompetitive clauses and to ensure airports provide airlines with sufficient information to support transparent negotiations.

Consultation on the revised APPs in the Aviation White Paper is expected to be undertaken shortly. Separately, there have been no updates regarding the reference to possible ACCC oversight of airport-airline negotiations, which was another aspect of Initiative 12.

2.4.4 Enhanced airport monitoring (Initiative 15)

The Aviation White Paper includes a commitment to enhance the airport monitoring regime to better inform government and stakeholders about the performance of Australia's major airports. This initiative focuses on improving both the financial information available through the monitoring framework and the relevance of the quality of service indicators used to assess airport performance over time.

In 2023, the ACCC provided the government with reports containing recommendations on enhanced airport financial reporting[25] and a revised set of quality of service indicators.[26] Enhanced financial reporting would assist in assessing whether airports are exercising market power by enabling a more robust examination of profitability, cost allocation and returns over time. These reports drew on stakeholder consultation and the ACCC's experience administering the existing monitoring regime,

25 ACCC, *ACCC final advice on financial information*, 17 May 2023.

26 ACCC, *ACCC final advice on airport quality indicators*, 17 May 2023.

and were intended to inform the government's consideration of reforms to the scope and design of airport monitoring.

The government has since acknowledged these recommendations as part of its broader response to the Aviation White Paper, with work ongoing to consider what enhanced monitoring arrangements could be implemented.

3. Total airport operations including quality of service

Key points

- All 4 airports reported increases in total airport revenues, expenses, and profits. Total airport financial data includes data from aeronautical, car parking, landside transport access, and other commercial operations.
- Melbourne Airport's total revenue grew by 12.8% in 2024–25 to $1.4 billion. Melbourne reported its highest ever total airport revenue despite total passenger numbers remaining approximately 1.3 million below its pre-pandemic levels.
- Aeronautical operations were the main driver of increases in total airport revenues, contributing at least 48.0% to total airport revenues for each of the 4 airports.
- Three airports maintained an overall quality of service rating of 'good', while Brisbane Airport fell to 'satisfactory'. Brisbane's ratings have fallen in recent years due largely to lower ratings from airlines.
- Survey results suggest that passengers are more satisfied with the airports' services and facilities than airlines. All airports received 'good' ratings from passenger surveys.
- Ratings from airlines remained in the 'satisfactory' band for Sydney, Melbourne and Brisbane airports. Perth Airport recorded the first 'good' rating from airlines for any airport in 2 years.

This chapter considers the airports' financial and quality of service performance across their total operations, which combines aeronautical, car parking, landside transport access and other commercial operations (such as retail shops at the airport terminals).[27]

In this chapter, real values refer to values that have been adjusted for inflation and are presented in 2024–25 prices. Operating profit refers to earnings before interest, taxes and amortisation (EBITA). Operating profit margin refers to EBITA as a proportion of revenue.

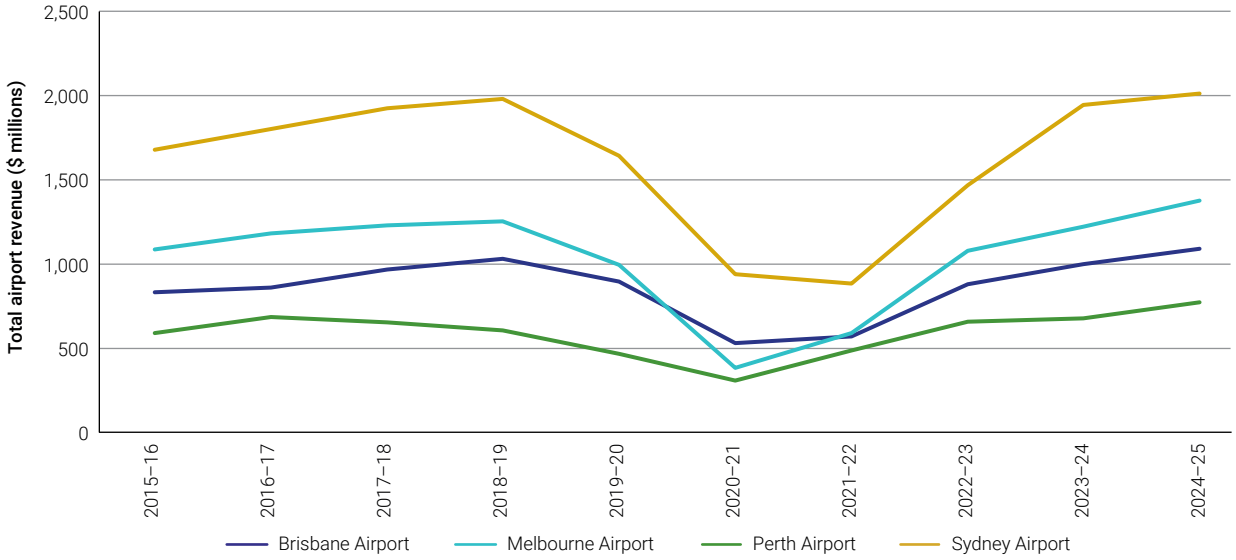
3.1 All 4 airports collected record revenues across total airport operations

All 4 airports reported their highest total airport revenues (in real terms) in 2024–25, as shown in Figure 3.1. Collectively, the airports reported total revenue of $5.3 billion in real terms, an increase of 7.8% from last year.

As total airport revenue comprises aeronautical, car parking, landside and other commercial revenue, growth in any or all these areas will lead to growth in total airport revenue. Each of these sources of income are analysed in the following chapters.

27 The ACCC does not collect specific information from the airports on other commercial operations. This issue is further discussed below in section 3.2.

Figure 3.1: Real total airport revenue, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

In 2024–25, Perth Airport reported the largest increase in total airport revenue of the 4 airports, growing its revenue by 13.9% to $775.7 million. Perth Airport stated that its increases in revenue were driven by increases in volume (passenger numbers) rather than increases in price (aeronautical charges, car parking or landside charges). As noted in Chapter 2, Perth Airport recorded growth of 8.4% in passenger numbers to 17.5 million passengers, its highest on record.

Melbourne Airport's total revenue grew by 12.8% in 2024–25 to $1.4 billion. Melbourne reported its highest ever total airport revenue despite total passenger numbers remaining approximately 1.3 million below its pre-pandemic levels.

Brisbane Airport's total airport revenue rose 8.8% in 2024–25 to $1.1 billion. Sydney Airport reported the smallest increase in total airport revenue, at 3.5% year-on-year. However, Sydney Airport's total airport revenue remains the largest of the 4 airports, at $2.0 billion in 2024–25.

3.2 Airports generate about half of their total revenues from aeronautical operations

Aeronautical revenue is the largest contributor to total airport revenue by business segment (see Table 3.1), with the 4 airports earning between 48.0% to 61.1% of their total airport revenue from aeronautical operations in 2024–25. Aeronautical revenue arises from an airport's aeronautical operations – that is, operations that directly relate to the provision of aviation services and facilities. Aeronautical operations range from access to runways, aprons and parking for aircraft, to the use of departure lounges, equipment to handle bags and aerobridges connecting aircraft to terminals.

Table 3.1: Contributions by business segments to total airport revenue, by airport, 2024–25

	Brisbane		Melbourne		Perth		Sydney	
	Revenue ($m)	Proportion of total revenue (%)	Revenue ($m)	Proportion of total revenue (%)	Revenue ($m)	Proportion of total revenue (%)	Revenue ($m)	Proportion of total revenue (%)
Total airport[(a)]	1,091.5	-	1,377.8	-	775.7	-	2,011.3	-
Aeronautical	534.3	48.9	736.6	53.5	372.2	48.0	1,229.4	61.1
Car Parking	148.1	13.6	170.4	12.4	108.6	14.0	163.9	8.2
Landside transport access	10.7	1.0	29.7	2.2	8.1	1.0	27.7	1.4

Source: ACCC analysis of information from the monitored airports.

Notes: (a) 'Total airport' also includes other activities such as commercial property and retail precinct for which the ACCC does not collect specific information from the airports. As such, the sum of aeronautical, car parking and landside revenue in this table will not equal 'total airport' revenue.

(b) Airports provide information on landside access services to the ACCC on a voluntary basis. The airports each provide and charge for different landside services. There are limitations on the ACCC's monitoring and reporting of landside transport access data. For example, the ACCC's methodology for reporting landside revenue excludes revenue received from car rental vehicle operators. Chapter 6 and the Appendix include more information on these issues and the ACCC's reporting methodology.

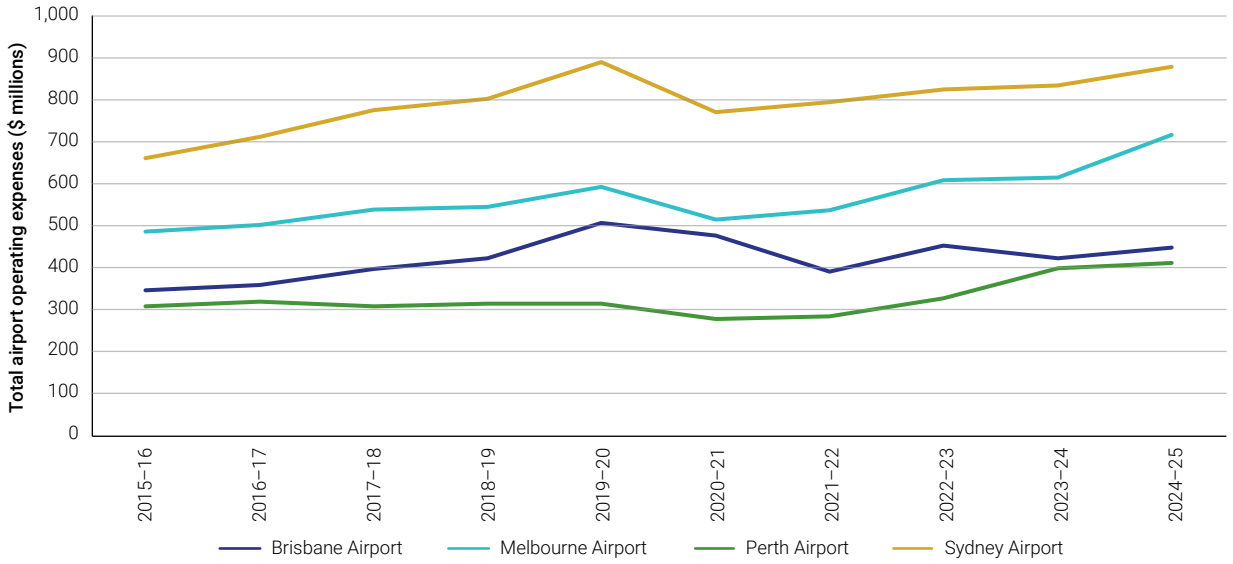
At Brisbane and Perth airports, aeronautical revenue has stayed as a relatively steady proportion of total airport revenue over the past 10 years (excluding the pandemic years), with non-aeronautical revenue accounting for the majority of these airports' total revenue over this time. Post-pandemic (since 2022–23), aeronautical revenue has over-taken non-aeronautical revenue as proportion of total revenue for Melbourne Airport for the first time. At Sydney Airport, aeronautical revenue has consistently accounted for the majority of the airport's total revenue over the past 10 years (excluding the pandemic years), with aeronautical revenue accounting for 61.1% of Sydney's total revenue in 2024–25.

Car parking and other commercial operations, such as shops in terminals or commercial property estates on airport land, also contribute material amounts of revenue. Fees from landside transport access — charges on operators of ground transport options such as rideshare and taxis — have also become an increasing source of revenue.

3.3 Total airport expenses increased for all airports

Total airport expenses also increased in real terms for all 4 airports in 2024–25, as shown in Figure 3.2. Collectively the airports reported total expenses of $2.5 billion, an increase of 8.1% from last year. Total airport expenses comprise those associated with aeronautical, car parking, landside and other commercial operations.

Figure 3.2: Real total airport expenses, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Melbourne Airport has reported a notable increase in its total expenses in recent years because of significant investment, particularly in relation to the other airports. In 2024–25 its total expenses increased by 16.3% to $715.5 million. Both Melbourne and Perth airports reported their highest total expenses, with the latter reporting that total expenses grew by 3.3% to $412.1 million. Total expenses grew by 6.1% to $448.3 million at Brisbane Airport and by 5.2% to $877.3 million at Sydney Airport.

3.4 The airports collectively earned a record profit of $2.8b across total operations

The 4 airports collectively reported an operating profit (EBITA) of $2.8 billion across all their airport operations in 2024–25, an increase of 8.7% compared to 2023–24. The collective operating profit exceeded its pre-pandemic (2018–19) levels for the first time in 2024–25, surpassing the record profit set at that time by 0.5%.

Table 3.2 below compares total airport operating profit and profit margins for the 4 airports in 2024–25 and the preceding 2 years. Sydney Airport earned the most total profit of the 4 airports ($1.1 billion), significantly exceeding the total profit of the next most profitable airport Melbourne ($662.3 million).

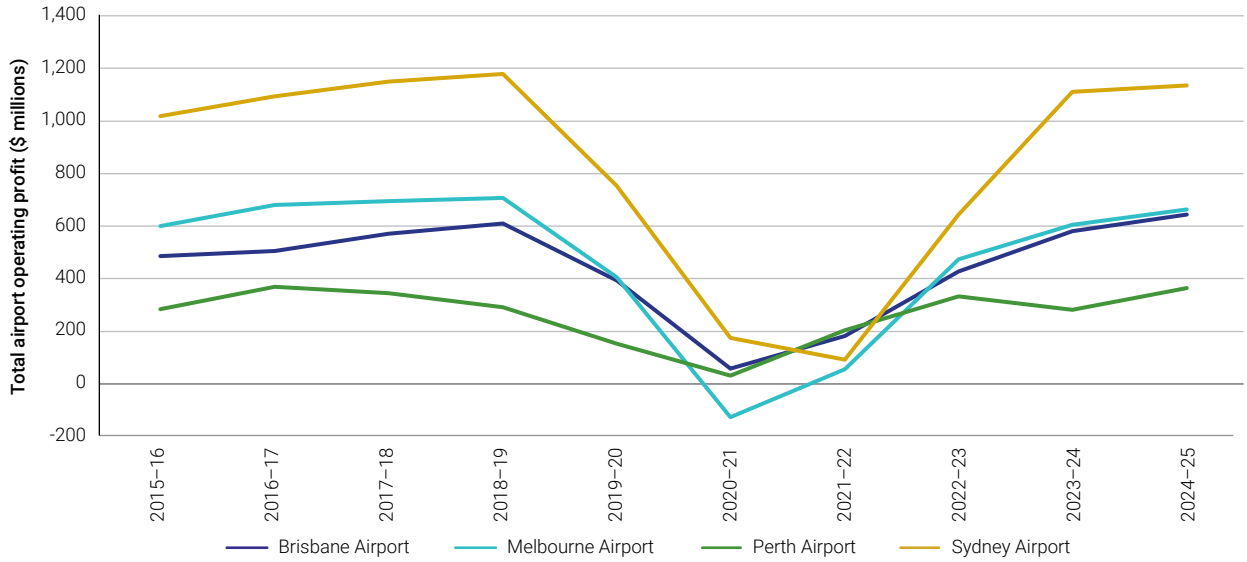
Table 3.2: Real total operating profit, 2022–23, 2023–24 and 2024–25

Airport	Total airport profit ($m)			Total airport profit margin (%)		
	2022–23	2023–24	2024–25	2022–23	2023–24	2024–25
Brisbane	428.3	580.2	643.2	48.6	57.8	58.9
Melbourne	473.2	606.3	662.3	43.8	49.6	48.1
Perth	332.8	282.1	363.6	50.4	41.4	46.9
Sydney	643.0	1,110.2	1,134.1	43.8	57.1	56.4

Source: ACCC analysis of information from the monitored airports.

Figure 3.3 shows that all 4 airports reported higher total operating profits in 2024–25 than the year before. Perth and Brisbane airports reported year-on-year profit growth of 28.9% and 10.9% respectively, with growth in total revenue exceeding growth in total expenses for both airports in the last year. Brisbane Airport reported its highest ever total airport profit in 2024–25, exceeding its pre-pandemic (2018–19) total profits for the first time. Perth Airport once again exceeded its pre-pandemic total profits in 2024–25, although its total profits in 2024–25 remained below the record level (in real terms) set in 2016–17.

Figure 3.3: Real total airport operating profit, 2015–16 to 2024–25



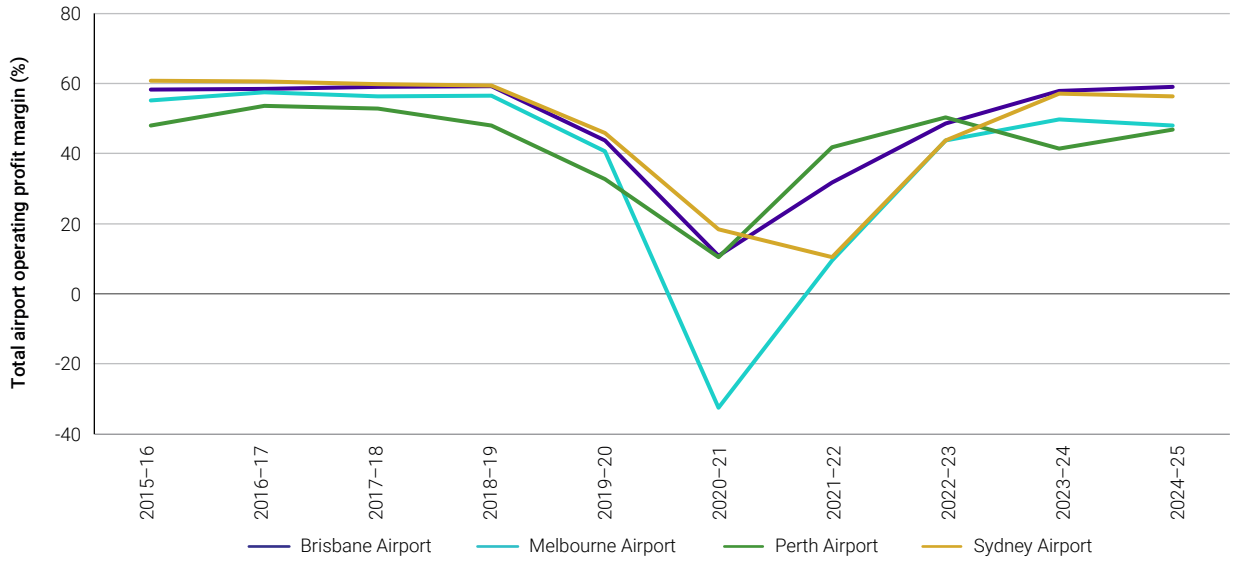
Source: ACCC analysis of information from the monitored airports.

Total airport profit also grew at both Melbourne (9.2%) and Sydney (2.2%) airports. However, growth in total expenses exceeded growth in total revenue at these 2 airports in the last year. Total airport profit remained below pre-pandemic (2018–19) levels at both Melbourne and Sydney airports in 2024–25.

Figure 3.3 shows that Melbourne Airport was the only airport of the 4 that recorded an operating loss during the pandemic, recording a loss of $126.6 million in real terms over its total operations in 2020–21. This represents the only loss that any of the 4 airports has reported in over 2 decades of ACCC monitoring.

Total airport profit margin refers to total operating profit (EBITA) as a proportion of revenue. Figure 3.4 shows that in 2024–25, all 4 airports reported total airport operating profit margins above 46%.

Figure 3.4: Real total airport operating profit margin, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Brisbane Airport recorded a total airport profit margin of 58.9%, exceeding Sydney Airport's total profit margin (56.4%) for the second year in a row. Melbourne Airport reported a total profit margin of 48.1%. Perth Airport recorded the largest year-on-year growth in its total airport profit margin, growing by 2.3 percentage points to 46.9%.

3.5 Brisbane Airport has fallen behind other airports for quality of service

The ACCC reports information about the quality of service offered by each of the 4 airports obtained through passenger surveys, airline surveys, and objective measures such as the number of passengers per check-in desk (see Box 1). The possible ratings are 'very poor', 'poor', 'satisfactory', 'good' and 'excellent'. The ACCC resumed collecting information on the quality of service provided by the airports in 2022–23 after this program was suspended during the pandemic.

Specific information about the quality of car parking and landside transport access services is available in Chapter 5 and Chapter 6 respectively.

Box 1: Methodology for calculating quality of service ratings

To evaluate airports' service quality, the ACCC uses both subjective and objective information on aircraft and passenger related services and facilities.

The airports provide the ACCC with results from their surveys of passengers (see Box 2), while the ACCC conducts a voluntary survey of airlines. The respondents of these surveys are asked to rate their level of satisfaction with airport services and facilities on a scale of 1 to 5. The average scores are then converted into 5 ratings ranging from 'very poor' to 'excellent', as shown in Table 3.3 below.

Table 3.3: Converting average quality of service scores into ratings

Average score	**1–1.49**	**1.5–2.49**	**2.5–3.49**	**3.5–4.49**	**4.5–5**
Rating	Very poor	Poor	Satisfactory	Good	Excellent

The ACCC also collects data from the airport operators on a wide range of objective indicators. An example of these indicators is the number of departing passengers per check-in desk, kiosk and bag drop facility.

The Appendix contains further discussion on the quality-of-service rating methodology. Detailed data on the airports' quality of service can be found in the supplementary database to this report on the ACCC website.

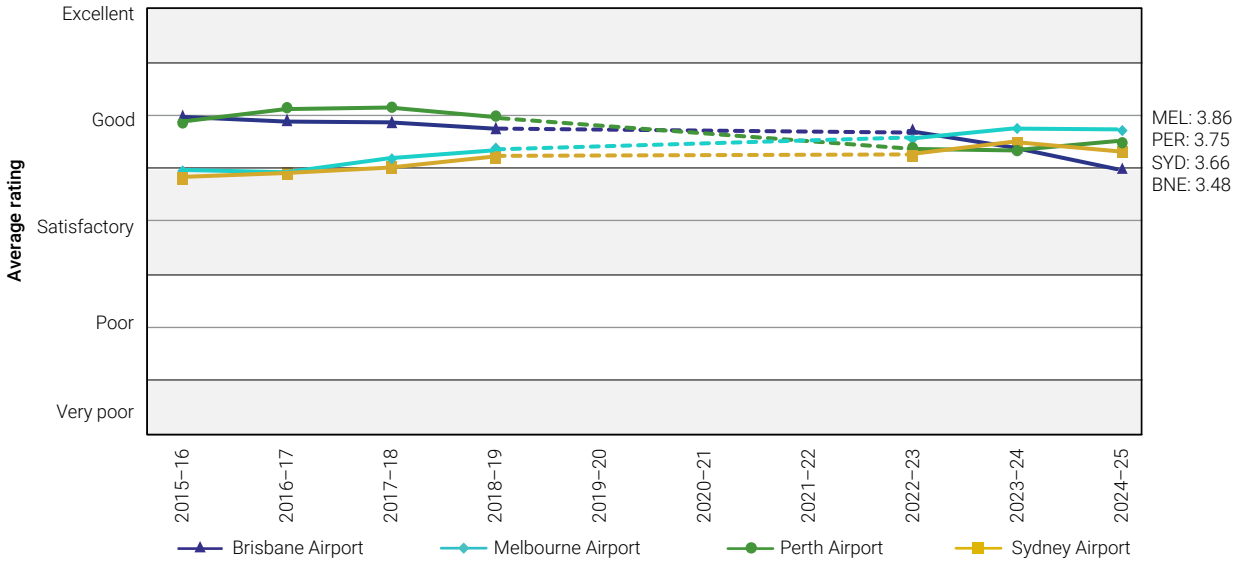
3.5.1 Overall quality of service and facilities

For each airport, the ACCC calculates a single overall quality of service and facilities rating. This overall rating covers aeronautical operations and, to a lesser degree, car parking and landside transport access operations.

The overall rating represents the average score that the airport achieved across measures from the airline surveys, passenger surveys and objective indicators. The methodology for calculating this rating is explained in the Appendix.

Figure 3.5 shows that Melbourne Airport recorded the highest overall quality of service rating of the 4 airports in 2024–25, a result it has maintained from the previous year. Sydney, Melbourne and Perth airports all received 'good' overall quality of service ratings in 2024–25, a result that has stayed consistent in the post-pandemic years.

Figure 3.5: Overall quality of service and facilities rating, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports and airlines. The ACCC did not collect quality of service data between 2019–20 and 2021–22 due to the impact of the pandemic.

Brisbane Airport's overall quality of service rating has continued to decline, with a 3.48 rating in 2024–25 moving the airport into the 'satisfactory' rating band. This decline reflects notable falls in ratings from the airlines over the last 2 years, as Brisbane still receives favourable ratings from passengers (discussed in more detail below).

3.5.2 Quality of service and facilities ratings by passengers

The airports survey passengers about the quality of service and facilities with respect to passenger-related aeronautical services, car parking and landside services. This data is then provided to the ACCC.

Box 2 below discusses the airports' methodology for conducting passenger surveys. Passenger perception can be affected by service providers operating at the airports other than the airport itself, such as airlines, ground handling services and Australian Border Force.

Box 2: Airports' methodology for conducting passenger surveys

The *Airports Act 1996 and Airports Regulations 2024* require the monitored airports to provide the ACCC with the results of any surveys of passengers about the quality of their facilities. There are no requirements about the methodology to be used for the surveys.

Brisbane, Sydney and Perth airports use broadly similar methodology for collecting passenger ratings:

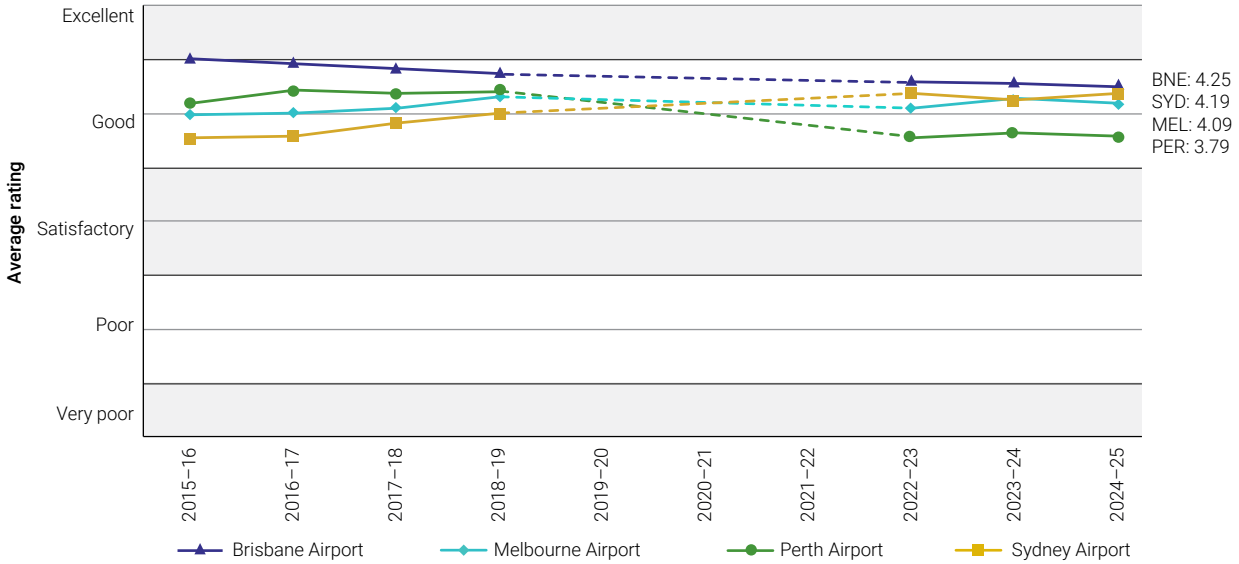
- Passenger surveys are conducted by intercepting travellers at various locations in the airport, for example arrivals and departure lounges, car parks, and taxi/rideshare ranks.
- Surveys may be conducted in full by in-person interviewers, or with passengers self-completing through a tablet or QR code.
- Surveys questions typically cover passenger demographics, flight information, and customer satisfaction with airport facilities and services.
- A survey schedule is typically developed to ensure that fieldwork is conducted evenly across all operational hours, with a maximum number of responses to be collected for each survey location.

Melbourne Airport uses a different passenger survey methodology to the other airports. Its passenger survey is delivered entirely through digital channels, and no physical interception or face-to-face surveying is conducted. The survey can be accessed through sources including the Melbourne Airport Wi-Fi landing page (redirects to the survey website), QR codes (at Terminal 1 and other locations), social media posts and the airport's website.

Melbourne Airport said it implemented the online methodology in July 2022, following a 3-month pilot program that tested both the previous and new methodologies. The pilot confirmed that both methodologies produced consistent results, with no change attributable to the transition to online collection.

Figure 3.6 below shows the average passenger ratings of the quality of service and facilities for each airport over the last 10 years. All 4 airports continued to be rated as 'good' by passengers in 2024–25.

Figure 3.6: Average passenger ratings of quality, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports. The ACCC did not collect quality of service data between 2019–20 and 2021–22 due to the impact of the pandemic.

In 2024–25, the number of responses to the airport passenger surveys varied depending on the specific question asked and the terminal at which the passengers were surveyed (e.g. domestic or international). The number of responses was typically between 1,000 to 2,000 for each question at all airports, with some questions at some airports receiving more than 4,000 responses, and very few questions receiving fewer than 200 responses at any of the 4 airports.

The 4 airports have consistently received 'good' ratings from passengers over the last 10 years, with Brisbane Airport receiving a rating of 'excellent' in 2015–16. Brisbane Airport continues to be the highest rated airport by passengers in 2024–25, a position it has held since 2008–09. This was despite Brisbane Airport undertaking major construction works at its terminals in 2024–25 to upgrade its security and baggage systems.

In 2024–25, Perth Airport continued its post-pandemic trend of receiving the lowest passenger ratings of the 4 airports. Perth Airport has said that this may be due to significant construction works underway at many of its terminals including upgrades to retail spaces and common seating areas. Additionally, Perth Airport stated it is also undertaking construction works related to its car parking and landside terminal access, which may affect the passenger quality of service ratings. The specific ratings for car parking and landside services are discussed in detail in Chapters 5 and 6 respectively.

Box 3: Accessibility at Perth Airport – Sensory Rooms

Source: Picture supplied by Perth Airport

In December 2024, Perth Airport opened a Sensory Room within its T1 international terminal, to assist neurodivergent travellers before their departure.

The facility is intended to provide a calming environment featuring reduced noise levels and soft lighting, designed to reduce stress and provide a moment of calm before a flight. The sensory room offers features including:

- seating nooks and small cubby spaces
- 2 private areas, including a private family room
- soft furnishings and colour treatments designed to create a soothing environment
- device charging stations
- flight information display screens (there are no audible flight announcements in this room).

The Sensory Rooms are available free of charge, however travellers will need to book the room, with bookings available for one hour, and a maximum of 6 people per booking.

Perth Airport stated that the Sensory Room was designed following close consultation with the community, including individuals with lived experience of neurodivergence, alongside their families and carers. Perth Airport said it has received positive customer feedback since opening.

3.5.3 Quality of service and facilities ratings by airlines

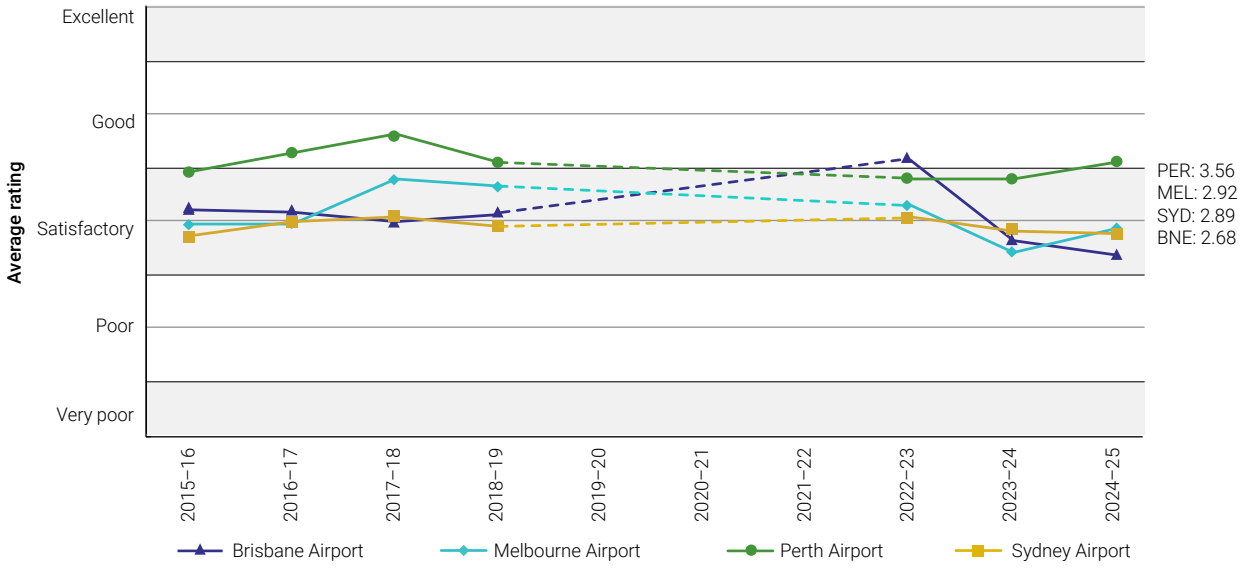
Airlines can provide a different perspective to passengers of the quality of airport services and facilities. The ACCC conducts airline surveys each year, by inviting airlines to rate and provide comments on the availability and standard of the monitored airports' aeronautical infrastructure such as runways, aircraft parking bays, ground handling facilities and baggage processing facilities. The surveys also ask for views on the responsiveness of airport management.

The airports have said that airlines themselves also have a role in maintaining the quality of facilities at the airports through their agreement to proposed investment by the airports.

In 2024–25, the ACCC received 17 responses from airlines with respect to Sydney Airport, 13 for Melbourne Airport, and 10 each for Brisbane and Perth airports.

Figure 3.7 presents the average airline ratings on the quality of service and facilities for each airport in the previous 10 years. Compared to passenger ratings, airline ratings have been much lower and more volatile. The volatility reflects the relatively small number of airlines that respond to the survey compared to the passenger surveys.

Figure 3.7: Average airline ratings of quality of service and facilities, 2015–16 to 2024–25



Source: ACCC analysis of information from our surveys of airlines. The ACCC did not collect quality of service data between 2019–20 and 2021–22 due to the impact of the pandemic.

In 2024—25, Perth Airport's airline rating increased slightly to 3.56, which moves it into the 'good' rating band, a rating that it had previously held pre-pandemic. In their responses, airlines provided high ratings for Perth Airport's aeronautical infrastructure, including high ratings for its runways, ground handling services and facilities, airside freight handling services and facilities, aerobridges, and check-in service and facilities. However, airlines gave lower ratings for baggage processing facilities at the airport, saying that major baggage outages occur regularly and the system comes under strain during peak periods. Perth Airport attributed the baggage issues to ageing equipment, incorrect operation of baggage systems by ground handling staff, and the ongoing challenge of ground handling companies not consistently presenting staff for required training.

Brisbane Airport's airline rating declined notably for the second year in a row. After receiving a rating that was just within the 'good' category in 2022–23, which was the highest of the airports, Brisbane fell to the bottom range of the 'satisfactory' category with a rating of 2.68 in 2024–25. This is the lowest airline rating for any airport since 2011–12.

Airlines gave low ratings for the availability and standard of Brisbane Airport's aerobridges, check-in services and facilities and baggage processing facilities. Some airlines noted that the major construction works at Brisbane Airport have meant that airlines are forced to share check-in rows, and that queues for security has been a challenge with the security upgrade works. Airlines also said that baggage systems frequently broke down, and aerobridges were insufficient, aging and unreliable. However, airlines had positive ratings for the availability and standard of Brisbane Airport's runways, taxiways, aprons and airside freight handling and staging areas.

Sydney and Melbourne airports' airline ratings remained at 'satisfactory' and were at similar levels to those they previously achieved in the post-pandemic years. Sydney Airport received high ratings on the availability and standard of its runways, taxiways, aprons and ground handling services and facilities, although airlines continued to note frequent delays occurring due to air traffic control,[28] weather and slot limitations. Sydney Airport received low ratings on the availability and standard of its aerobridges, check-in and baggage processing facilities, with airlines saying that these facilities often broke down or were unable to cope with demand during busy periods.

Melbourne Airport received high ratings for the availability and standard of its runways and taxiways. However, it received low ratings for the availability and standard of its aerobridges, check-in and baggage processing facilities, ground handling services and aircraft parking facilities and bays. Airlines said that check-in facilities were limited, and check-in services and baggage processing facilities were under significant strain during peak periods. Airlines also said there was limited space available for ground handling providers, and limited staging and storage areas available. This led to challenges with flight turnaround operations, and a negative impact on safety and on-time performance.

3.5.4 Objective indicators

Objective indicators are measures relating to the availability, timing and usage of airport services and facilities; for example, the number of check-in desks, the total hours that baggage systems were in use, or the total area of aircraft parking bays available.[29] Some indicators are often assessed against the number of people using the airport. The ACCC converts objective measures into a rating through a benchmarking process (see the Appendix for more details).

In 2024–25, based on the objective indicators collected, the ACCC calculated the quality of services and facilities at Melbourne, Sydney and Perth airports as 'good', which is the same rating achieved by these airports in 2023–24. Brisbane Airport's rating fell to 'satisfactory' on this measure, compared with its 'good' rating in 2023–24.

For more results, see the supplementary database to this report.

28 Air traffic control services at the 4 airports are operated by Airservices Australia, not the airports.

29 For further examples of the objective measures that the airports are required to record, see reg. 30 of the Airport Regulations 2024.

4. Aeronautical services

Key points

- Sydney Airport continued to be the dominant Australian airport in terms of its financial results for aeronautical operations. Once again, it reported the highest real aeronautical revenue, operating profit and operating profit margin of the 4 airports in 2024–25.
- Sydney Airport's real aeronautical operating profit in 2024–25 ($584.3 million) was more than double the amount reported by Melbourne Airport ($236.0 million), the next most profitable airport.
- Sydney Airport's 20.8% return on its aeronautical assets was the highest recorded by any airport in over 2 decades of ACCC monitoring.
- Perth Airport stood out among the 4 airports in 2024–25 in terms of its growth in its aeronautical financial results, due largely to its large increase in passenger numbers (especially international). It reported double-digit growth in its real aeronautical revenue (17.1%) and real aeronautical profit (73.7%).
- Over the last 10 years, all airports have reported increasing aeronautical revenue per passenger. In 2024–25, Sydney Airport collected $29.43 in aeronautical revenues per passenger, by far the highest of the airports. Brisbane, Melbourne and Perth airports collected between $20 to $22 in aeronautical revenue for each passenger.
- All 4 airports increased investment in aeronautical facilities, with Melbourne Airport accounting for more than half this investment. In 2024–25, the airports invested a combined $1.5 billion in aeronautical assets, an increase of 43.6% on the previous year and the highest result since pre-pandemic times (2018–19).

This chapter reports financial information for the aeronautical operations of the 4 airports and discusses major investments in aeronautical assets the airports have reported to the ACCC.

Aeronautical operations are those that directly relate to the provision of aviation services, including runways, aprons, aerobridges, departure lounges and baggage handling equipment. Airports typically impose a range of charges which are generally imposed on a per-passenger basis, by aircraft movement or by the weight of the aircraft. Aeronautical services are provided to and paid for by airlines, however, airlines may choose to pass on this cost to the consumer through the ticket price of airfares.

The airports note that aeronautical revenues include revenue received from security charges. Perth Airport and Sydney Airport also generate aeronautical revenues from their ownership of jet fuel storage and distribution infrastructure. Aeronautical revenues also encompasses a range of revenue sources not related to passengers, such as fees related to freight and parking aircraft.

Airports have noted that a change in their mix of domestic versus international travellers can affect their revenues. Airports typically generate more revenue from an international passenger than a domestic passenger. Sydney Airport had the highest proportion of international passengers (as a proportion of the airport's total passengers) in 2024–25 with 39.8%, followed by Melbourne (33.1%), Perth (29.5%) and Brisbane (27.4%).

Revenues and costs associated with terminals operated by airlines under domestic terminal leases are not treated as aeronautical revenues. However, all terminal leases expired between 2015 and 2019. The Appendix contains further information about this.

Historical dollar amounts in this chapter are adjusted for inflation and are presented in 2024–25 prices. Operating profit refers to earnings (revenue less expenses) before interest, taxes and amortisation (EBITA). Operating profit margin refers to operating profit (EBITA) as a proportion of revenue.

4.1 Overview

Table 4.1 below summarises the aeronautical revenue, expenses and profits for each of the 4 airports in 2024–25. This chapter then discusses in detail the values and trends seen in each of these indicators in 2024–25.

Table 4.1: Real aeronautical operating revenues, expenses, operating profits and operating profit margins, 2024–25

Airport	Aeronautical revenue ($m)	Aeronautical expenses ($m)	Aeronautical operating profit ($m)	Aeronautical operating profit margin (%)
Brisbane	534.3	318.8	215.5	40.3
Melbourne	736.6	500.6	236.0	32.0
Perth	372.2	241.6	130.6	35.1
Sydney	1,229.4	645.0	584.3	47.5

Source: ACCC analysis of information from the monitored airports.

4.2 Each airport reported record levels of aeronautical revenue

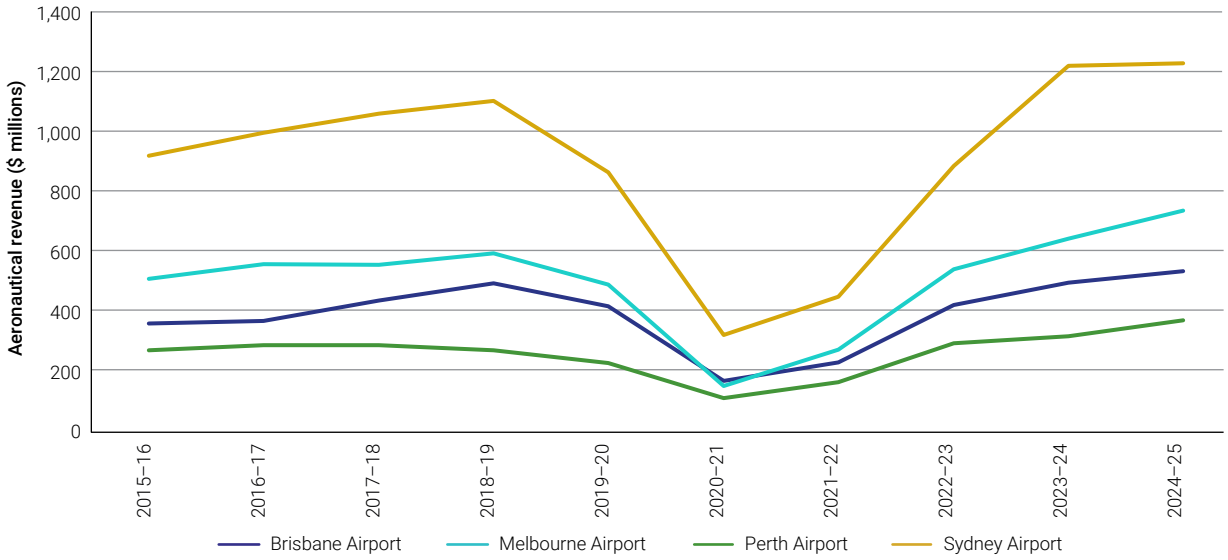
All 4 airports once again increased their real aeronautical revenue in 2024–25, with aeronautical revenue growing year-on-year at all 4 airports since the pandemic (2020–21). This reflects a resumption of the growth trend in aeronautical revenue that was observed at all 4 airports before the pandemic.

4.2.1 Aeronautical revenue

The 4 airports collectively earned $2.9 billion in aeronautical revenue in 2024–25, an increase of 7.3% from 2023–24. Each airport reported their highest level of aeronautical revenue (in real terms).

Sydney Airport continues to report significantly more aeronautical revenue than the other airports (see Figure 4.1). It reported aeronautical revenues of $1229.4 million in 2024–25. This figure was 66.9% higher than the $736.6 million reported by Melbourne Airport, despite Sydney Airport only catering to 15.5% more passengers. As mentioned above, this result would be influenced by Sydney Airport's higher proportion of international passengers.

Figure 4.1: Real aeronautical revenue, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Table 4.2 shows that Sydney Airport reported a 0.8% increase in its aeronautical revenue in 2024–25, far less than the 37.6% growth the previous year. Sydney Airport has stated that 2024–25 is the final year of a set of 3-year aeronautical agreements with airlines. The price path over this period was designed to constrain prices in year 1 (2022–23) while passengers were still returning from the pandemic. The price path then increases for the final 2 years to enable the airport to recover its 3-year revenue entitlement under the agreements.

Table 4.2: Comparison of real aeronautical revenues, 2023–24 and 2024–25

Airport	2023–24 ($m)	2024–25 ($m)	Change between 2023–24 and 2024–25 (%)
Brisbane	496.8	534.3	7.6
Melbourne	643.6	736.6	14.4
Perth	317.8	372.2	17.1
Sydney	1,219.1	1,229.4	0.8

Source: ACCC analysis of information from the monitored airports.

Sydney Airport has previously said the increase in its aeronautical revenues and profits in 2023–24 were due, in part, to back-payments received during that financial year from its contractual agreements with airlines. While this back-recovery did affect Sydney Airport's results in 2023–24, Sydney Airport has maintained this high level of profitability in 2024–25.

Perth Airport recorded the strongest growth in its aeronautical revenue in 2024–25, increasing 17.1% year-on-year to $372.2 million. This is mainly due to Perth Airport significant growth in passenger numbers (8.4%), particularly those flying internationally (17.8%).

Melbourne Airport increased its aeronautical revenue by 14.4% to $736.6 million, after recording 2.9% growth in total passenger numbers. Melbourne Airport stated that, during 2024–25, some aeronautical services previously managed by airlines were transitioned to Melbourne Airport, which also resulted in higher aeronautical revenue and costs.

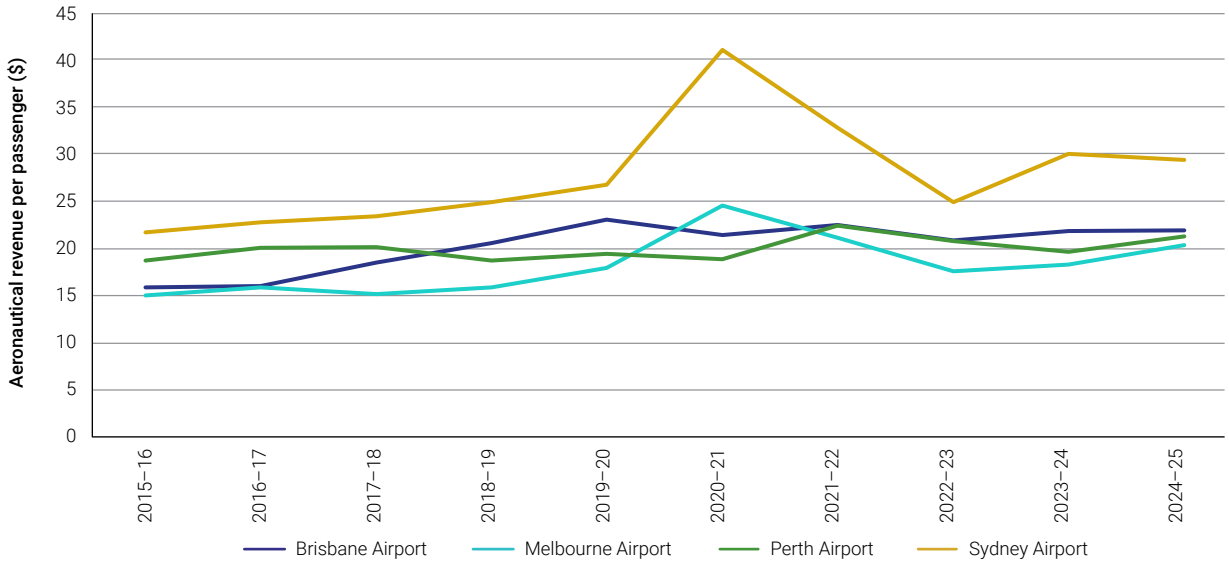
Brisbane Airport increased its aeronautical revenue by 7.6% to $534.3 million in 2024–25, following a 7.3% increase in passengers.

4.2.2 Aeronautical revenues per passenger

Aeronautical charges are negotiated confidentially between airports and airlines and are not provided to the ACCC. However, aeronautical revenue per passenger can provide insights into trends in airports' prices.

Figure 4.2 below shows that Sydney Airport continued to report the highest aeronautical revenue per passenger of the 4 airports in 2024–25 at $29.43. However, this reflected a decrease of 2.2% in real terms from the previous year's aeronautical revenue per passenger of $30.08. This result is due to Sydney Airport's passenger numbers growing faster than its aeronautical revenue in 2024–25. The decrease in 2024–25 follows a 20.6% increase in Sydney Airport's aeronautical revenue per passenger in 2023–24.

Figure 4.2: Real aeronautical revenue per passenger, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Note: Revenue per passenger increased at some airports during the pandemic-impacted 2020–21 financial year because there were fewer passengers on flights, but some airport charges are not determined on a per-passenger basis (e.g. use of runway, parking).

Despite the decrease in 2024–25, Sydney Airport's aeronautical revenue per passenger remained substantially higher than the other airports. Brisbane Airport reported an 0.4% increase in aeronautical revenue per passenger to $21.93, while Perth Airport reported an 8.0% increase to $21.27. As mentioned above, Sydney Airport's higher proportion of international passengers would be a factor in the disparity of results between Sydney and the other airports.

Melbourne Airport had the lowest aeronautical revenue per passenger in 2024–25 at $20.37, despite the largest increase of the 4 airports (11.2%). The airport said this increase was primarily related to an increase in security recovery charges recovered from airlines to meet new government security regulations. Melbourne Airport said it took over operation of Terminal 1 security screening from Qantas during 2024–25, resulting in additional security revenue and costs which were previously not reported in prior years. It also stated there were other costs associated with new passenger screening and bag screening in other terminals.

Figure 4.2 also shows that over the last 10 years, all airports have reported increasing aeronautical revenue per passenger. Between 2015–16 and 2024–25, Sydney Airport's real aeronautical revenue per passenger has increased by $7.66 (35.2%), compared to $6.07 (38.3%) for Brisbane Airport, $5.38 (35.9%) for Melbourne Airport, and $2.52 (13.4%) for Perth Airport. Sydney Airport's aeronautical revenue per passenger has been the highest among the 4 airports in each of the past 10 years, partly due to a higher proportion of international passengers.

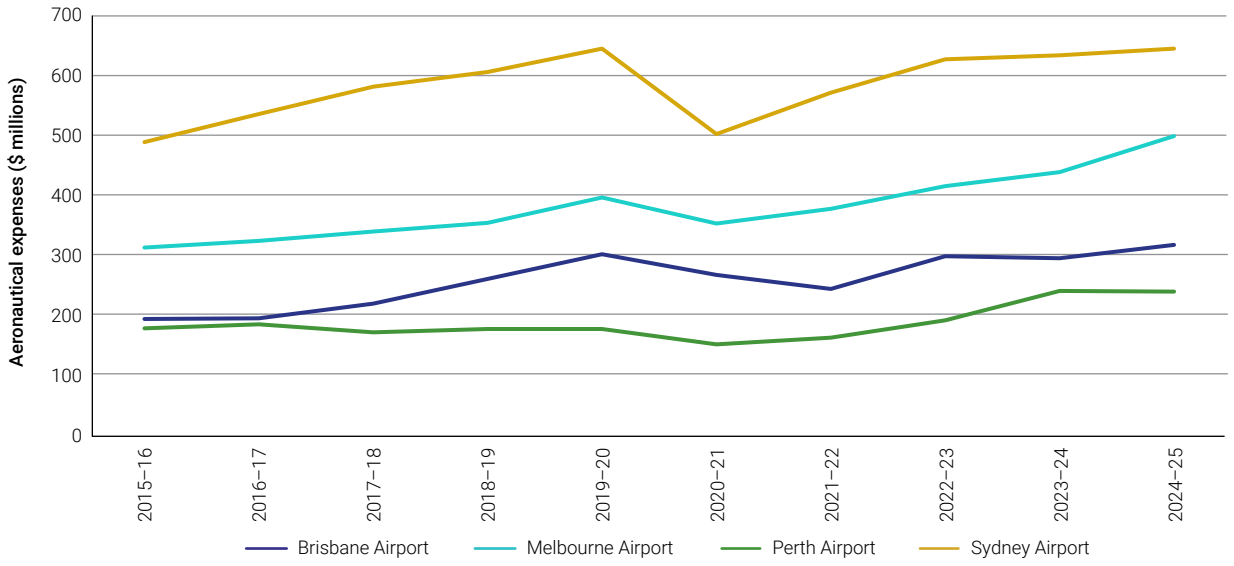
Perth Airport advised that landing and terminal charges have remained relatively consistent between 2018–19 and 2024–25. It explained that increased aeronautical revenue per passenger during this time is due to one-off revenue items, including increased security regulations, as well as jet fuel operations transitioning to Perth Airport in 2023–24. Perth Airport advised that jet fuel, which is charged to the fuel provider on a cents per litre basis, accounted for $0.75 of the revenue per passenger in 2024–25. Security revenue per passenger was $4.91 and has increased over time due to changes in mandated security requirements. Perth Airport stated that security is a direct pass through of costs and it does not profit from this arrangement.

4.3 Aeronautical expenses

Aeronautical expenses can include operational expenditure, security expenses, depreciation and recharge costs (i.e. electricity). For Perth Airport, it also includes costs associated with its ownership of jet fuel storage and distribution infrastructure.

Figure 4.3 shows that the airports' aeronautical costs have generally been increasing over time, other than dips during the pandemic when there was less aeronautical activity. One reason for the increasing expenses in recent years is the cost associated with meeting government mandated security requirements.

Figure 4.3: Real aeronautical expenses, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Sydney Airport reported the highest aeronautical expenses of $645.0 million in 2024–25, representing an increase of 1.6% from the previous year. Sydney Airport stated that its expenses between 2022–23 and 2024–25 were higher than it expected, with labour costs and service contracts the main drivers of increases in expenses.

Melbourne Airport reported a large increase in its aeronautical expenses in 2024–25, growing by 13.8% year-on-year to $500.6 million. Melbourne Airport's regulatory accounts show a $52.8 million increase in security costs. Each airports' regulatory accounts are published on the ACCC's website.

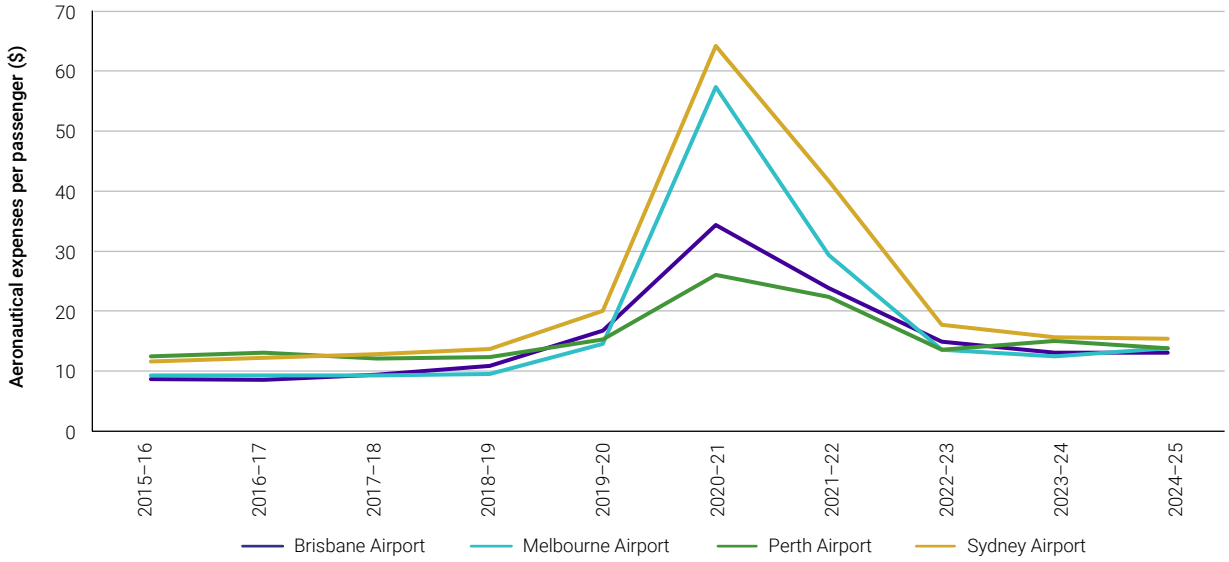
Brisbane Airport reported that its aeronautical expenses increased by 7.2% to $318.8 million. Brisbane Airport's regulatory accounts show relatively steady growth in all aeronautical expense categories. Brisbane Airport stated that in 2024–25, it faced challenges such as the voluntary administration of a domestic airline (Rex), the impact of Cyclone Alfred, ongoing airline capacity constraints, operational challenges, and labour shortages.

Perth Airport's aeronautical expenses fell slightly (0.4%) in 2024–25 to $241.6 million.

4.3.1 Aeronautical expenses per passenger

Sydney Airport continued to report the highest aeronautical expenses per passenger of the 4 airports, at $15.44 in 2024–25 (see Figure 4.4). The other 3 airports all reported similar aeronautical expenses per passenger: $13.84 at Melbourne Airport, $13.81 at Perth Airport and $13.09 at Brisbane Airport.

Figure 4.4: Real aeronautical expenses per passenger, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.
Note: The aeronautical expenses per passenger increased significantly in 2020–21. This happened because passenger numbers decreased significantly, while many aeronautical expenses are relatively fixed in nature.

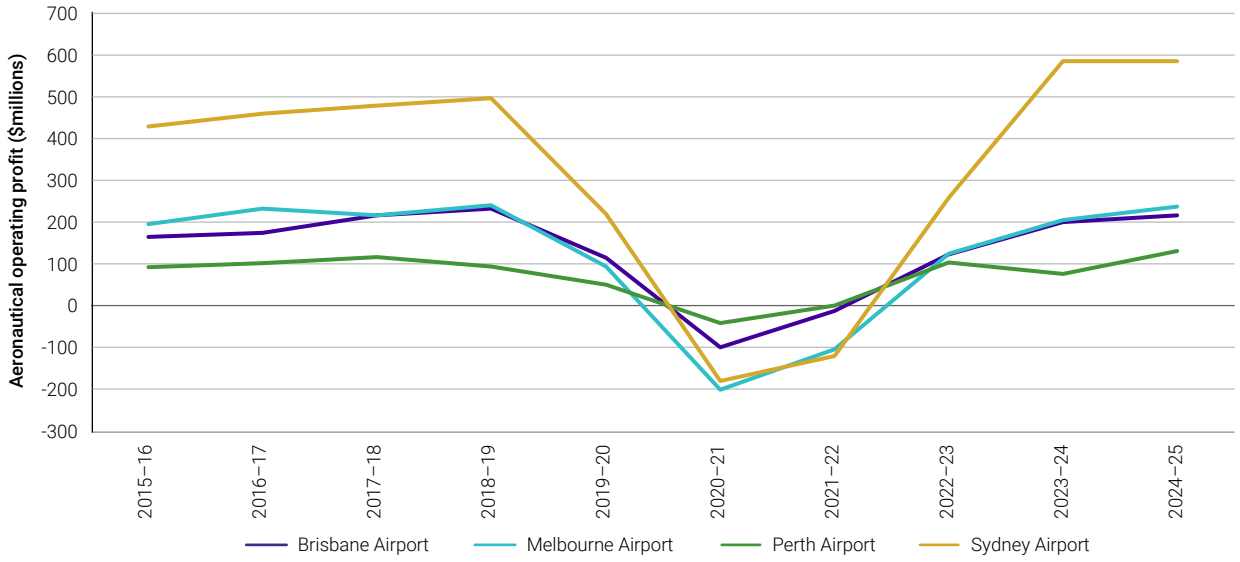
Melbourne Airport reported a 10.6% increase in its aeronautical expenses per passenger in 2024–25, likely due to a similarly large increase in its total aeronautical expenses. Brisbane Airport reported a 0.1% increase in aeronautical expenses per passenger and Sydney Airport a decrease of 1.4% in its aeronautical expenses per passenger—in both cases, this is likely due to growth in passenger numbers increasing faster than the growth in expenses. Perth Airport reported a decrease of 8.2% in its aeronautical expenses per passenger compared to 2023–24, which it explained was due to a correction to depreciation relating to prior periods in its 2023–24 expenses. It stated that underlying operational expenses per passenger in 2024–25 remained in line with its 2023–24 results.

4.4 Sydney Airport made the same aeronautical profits as the other airports combined

Collectively, the airports made an aeronautical operating profit (EBITA) of $1.2 billion in 2024–25. This was a 9.8% increase from 2023–24.

Figure 4.5 shows that Sydney Airport continues to earn far more profits from aeronautical operations than the other airports. In 2024–25, its aeronautical operating profit of $584.3 million was equivalent to the profits of the 3 other airports combined, and more than double that of the next most profitable airport. As mentioned above, this result would be influenced by Sydney Airport's higher proportion of international passengers. Sydney Airport's aeronautical profit did not change from 2023–24.

Figure 4.5: Real aeronautical operating profit, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

For 2024–25, Perth Airport reported its highest ever aeronautical operating profit at $130.6 million, a growth of 73.7% year-on-year. This reflects a large year-on-year growth in aeronautical revenue at Perth Airport, combined with a decrease in aeronautical expenses compared to the same period last year.

Melbourne Airport reported a growth of 15.8% year-on-year in its aeronautical profit, to $236.0 million. Brisbane Airport reported a growth of 8.1% in its aeronautical profit from 2023–24, to $215.5 million. As shown in Figure 4.5, Brisbane Airport reported a similar real aeronautical profit as Melbourne Airport, despite Brisbane Airport total passenger numbers being 11.8 million fewer than at Melbourne Airport in 2024–25. Aeronautical operating profit in 2024–25 continued to remain below pre-pandemic (2018–19) levels at Brisbane and Melbourne airports.

Table 4.3 below summarises the changes in real aeronautical revenue, expenses and profits, as well as the changes in passenger numbers at each of the 4 airports, between 2023–24 and 2024–25.

Table 4.3: Changes in real aeronautical revenues, expenses, profits, and passenger numbers, 2023–24 to 2024–25

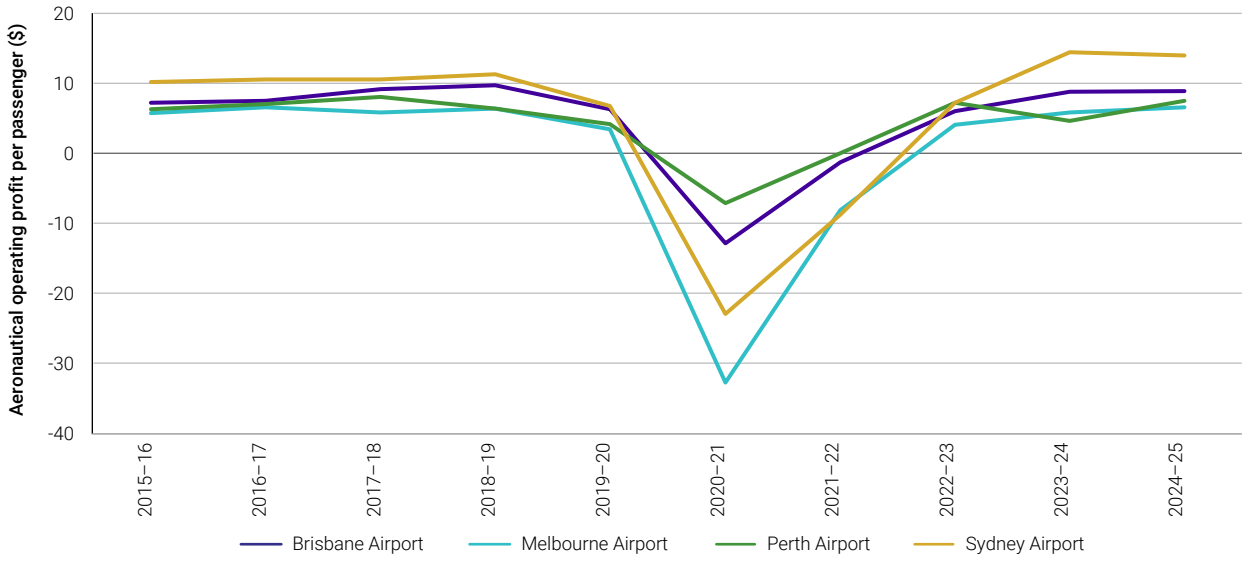
Airport	Change in aeronautical revenue (%)	Change in aeronautical expense (%)	Change in aeronautical profit (%)	Change in total passenger numbers (%)	Change in international passenger numbers (%)	Change in domestic passenger numbers (%)
Brisbane	7.6	7.2	8.1	7.1	16.3	4.0
Melbourne	14.4	13.8	15.8	2.9	8.3	0.4
Perth	17.1	-0.4	73.7	8.4	17.8	4.9
Sydney	0.8	1.6	0.0	3.1	5.5	1.5

Source: ACCC analysis of information from the monitored airports.

4.4.1 Aeronautical profit per passenger

Sydney Airport continued to report the highest aeronautical operating profit (EBITA) per passenger of the 4 airports with $13.99 (see Figure 4.6). However, it was the only airport to report a decrease in aeronautical profit per passenger in 2024–25, decreasing by $0.43 (-3.0%) from the previous year. This was likely due to aeronautical profit remaining relatively stable in 2024–25, while passenger numbers grew by 3.1%.

Figure 4.6: Aeronautical operating profit per passenger, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

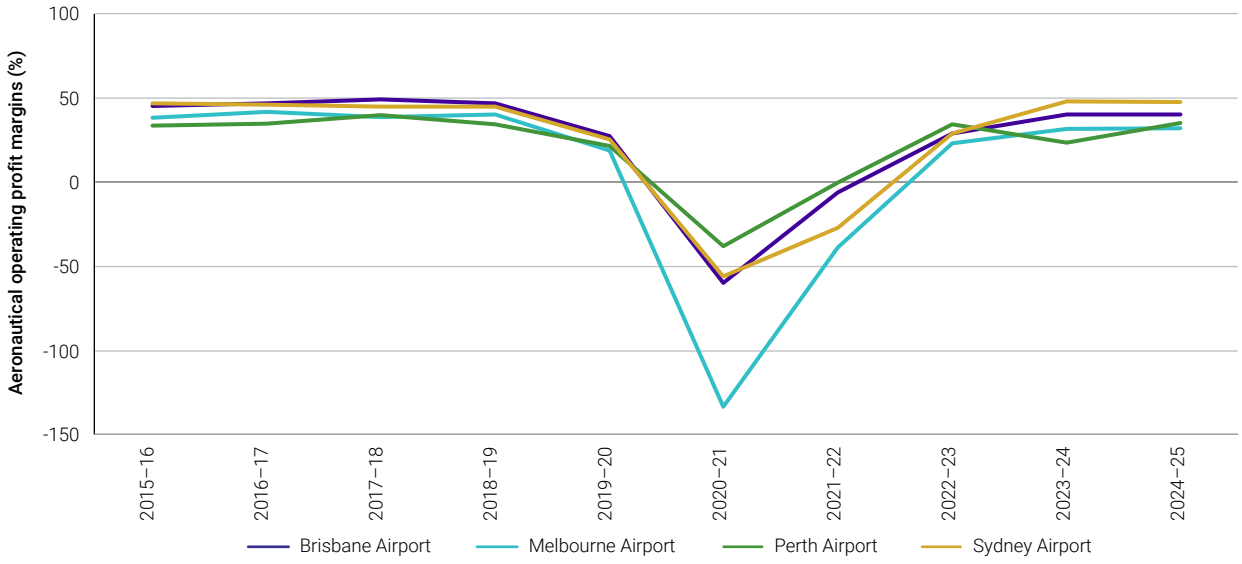
Brisbane Airport reported the second highest operating profit per passenger in 2024–25 at $8.85, which represented an increase of $0.08 (0.9%) from the previous year. Melbourne Airport's aeronautical profit per passenger increased by 12.5% to $6.53.

Perth Airport reported the largest growth in its aeronautical profit per passenger of the 4 airports in 2024–25, with an increase of $2.80 (60.2%) to $7.46.

4.5 Aeronautical profit margins rose for Perth, remained steady for other airports

Operating profit margin refers to EBITA as a proportion of revenue. Figure 4.7 shows that the operating profit margins at the airports have broadly returned to pre-pandemic levels.

Figure 4.7: Aeronautical operating profit margins, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Perth Airport reported the largest increase in aeronautical profit margins of the 4 airports, increasing by 11.4 percentage points to 35.1% from the previous year. As discussed above, this was driven by increasing passenger numbers at Perth Airport, and with growth in aeronautical revenue far exceeding growth in aeronautical expenses in 2024–25. This follows a 10.9 percentage point decrease in Perth Airport's aeronautical profit margin between 2022–23 and 2023–24. Perth Airport stated that the increase in its operating profit margin in 2024–25 is due to one-off revenue items and a correction to depreciation.

For the second year in a row, Sydney Airport reported the highest aeronautical profit margin, with 47.5%. Aeronautical profit margins at Brisbane and Melbourne airports stayed relatively steady between 2023–24 and 2024–25. Brisbane Airport reported the second-highest aeronautical profit margin of the 4 airports, at 40.3% in 2024–25, up 0.2 percentage points from the previous year. Melbourne Airport reported the lowest profit margin with 32.0% in 2024–25, up 0.4 percentage points from the previous year.

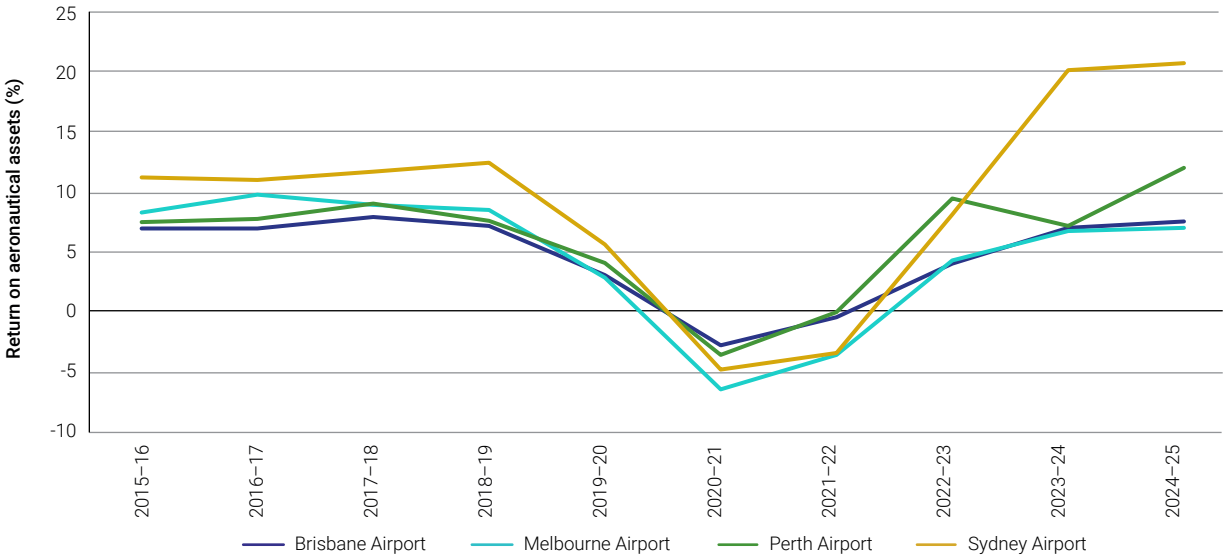
4.6 Sydney Airport posted a record high return on aeronautical assets

Return on aeronautical assets is calculated as operating profit (EBITA) as a percentage of average tangible non-current aeronautical assets. This includes applying a 2007–08 'line in the sand' on aeronautical assets for the 2 airports that have revalued them, Sydney Airport and Brisbane Airport. More information on the 'line in the sand' approach is discussed in the Appendix.

Figure 4.8 shows that Sydney Airport once again reported a very high return on its aeronautical assets. Sydney Airport's 20.8% return on its aeronautical assets was the highest recorded by the

ACCC in over 2 decades of monitoring, and surpassed the 20.2% recorded the previous year. These results reflect a combination of the airport earning more revenue per passenger than in previous years and a declining asset base, with the airport undertaking relatively little aeronautical investment in 2021–22 and 2022–23.

Figure 4.8: Return on aeronautical assets, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Perth Airport reported the largest year-on-year increase in its return on aeronautical assets of the 4 airports. The return on aeronautical assets increased by 4.9 percentage points to 12.0%. The growth in this indicator is likely due to the large increase in Perth Airport's aeronautical operating profit this year, while at the same time there has been minimal growth in Perth Airport's average tangible non-current aeronautical assets. Perth Airport stated that the increase in its return on aeronautical assets is due to one-off revenue items and a correction to depreciation. These issues are discussed above in relation to aeronautical revenue per passenger. Perth Airport also stated that as 2024–25 is the last year of the current airline service agreements, the return on assets is impacted by a declining asset base.

Brisbane Airport reported the third-highest return on aeronautical assets at 7.6%, an increase of 0.6 percentage points. Melbourne Airport reported the lowest return for the second year in a row, at 7.0%, up 0.2 percentage points from the previous year.

Prior to the pandemic, Brisbane, Melbourne and Perth airports reported returns on aeronautical assets between 7 and 10%. Since the post-pandemic recovery, the return on aeronautical assets at Sydney Airport have now significantly exceeded the levels seen at the other 3 airports. Returns on aeronautical assets may decline in coming years as the significant pipeline of new investment adds to the airports' asset bases.

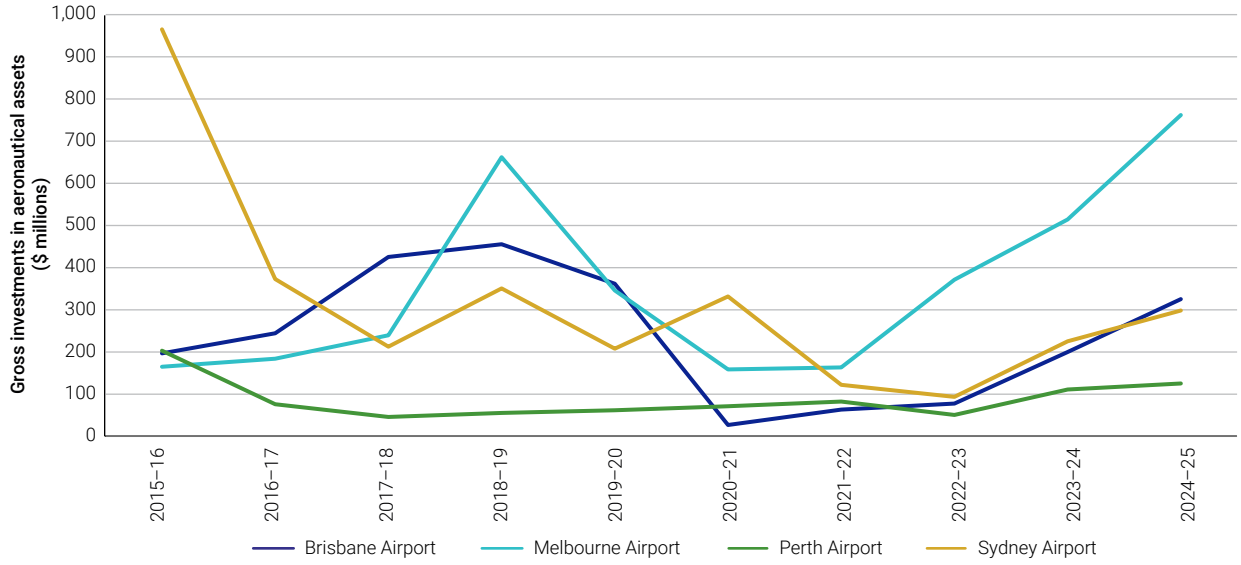
4.7 Melbourne Airport once again led the other airports in aeronautical investment

After limited investment during the pandemic, the 4 airports recommenced investment in 2023–24. In 2024–25, major construction works for new or upgraded aeronautical facilities were underway at the 4 airports, with other significant investments announced or set to begin construction in the near term. This section discusses actual investment spending undertaken by the airports in 2024–25. See section 2.2 for a discussion of future investments planned at the airports.

In 2024–25, Brisbane, Sydney and Melbourne airports were all undertaking major upgrades to their security screening systems. This is to comply with an Australian Government mandate to enhance aviation security, that requires Australian airports to implement new "standard 3" security equipment to meet global standards by the end of 2025.[30]

Figure 4.9 shows the aeronautical investment made by the 4 airports since 2015–16. In 2024–25, the airports invested a combined $1.5 billion in tangible non-current aeronautical assets, an increase of 43.6% on the previous year. This follows a 69.2% increase in investment in aeronautical assets between 2022–23 and 2023–24. The combined $1.5 billion spent in tangible non-current aeronautical assets in 2024–25 is the most investment made by the 4 airports combined since 2018–19.

Figure 4.9: Real gross investments in tangible non-current aeronautical assets, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

4.7.1 Aeronautical investment at Melbourne Airport

As in recent years, Melbourne Airport accounted for most of the total aeronautical investment made by the 4 airports in 2024–25, investing $762.1 million, or 50.4% of all aeronautical investments made by the 4 airports. Melbourne Airport has invested $1.6 billion in aeronautical projects over the last 3 years, compared to $1.5 billion for the other 3 airports combined over the same period. Melbourne Airport's investment in 2024–25 was 48.1% higher than the previous year.

30 Brisbane Airport, '*New security screening equipment set to transform travel through BNE*', 23 February 2026, accessed 27 February 2026 and Sydney Morning Herald, '*Sydney Airport's T2 to finally get new security scanners, bag drop facility*', 20 November 2024, accessed 20 November 2025.

Aeronautical investments underway at Melbourne Airport include updates to each of the terminals. Terminal 1 (Qantas domestic) is receiving upgrades to security screening for both passengers and baggage, while Terminal 2 (international) will have a new baggage system installed. Terminal 3 will have upgrade to the baggage hall to include more carousel space and a dedicated area for oversized bags. Terminal 4 will have upgraded facilities at the check-in areas.[31]

Melbourne Airport has also previously announced the construction of a third runway, with construction cost estimated to be between $2.5 to $3 billion (see section 2.2 for more details).

4.7.2 Aeronautical investment at Brisbane Airport

Brisbane Airport invested $326.2 million[32] in aeronautical facilities in 2024–25. This represented an increase of 62.3% from the previous year.

At the domestic terminal, significant construction works have been underway to upgrade the passenger and baggage security screening equipment. Major upgrades are also being made to the central baggage system. Construction is also underway to update the check-in precinct, with the installation of new check-in kiosks and automatic bag drop equipment.[33]

At the international terminal, construction works have been underway to introduce a new check-in and security screening process, with upgrades to passenger and baggage screening equipment. New self-service check-in and bag-drop kiosks are being installed. Staged construction is also underway on a new baggage conveyor system and screening equipment.[34]

For the airside part of the airport, common-use electric charging stations are being installed to allow for the recharging of a range of electric ground service vehicles, with 35 chargers being installed in the first phase with plans to expand to 100+ chargers in the future.[35]

4.7.3 Aeronautical investment at Sydney Airport

Sydney Airport invested $298.7 million in aeronautical assets in 2024–25. This represented an increase of 31.7% from the previous year.

At the T2 domestic terminal, a major overhaul is underway to upgrade security screening equipment, install more self-service and bag-drop kiosks, and improve passenger flow and throughput capacity. Sydney Airport stated that the $200 million investment will focus on next-generation technology, modern facilities and greater operational efficiency.[36]

At the international terminal, new security screening and automated bag processing technology is being installed, with improvements to the layout to allow more efficient processing of passengers.[37]

For the airside part of the airport, upgrades are being made to the Pier B South Apron at the international terminal to include additional aircraft contact bays. Sydney Airport stated that this will facilitate more efficient use of contact gate capacity and help provide improved levels of service for airlines operating these aircraft.[38]

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31 Melbourne Airport, '*Melbourne Airport's Decade of Growth and What It Means for You*', 24 April 2025, accessed 20 November 2025.

32 This value is the 'Line-in-the-sand' (LIS) gross investments in aeronautical assets value. Refer to the Appendix for an explanation of the LIS approach to asset valuations.

33 Brisbane Airport, '*Future BNE Projects – Domestic Terminal Precinct*', accessed 20 November 2025.

34 Brisbane Airport, '*Future BNE Projects – International Terminal Precinct*', accessed 20 November 2025.

35 Brisbane Airport, '*Charging Stations for Airside Electric Vehicles*', accessed 20 November 2025.

36 Sydney Airport, '*T2 Domestic gets major overhaul*', accessed 20 November 2025.

37 Sydney Airport, '*Faster security screening at International*', accessed 20 November 2025.

38 Sydney Airport, '*Pier B South Apron*', accessed 20 November 2025.

4.7.4 Aeronautical investment at Perth Airport

Perth Airport invested $126.3 million in aeronautical assets in 2024–25. Perth Airport did not report as notable an increase in its aeronautical investments as the other airports, at 12.9%, although it has announced a range of major investments set to begin construction shortly. Even still, the airport invested more in 2024–25 than in any other year since 2015–16.

Early works on a new parallel runway commenced in May 2025, with the runway expected to be operational in 2028. Perth Airport has stated this new runway will increase airport capacity and deliver greater operational efficiency for all airlines at Perth Airport.[39]

Perth Airport has also commenced the design process for the 'New Terminal' which includes an expansion of the existing T1 International facilities and construction of a new domestic terminal for the relocation of Qantas Group operations. Perth Airport's agreement with Qantas will see the airport invest $3.1 billion to build its new terminal and runway. The terminal is expected to be completed by 2031.[40]

Regional aviation projects include expanding the current Terminal 2 apron, building a new maintenance hangar for Virgin Australia Group's regional and charter flying operation, and the development of a new Aviation Support Precinct to provide additional aviation support facilities for airport operators.[41]

39 Perth Airport, '*Perth's New Runway*', accessed 20 November 2025.

40 Perth Airport, '*Qantas and Perth Airport reach landmark agreement*', 31 May 2024, accessed 20 November 2025 and Perth Airport, '*New Terminal*', accessed 20 November 2025.

41 Perth Airport, '*Current Projects*', accessed 20 November 2025.

5. Car parking

Key points

- Car parking operating profits increased in 2024–25. The 4 airports collectively earned $402.1 million in operating profits from car parking activities (up 1.2% since 2023–24).
- Brisbane Airport reported the highest operating profit ($125.3 million), followed by Sydney Airport ($108.7 million), Melbourne Airport ($101.3 million) and Perth Airport ($66.7 million).
- All 4 airports continue to report very high profit margins from car parking operations. Brisbane Airport reported the highest car parking operating profit margin in 2024–25 with 76.8%, ahead of Sydney Airport (66.3%), Perth Airport (61.4%) and Melbourne Airport (59.5%).
- Brisbane Airport was the most expensive for 30-to-60-minute parking at the terminal ($25.00), followed closely by Sydney Airport ($24.20), while Melbourne Airport was significantly cheaper ($17.00).[42] For those parking at the terminal for up to 24 hours, Sydney Airport was the most expensive ($77.20) and Melbourne Airport was the cheapest ($54.00).
- For motorists booking online for long-term parking at distance from the terminal, Perth and Sydney airports were the most expensive and Melbourne Airport was the cheapest. Brisbane and Sydney airports increased their prices in 2024–25.
- Off-airport car parking facilities can provide a competitive alternative to on-site airport parking, particularly for longer stays. These facilities can offer lower daily rates while still providing secure parking and shuttle transfers to the terminal. We found that motorists could save up to half of the price of parking if they shopped around, but potential savings varied depending on the circumstances.

The 4 airports provide a range of onsite car parking facilities for the public and staff. Airports can hold significant market power with respect to car parking because in most cases they are the sole provider of these services on airport land. However, the extent of this market power will depend on the degree to which consumers' needs (for example, convenience and cost) can be met by alternative transport modes or an independent car park operator located near the airport. The competition provided by off-airport car park operators means that the airports typically have less market power in relation to long-term at-distance parking than they do for short-term at-terminal parking.

This chapter presents an overview of the airports' results with respect to car parking operations, including operational and financial performance, short-term and long-term car parking prices and major car parking investments.

The ACCC has also published supplementary information to this report on car parking on our website.

As for other parts of this report, all dollar amounts in this chapter have been adjusted for inflation and are presented in 2024–25 prices. Operating profit refers to earnings before interest, taxes and amortisation (EBITA).

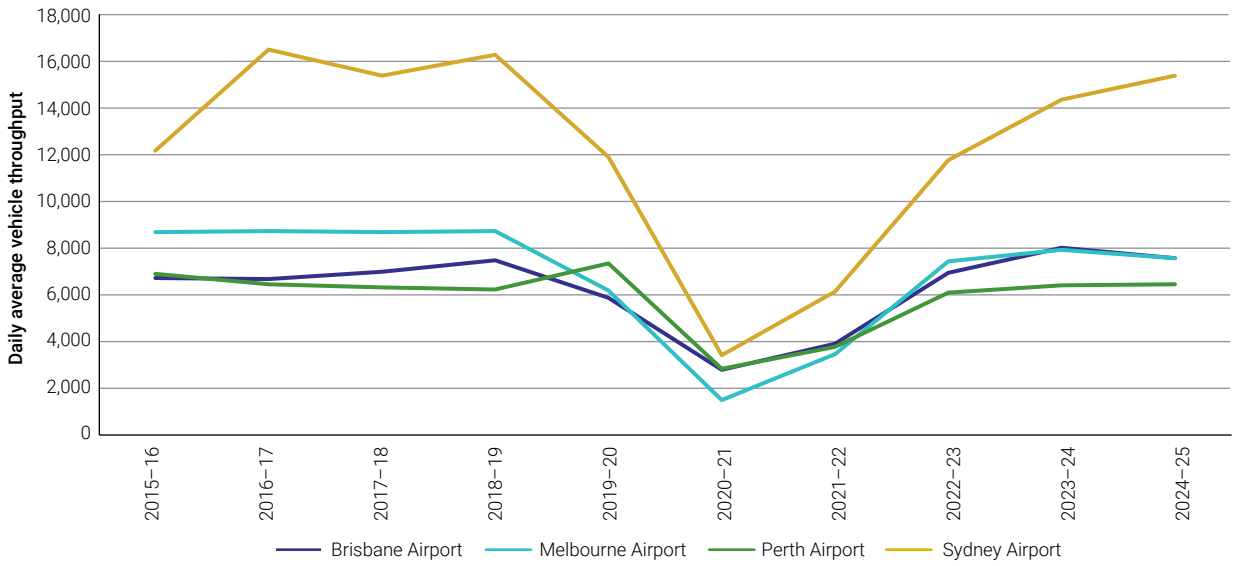
42 Perth Airport charged $17.80 for 45–60 minutes.

5.1 Car parking throughput increased at Perth and Sydney airports

Use of the airports' car parks is naturally correlated to the number of passengers travelling. The number of people flying, and accordingly the use of airport car parking, increased in 2024–25.

Figure 5.1 below shows daily average vehicle throughput for each of the monitored airports for 2015–16 to 2024–25. Sydney Airport reported the highest average daily throughput of 15,379 vehicles per day in 2024–25. Brisbane Airport reported 7,585 vehicles, followed by Melbourne Airport with 7,581 and Perth Airport with 6,454. Comparisons between airports can be difficult because of the different approaches to the way this data is collected by the airports, particularly in relation to staff parking. We understand that the figures below include staff car parking for Sydney and Perth airports, but not for Melbourne and Brisbane.

Figure 5.1: Average daily vehicle throughput by airport, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Note: Comparisons between airports can be difficult due to different approaches to collecting throughput data. We understand that the figures include staff car parking throughput for Sydney and Perth airports but not Brisbane and Melbourne airports. Perth Airport figures also include general aviation figures.

Vehicle throughput increased for 2 of the airports from 2023–24 to 2024–25. The daily average vehicle throughput increased year on year by 6.9% at Sydney Airport and by 0.4% at Perth Airport, while it declined by 5.6% and 4.2% at Brisbane and Melbourne airport from 2023–24.[43]

5.1.1 Car parking activity

The ACCC obtains car parking information on the number of:

- days short-term and long-term car parks were open during the financial year
- short-term and long-term spaces on 30 June in the financial year
- vehicles that used short-term and long-term car parking in the financial year

43 The year-on-year percentage change in daily average vehicle throughput differs slightly from the 'change in vehicle throughput since 2023–24' in table 5.1 because 2023–24 included the additional day recorded in a leap year. As a result the 2023–24 throughput volume is based on 366 days, compared with 365 days in 2024–25, which affects the calculated daily average.

- spaces for airport staff on 30 June in the financial year.

Table 5.1 below summarises the number of car parking spaces as at 30 June 2025 for the monitored airports and the number of vehicles which used these car parks in 2024–25. The table also highlights the change since 2023–24.

Table 5.1: Car parking activity

Airport	Car park spaces on 30 June 2025	Change since 30 June 2023 (%)	Vehicle throughput in 2024–25	Change since 2023–24 (%)
Brisbane	**19,785**	**-0.3**	**2,768,481**	**-5.8**
International – total	21,41[a]	0.0	1,355,037	6.8
International – short term			1,199,279	5.9
International – long term			155,758	14.7
Domestic short-term (P1)	453	0.0	597,933	-25.9
Domestic long-term (P2)	7,950	0.0	599,558	-7.4
Airpark	5,296	0.0	215,953	0.0
Staff car parks	3,945	-1.7		
Melbourne	**24,690**	**-5.6**	**2,767,233**	**-4.5**
Short-term	8,081	-18.1	2,031,462	-4.3
Long-term	12,358	1.8	735,771	-5.1
Staff car parks	4,251	2.7		
Perth	**27,024**	**16.1**	**2,355,612**	**0.1**
T1/T2 short-term	1,295	-40.2	869,582	2.6
T1/T2 long-term	12,572	41.4	299,620	24.5
T3/T4 short-term	2,036	0.0	353,616	-18.9
T3/T4 long-term	9,099[b]	-3.3	229,595	-4.9
Staff car parks	2,022[c]	156.3		
T1/T2 staff car park			224,509	5.2
T3/T4 staff car park			272,641	-1.4
General aviation (incl. valet)			106,049	9.0
Sydney	**18,070[d]**	**-1.8**	**5,613,459**	**6.6**
International	8,043	-15.8	2,208,473	3.3
Domestic	8,427	45.5	1,255,740	5.7
Blu Emu	1,600	-47.5	140,017	-7.8
International staff car park			1,348,731	12.6
Domestic and Blu Emu staff car park			660,498	12.3

Source: ACCC analysis of information from the monitored airports.

Notes: a) Brisbane Airport reports this number as the total for short-term and long-term international but separates out the throughput.
b) This number includes General aviation (incl. valet) car parks.
c) Perth Airport reports this number as the total for T1/T2 and T3/T4 staff car parks but separates out the throughput.
d) This number includes staff car parks.

Perth Airport reported a significant increase in the number of spaces at its T1/T2 long-term car parks (41.4%) in 2024–25. This expansion reflects the opening of Long-Term L car park (September 2024) and the expansion of Long-Term K car park in the T1/T2 precinct, which contributed to an additional 5,067 total car parks in 2024–25. It resulted in a 24.5% increase in the number of vehicles

using Perth Airport's T1/T2 long-term car park. The developments at the long-term car parks offset the reduction in the number of spaces in the T1/T2 short-term car parks caused by the partial closure of the Short Term T1 car park. Throughput at its T1/T2 short-term car parks increased by 2.6%.

The number of car spaces at Sydney Airport's Blu Emu carpark (domestic-budget and international staff car park) decreased by 47.5% from 2023–24, contributing to a 10.0% decrease in use of the Blu Emu carpark. This decline was primarily due to the relocation of Qantas staff parking to the Blu Emu car park in September 2024, resulting in a loss of public parking spaces. Throughput at Sydney Airport's domestic and international parking increased by 5.7% and 3.3% respectively.

Brisbane Airport reported a decrease in car parking throughput at the domestic short-term (-25.9%) and domestic long-term car parks (-7.4%), despite there being no changes in the number of car spaces since 2023–24. Throughput volumes at the domestic short-term car park declined following the removal of the former public pick-up area, as the 30-minute free public waiting zone was absorbed into the expansion of the Domestic Car Park building. In contrast car parking throughput at Brisbane Airport's international car parks increased by 6.8%.

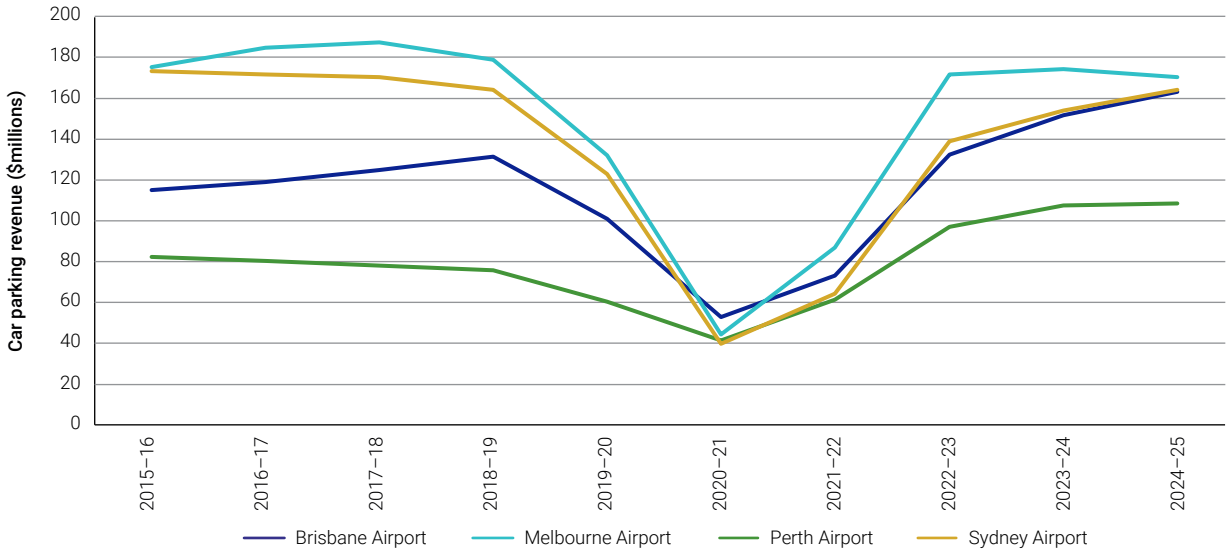
The most significant decrease in overall parking availability relative to 2023–24 levels occurred at Melbourne Airport. The decline of 1,458 car spaces represents a 5.6% decrease from 2023–24. This reduction is due to the Naarm Way construction works, which required the removal of parking bays within the T1/T2/T3 and Value car parks. The decrease in the number of car spaces impacted throughput at Melbourne Airport's short-term and long-term car parks, which decreased by 4.3% and 5.1% respectively.

Several airports are investing in new car park facilities which will increase the number of spaces in future (see section 5.6).

5.1.2 Melbourne Airport continues to report the highest car parking revenue

Table 5.2 shows car parking revenue in 2023–24 and 2024–25. Despite being the only airport to report a decline in 2024–25, Melbourne Airport had the highest car parking revenue with $170.4 million, while Perth Airport reported the lowest with $108.6 million.

Figure 5.2: Real car parking revenue, 2023–24 and 2024–25



Source: ACCC analysis of information from the monitored airports.

Changes in car parking revenue may reflect changes in vehicle throughput, parking product mix (including at-terminal or at-distance), average length of stay, and/or prices. Brisbane Airport reported a 7.6% increase in car parking revenue in 2024–25 despite a 5.8% fall in throughput. For Sydney Airport higher long-term parking prices and higher throughput drove a 6.5% increase in real car parking revenue. Perth Airport reported a 0.9% increase in car parking revenue in 2024–25, whilst Melbourne Airport's car parking revenue was 2.1% lower than in 2023–24.

5.2 Car parking operating expenses increased at Brisbane, Melbourne and Perth airports

Table 5.3 shows that car parking operating expenses in 2024–25 were highest at Melbourne Airport at $69.1 million, and lowest at Brisbane airport ($37.9 million). Costs generally increased, with higher expenses reported by Perth (18.7%), Melbourne (9.0%) and Brisbane (6.8%). The increase in Perth Airport reflects the opening and expansion of new car parks, as discussed above.

Table 5.2: Real car parking operating expenses, 2023–24 and 2024–25

	2023–24 ($m)	2024–25 ($m)	Change since 2023–24 (%)
Brisbane	35.5	37.9	6.8
Melbourne	63.4	69.1	9.0
Perth	35.3	41.9	18.7
Sydney	56.0	55.2	-1.5

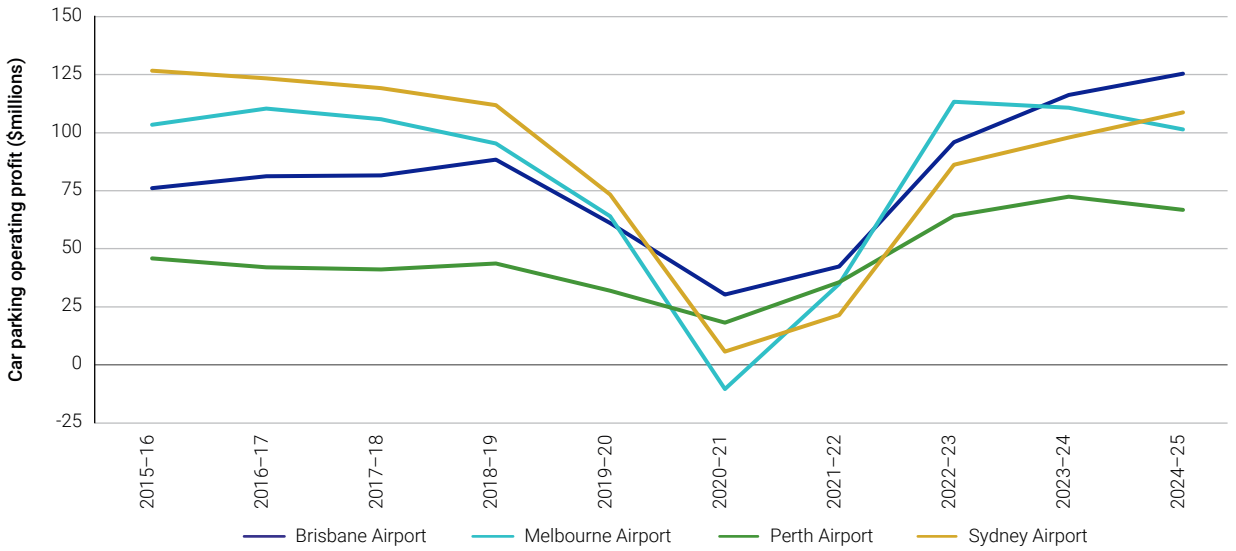
Source: ACCC analysis of information from the monitored airports.

5.3 Brisbane Airport reported the highest operating profit and profit margin

The 4 airports collectively earned $402.1 million in operating profits (EBITA) from car parking activities, up 1.2% from 2023–24.

Figure 5.3 presents car parking operating profits for 10 years across the monitored airports over the period 2015–16 to 2024–25. In 2024–25, Brisbane Airport had the highest operating profit, followed by Sydney Airport.

Figure 5.3: Real car parking operating profit, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Brisbane Airport has reported significant increases in operating profits from car parking activities in recent years. Brisbane Airport's operating profit of $125.3 million in 2024–25 was 7.9% higher than the previous year, and 41.2% higher than in 2018–19. This was despite very little change in vehicle throughput over this period.

Sydney Airport reported the largest increase in operating profits from car parking in 2024–25, up 11.1% to $108.7 million. Car parking operating profits decreased in 2024–25 by 8.5% to $101.3 million at Melbourne Airport, and by 7.8% to $66.7 million for Perth Airport. The substantial decrease in car parking operating profit at Perth Airport was driven by a significant increase in costs.

5.3.1 Car parking operating margins

Table 5.3 and Figure 5.3 contain information about car parking operating profit margins for each of the airports. Operating profit margin refers to operating profit (EBITA) as a proportion of revenue. Car parking operating profit margins increased at Sydney and Brisbane airports in 2024–25 but fell at Perth and Melbourne airports.

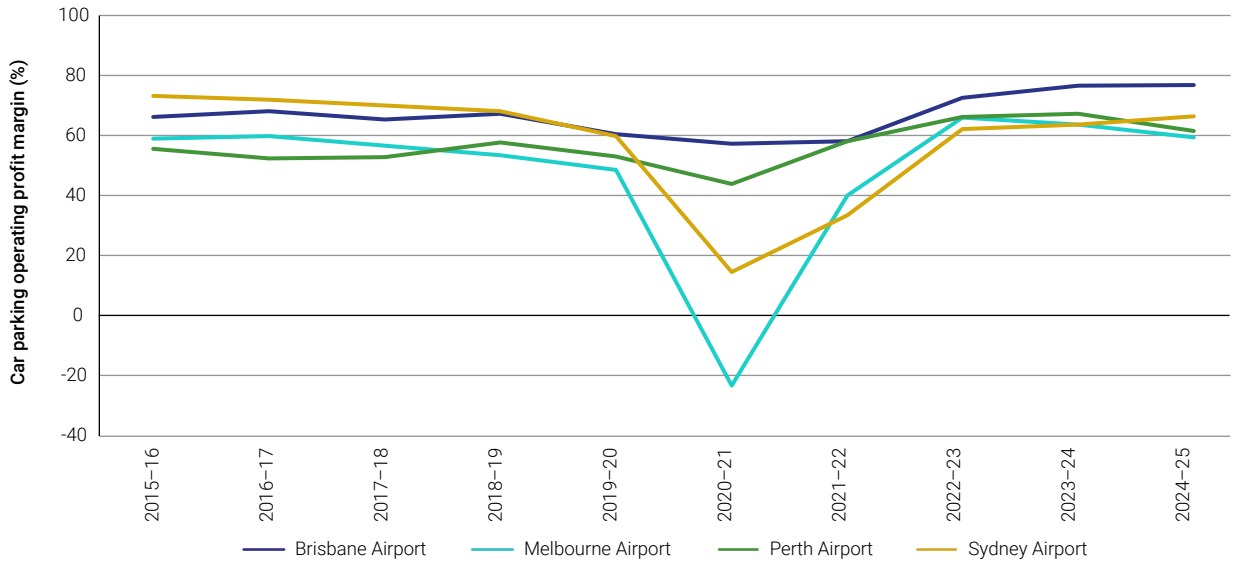
Table 5.3: Real car parking operating profit margin, 2023–24 and 2024–25

	2023–24 (%)	2024–25 (%)	Change since 2023–24 (pp)
Brisbane	76.6	76.8	0.2
Melbourne	63.6	59.5	-4.1
Perth	67.2	61.4	-5.8
Sydney	63.6	66.3	2.7

Source: ACCC analysis of information from the monitored airports.

All 4 airports continue to report very high profit margins from car parking operations. Brisbane Airport's 76.8% profit margin in 2024–25 was the highest reported by any of the airports since 2014–15 and was 10.5 percentage points higher than the next highest result in 2024–25. Melbourne Airport was the only airport with a profit margin below 60% (59.5%).

Figure 5.4: Car parking operating profit margin, by airport, 2015–16 to 2024–25



Source: ACCC analysis of information from the monitored airports.

Tables 5.5 to 5.6 show various car parking metrics for each of the monitored airports, including those relating to car park spaces. Revenue per car park space increased for Brisbane, Melbourne and Sydney airports in 2024–25. The increase at Sydney Airport is likely due to both increases in demand and the substantive increases in prices for long-term parking. Growth in throughput at Sydney Airport (6.6%) exceeded passenger growth (3.1%).

Table 5.4: Key car parking indicators for 2024–25

Airport	Car parking revenue ($m)	Car parking expenses ($m)	Car parking operating profit ($m)	Car parking profit margin (%)	Car parking spaces	Car parking revenue per car park space ($)	Operating profit per car park space ($)
Brisbane	163.3	37.9	125.3	76.8	19,785	8,252	6,335
Melbourne	170.4	69.1	101.3	59.5	24,690	6,902	4,103
Perth	108.6	41.9	66.7	61.4	27,024	4,018	2,469
Sydney	163.9	55.2	108.7	66.3	18,070	9,073	6,018

Source: ACCC analysis of information from the monitored airports.

Table 5.5 shows the changes in the key car parking indicators in 2024–25, including car park spaces. The rise in car parking revenue per space at Brisbane Airport is likely driven by higher short-term parking prices for up to 4 hours parking. Melbourne Airport indicated the main reason car parking revenue per space increased was due to the higher utilisation rate of short-term car parking products. This increase in revenue per car park space also translated to an increase in operating profit per car park space for both Brisbane and Sydney airports. For Sydney Airport the profit increase can also be attributed to a decrease in operating costs.

Table 5.5: Changes in key car parking indicators from 2023–24 to 2024–25

Airport	Car parking revenue (% change)	Car parking expenses (% change)	Car parking operating profit (% change)	Car parking profit margin (percentage point (pp) change)	Car parking spaces (% change)	Revenue per car park space (% change)	Operating profit per car park space (% change)
Brisbane	7.6	6.8	7.9	0.2	-0.3	8.0	8.2
Melbourne	-2.1	9.0	-8.5	-4.1	-5.6	3.7	-3.1
Perth	0.9	18.7	-7.8	-5.8	16.1	-13.1	-20.6
Sydney	6.5	-1.5	11.1	2.7	-1.8	8.4	13.1

Source: ACCC analysis of information from the monitored airports.

Perth Airport's revenue and operating profit per car park space decreased significantly in 2024–25. These results were likely driven by the 16.1% increase in car park spaces. Perth Airport also offered rates of $99 for 90 days to accommodate fly-in-fly-out (FIFO) travellers.

5.4 Car parking prices

This section explores the results and trends regarding short-term and long-term car parking prices.

The amount that somebody pays to park at the 4 airports depends on factors including the length of stay, how close the car park is to the terminal, whether the car park is covered or open, whether the parking is booked online in advance, and customer demand at the time. The airports have said that they raise prices in response to periods of high demand, because it is hard for airports to quickly increase car parking capacity.

All 4 airports provide 'at-terminal' parking, which is generally intended for short-term use, as well as 'at-distance' parking that typically requires a shuttle bus journey to the terminals and is designated for longer-term stays. Additionally, they may offer a variety of products and services that expand upon these core options.

Motorists can pay for their parking at the time, known as 'drive-up' parking, or they can book ahead of time on-line. Drive-up parking is commonly used for short durations, while motorists will typically book online for longer durations in order to access discounts. When the length of stay at a car park increases there is greater demand for on-line purchases compared to drive-up. For example, 98.9% of motorists that park at the P3 Domestic car park at Sydney Airport for 1–2 hours paid drive-up rates. In contrast, 87.3% of motorists using the same car parking facility for 2–3 days booked online and saved an average of $66.60 on drive-up rates.

Recognising these preferences, the ACCC focuses on 2 types of parking:

- drive-up prices for short-term parking at the terminal
- online prices for long-term parking at distance from the terminal.

Box 4: Tips for saving money on airport parking

There is no single price for airport car parking. Even cars parked directly next to each other for the same period may incur different charges. The following advice can help motorists save money when parking at Brisbane, Melbourne, Perth or Sydney airports.

Use free parking options

All 4 monitored airports provide some form of free car parking or wait zones for a limited period. These offerings are designed to give somewhere to wait until friends or family are ready for collection at the pick-up zone. This means motorists don't need to circle the airport pick-up area, which leads to vehicle congestion.

Perth Airport offers 60 minutes free parking at select long-term and regional car parks, while Melbourne Airport provides 60 minutes of free parking in its wait zone near the Tullamarine Freeway. Brisbane Airport also provides 1 hour of free parking at Airpark, and Sydney Airport offers 1 hour free car parking at the Blu Emu long-term car park.

In addition, Brisbane Airport offers up to 15 minutes of free parking at ParkShort on level 2 of the domestic P1 car park, while Sydney Airport provides up to 15 minutes of free pick-up parking at the dedicated Public/Express Pick-up zones in both the International (P9) and Domestic precincts (P3).

Consider airport 'at-distance' car parks

Airport 'at-distance' car parks are located at the airport but require a free shuttle bus trip to the terminal. They include the long-term car parks in Melbourne and Perth, Blu Emu in Sydney (primarily for domestic passengers) and Airpark in Brisbane. Using Airport 'at-distance' car parks could be a cheaper alternative to car parks located near the terminals. For example, motorists choosing the Melbourne Airport long-term value car park for a 1–2 day stay instead of the Terminal 123 car park can save up to 74%.[44]

Book parking online

Booking parking online could result in significant savings compared to the drive-up rates for long-term parking in at-distance car parks. For example, at Perth Airport's T1/T2 long term carpark, motorists can save up to 25% by booking online for a 4–5 day stay.[45]

Booking parking sooner rather than later

Some airports offer cheaper rates for booking earlier rather than later. By booking early, a car park space can be reserved when demand is low, and prices are more affordable.

Explore rates from independent car parks near the airport

The major airports compete with nearby independent car parks that provide pick-ups and drop-offs at the terminals via shuttle bus. Shop around to find savings of up to 50% compared with booking online at the airport. Potential savings can vary depending on circumstances.

44 Refers to prices for long-term parking options at Melbourne Airport (long-term value car park, Terminal 123 car park).

45 Refers to prices for long-term parking options at Perth Airport (T1/T2 long-term car park).

5.4.1 Short-term car parking near the terminals

The ACCC considers short-term parking to be parking for a period of up to 24-hours at a car park located at the terminal. Motorists using this parking generally pay 'drive up' rates rather than booking online.

Table 5.7 below shows drive-up prices for short-term parking in at-terminal car parks for each of the monitored airports over the past 5 years. It shows that Melbourne, Brisbane and Perth Airport generally increased its prices (adjusted for inflation) in 2024–25, while prices remained stable at Sydney Airport.

Table 5.6: Real drive-up prices for short-term at-terminal parking, by airport, between 30 June 2021 to 30 June 2025

Airport	30 June 2021 ($)	30 June 2022 ($)	30 June 2023 ($)	30 June 2024 ($)	30 June 2025 ($)	Change since 30 June 2024 (%)
Brisbane						
30–60 minutes	22.67	22.85	22.41	23.56	25.00	6.1
1 to 2 hours	27.44	28.56	27.75	28.68	31.00	8.1
2 to 3 hours	33.41	34.27	33.09	34.83	37.00	6.2
3 to 4 hours	34.60	35.41	34.16	35.85	39.00	8.8
Up to 24 hours	68.01	67.40	67.24	69.65	69.00	-0.9
Melbourne						
30–60 minutes	17.90	17.14	16.01	15.36	17.00	10.7
1 to 2 hours	35.79	34.27	32.02	30.73	32.00	4.1
2 to 3 hours	53.69	51.41	48.03	46.09	47.00	2.0
3 to 6 hours	58.46	55.98	52.3	50.19	52.00	3.6
Up to 24 hours	58.46	55.98	52.3	50.19	54.00	7.6
Perth						
45–60 minutes			16.65	17.21	17.80	3.4
1 to 2 hours			24.76	25.4	26.20	3.1
2 to 3 hours	28.64	28.33	26.47	27.25	27.60	1.3
3 to 4 hours	30.54	30.16	28.18	28.27	28.60	1.2
Up to 24 hours	64.91	64.66	60.41	62.48	64.40	3.1
Sydney						
Up to 30 minutes	11.81	11.31	11.31	12.09	12.10	0.1
30–60 minutes	23.74	22.73	22.63	24.17	24.20	0.1
1 to 2 hours	33.29	34.16	34.05	34.11	34.10	0.0
2 to 3 hours	45.22	45.58	42.59	45.99	46.00	0.0
Up to 24 hours	76.24	75.28	74.61	77.13	77.20	0.1

Source: ACCC analysis of information from the monitored airports. Real values (2024–25 dollars).

Note: Prices shown refer to short-term parking options at each airport: Brisbane Airport (International terminal Parkshort car park), Melbourne Airport (Terminal123 and Terminal 4), Perth Airport (Short-term car parking), and Sydney Airport (Domestic Standard Car Park – P2, P3, International premium car park, International standard car park).

Brisbane Airport ($25.00) was the most expensive for 30-to-60 minute parking at the terminal, while Melbourne Airport ($17.00) was the cheapest. For those parking at the terminal for up to 24 hours, Sydney Airport ($77.20) was the most expensive and Melbourne Airport was the cheapest ($54.00).

5.4.2 Long-term car parking at distance from the terminals

The ACCC considers long-term car parking to be parking for a period of one day or more at a car park located at a distance from the terminal. While some motorists pay drive-up rates for long-term at-distance parking, most will book online where they can obtain cheaper prices.

Table 5.7 shows online rates for long-term at-distance parking at the airports between 30 June 2021 to 30 June 2025. It shows that Sydney Airport was generally the most expensive, while Melbourne Airport was generally the cheapest.

Table 5.7: Real online prices for long-term at-distance parking, between 30 June 2021 and 30 June 2025

Airport	30 June 2021 ($)	30 June 2022 ($)	30 June 2023 ($)	30 June 2024 ($)	30 June 2025 ($)	Change since 30 June 2024 (%)
Brisbane						
1 to 2 days	37.46	33.32	38.16	41.61	43.61	4.8
2 to 3 days	42.47	39.63	52.37	62.07	63.62	2.5
4 to 5 days	44.70	45.52	69.47	85.55	87.10	1.8
6 to 7 days	53.77	53.69	79.28	96.74	101.90	5.3
Melbourne						
1 to 2 days	28.49	27.70	26.19	25.63	24.70	-3.6
2 to 3 days	42.73	41.52	39.03	38.09	36.82	-3.3
4 to 5 days	71.07	69.14	64.95	63.30	61.03	-3.6
6 to 7 days	96.96	94.98	90.69	88.72	85.22	-3.9
Perth						
1 to 2 days	64.07	59.96	56.11	53.35	56.62	6.1
2 to 3 days	84.28	81.98	79.74	80.61	78.30	-2.9
4 to 5 days	103.93	98.89	93.78	98.71	98.06	-0.7
6 to 7 days	115.59	110.84	108.4	110.08	108.51	-1.4
Sydney						
1 to 2 days	37.50	36.61	40.58	53.46	65.17	21.9
2 to 3 days	53.79	56.80	58.32	64.71	84.84	31.1
4 to 5 days	85.65	86.41	85.51	88.11	106.58	21.0
6 to 7 days	121.14	116.89	119.86	121.02	134.33	11.0

Source: ACCC analysis of information from the monitored airports. Real values (2024–25 dollars).
Note: Prices shown refer to long-term off-terminal parking options at each airport: Brisbane Airport (Airport long-term open-air parking), Melbourne Airport (Value long-term car park), Perth Airport (T1/T2 long-term car park), and Sydney Airport (Blue Emu long-term car park, unshaded).

Sydney Airport reported substantial increases in online prices (adjusted for inflation) for long-term at distance parking in 2024–25. The real online price for a 1-to-2-day stay was 21.9% higher, while the price for 2-to-3-day stay rose by 31.1%.

Most prices at both Sydney and Brisbane airports have increased significantly since 30 June 2021. For example, the real online price for a 4-to-5-day stay was 94.9% higher at Brisbane Airport and 24.4% higher at Sydney Airport at 30 June 2025 than at 30 June 2021. In contrast, real online prices for long-term at-distance parking at Melbourne and Perth airports have decreased for all durations when compared to 30 June 2021.

Box 5: Independent off-airport car parks

Independent off-airport car parks are an alternative to airport-operated parking for travellers who prefer to drive to the airport. Typically located within a 10-to-15-minute drive from the airport terminal, these facilities usually provide shuttle services to transport customers between the car park and the airport.

By offering additional parking options for longer stays, independent off-airport car parks can deliver cost savings for consumers relative to airport-operated parking. Their presence also introduces competitive pressure that may constrain airport pricing for at-distance parking products.

Independent operators rely on access to the airport being provided on reasonable terms, including any charges for their shuttle services, in order to compete effectively with airport-operated parking (see chapter 6 regarding landside services).

Characteristics of independent car parks operations

Most independent off-airport car parks operate a valet-style service. Customers drive to the provider's main reception area, where a parking attendant checks them in and takes their keys. The customer then boards a shuttle bus to the airport while the attendant parks the vehicle at the operator's site. When the customer returns from their trip, they call the operator for collection. After being picked up and brought back to the car park, the customer receives their keys at the checkout area and can continue their onward journey.

A less common option offered by some operators is a self-park model. Customers will directly park their cars in a designated spot, which can be allocated or unallocated, before taking their keys with them for the duration of their journey. The customer will then take a shuttle service to and from the airport, before returning to their car for their onward journey.

Operators can accommodate everything from short term parking (less than a day) to long term parking (beyond 7 days), offering options for indoor, outdoor, and shaded outdoor parking. In addition to regular car parking, some operators cater to electric vehicles by offering dedicated spaces with charging facilities.

Parking prices are often fixed, but demand-based pricing is becoming increasingly common across the industry. Demand-based pricing is when prices fluctuate based on how much customers are willing to pay at a given time, rather than remaining constant. For example, parking during peak periods such as school holidays typically costs more than off-peak times. In contrast fixed prices do not change, irrespective of peak or non-peak travel periods.

Beyond the parking itself, many operators offer services such as car detailing and mechanical servicing and transfers to hotels and cruise ships.

Locations of independent off-airport car parking operators

Figure 5.5 shows the location of independent car parks operating nearby the monitored airports. Melbourne Airport has the most off-airport car park providers (11), followed by Sydney (7), Perth (5) and Brisbane airports (3). There may also be other providers of car parking in these areas, such as that provided by hotels.

Figure 5.5: Locations of independent car parking operators near the monitored airports

Source: ACCC analysis of information from the monitored airports and off-airport parking operators with a website offering published parking rates or an online booking system.

Note: Airport Park and Fly Mascot in Sydney has multiple locations.

The number of off-airport car parking operators has decreased at all 4 airports since the last time the ACCC looked at independent car parks in 2018–19. The number of providers servicing Melbourne has fallen by 5, compared to 3 for Sydney and one each for Brisbane and Perth. Off-airport parking operators told the ACCC that some providers exited the market during the pandemic. However, we understand that some of the car parks were acquired by their competitors, meaning the parking capacity has remained available to the public.

Several factors influence the number of independent car park operators near an airport, with access to suitable land being the primary determinant. The land surrounding airports is scarce and often expensive. Operators noted that a commute time of around 10–15 minutes is generally the maximum acceptable threshold before customers begin to consider alternative transport options such as taxis or rideshare services.

Price differences between airport at-distance parking and independent off-airport carparks

Table 5.8 summarises selected parking charges at independent car parks and the airports average online price for car parks. For each airport, it compares the lowest and highest available prices observed at independent car parks with the average amount paid by motorists for the airport's open-air, at-distance car parking in 2024–25 (online prices).

Table 5.8: Prices for at-distance, long term car parking facilities at independent and airport car parks – Brisbane, Melbourne, Sydney and Perth: June 2025

	1 day ($)	3 days ($)	7 days ($)
Brisbane			
Lowest price from an independent car park	26.00	29.00	69.00
Highest price from an independent car park	30.00	62.00	95.00
Airport – average at-distance online price	22.60	63.60	101.90
Melbourne			
Lowest price from an independent car park	15.00	25.00	45.00
Highest price from an independent car park	38.00	80.00	130.00
Airport – average at-distance online price	12.10	36.80	85.20
Perth			
Lowest price from an independent car park	30.00	59.00	89.00
Highest price from an independent car park	50.00	84.00	135.00
Airport – average at-distance online price	29.60	77.20	104.80
Sydney			
Lowest price from an independent car park	10.00	26.70	62.20
Highest price from an independent car park	50.00	98.30	168.80
Airport – average at-distance online price	34.30	84.00	134.00

Source: ACCC analysis of information from the monitored airports and off-airport parking operators with a website offering published parking rates or an online booking system (June 2025). Airport – average online prices shown refer to long-term off-terminal parking options at each airport: Brisbane Airport (Airport long-term open-air parking), Melbourne Airport (Value long-term car park), Perth Airport (T1/T2 long-term car park), and Sydney Airport (Blue Emu long-term car park, unshaded).

Note: Values are rounded to the nearest 10 cents.

The lowest priced independent car parks are generally priced below the airport's average online price, but this varies by airport and length of stay. Across all 4 locations, independent operators become increasingly cost-competitive as the duration increases. For short, 1-day stays, airport parking is often priced lower on average, while for 3 and 7-day stays independent car parks usually offer lower pricing relative to airport averages.

At Brisbane Airport, independent car parks were more expensive for a 1-day stay, but become significantly cheaper for longer stays. Savings were sizeable from 3 days onward, with the lowest independent option around 54% cheaper for a 3-day stay and about 32% cheaper for a 7-day stay.

At Melbourne Airport, the airport itself was cheaper for a 1-day stay, but independent operators generally offered lower prices for longer stays. For travellers parking 3 days or more, savings can be substantial: up to 32% for a 3-day stay and nearly 50% for a 7-day stay.

At Perth Airport, the pricing gap was smaller. The airport remains cheaper for a 1-day stay, but independent operators provided modest savings for multi-day parking: approximately 24% cheaper for a 3-day stay and 15% cheaper for a 7-day stay.

Sydney Airport differed from the others: independent car parks were consistently cheaper across all stay lengths. Savings were particularly large for longer trips, with independent options roughly 68% cheaper for a 3-day stay and more than 50% cheaper for a 7-day stay.

Although many independent parking providers offered lower prices than the airports for longer term parking, there were notable price variations among them. These differences may reflect the varying levels of convenience or services bundled into the prices offered by independent operators.

5.5 Investment in car parking facilities

In 2024–25, Perth Airport completed 3 car park investments that will increase car parking capacity in the long-term car parks. In August 2024, Perth Airport began investing in the first stage of its multi-story car park valued at $260 million. This stage is expected to finish during FY27. The second stage of the multi-story car park is scheduled to commence at the completion of the first stage and is valued at $350 million. The whole project is projected to be completed in 2029–30. Perth Airport is also planning to commence further car park investment projects in 2026. To increase capacity the general aviation carpark and the long-term car park for T1 and T2 will be expanded, and to improve the customer's parking experience Perth Airport has invested in licence plate recognition and bay finding technology for T1 and T2.

Brisbane Airport has a significant number of car park projects underway to meet its future projected demand. The airport is constructing a new multi-level car park within the domestic precinct to the west of the existing P2 multi-level car park, valued at $437.0 million. Brisbane Airport is also investing $205.0 million to construct a multi-level car park in the international precinct. This new car park will provide vehicle and pedestrian access to the existing International P1 multi-level car park and includes road realignments, a new intersection on Airport Drive and car park access. It is due for completion in 2027.

Melbourne Airport reported the completion of the contractor overflow car park extension valued at $7 million in 2024–25. There remain several major car parking investment projects planned, focussed on increasing car parking capacity to keep up with projected demand at the airport. Some of these projects include expanding and enhancing the T4 car park which is expected to start in 2028–29 and be completed in 2029–30, and the longer-term plan to expand the multi-level Value car park, which is planned to start in 2035–36 and be completed in 2036–37.

Sydney Airport is carrying out an $86.4 million investment program across its car parks. To date works have included demolishing the P1 car park in the domestic precinct and the construction of a new temporary car park on the former P1 car park site. Further investment will include licence plate recognition and ticketless parking, a new real-time parking guidance system and upgrades to entry and exit points.

5.6 Quality of car parking services and facilities

The ACCC reports on the quality of the airports' car parking services and facilities. This is based on passenger responses to airport surveys as well as activity data provided by the airports.

5.6.1 Passenger ratings

In the passenger surveys the airports ask passengers to rate the following in relation to car parking:

- availability of car parking facilities
- standard of car parking facilities
- time taken to enter car park.

Availability of car parking facilities

Passengers are generally satisfied with the availability of car parking facilities at the 4 airports. Brisbane and Sydney airports were rated as 'good' in 2024–25 for all their car parking offerings. Melbourne and Perth airports were rated 'satisfactory' in 2024–25 for all car parking offerings.

Standard of car parking facilities

Passengers are generally satisfied with the standard of car parking facilities at the 4 airports. Melbourne, Brisbane and Sydney airports were rated as 'good' in 2024–25 for all their car parking offerings. Perth Airport's T2 domestic terminal rating dropped from 'good' to satisfactory' in 2024–25. The 4 airports have maintained at least a 'good' rating over the past decade, with Brisbane having an 'excellent' rating for some of its terminals in 2015–16 and 2016–17.

Time taken to enter car park

Passengers are generally satisfied with the time taken to enter the car park at the 4 airports. Melbourne, Perth and Sydney airports have been consistently rated as 'good' across all their car park offerings. Brisbane Airport's domestic terminal has held its 'excellent' rating in 2024–25 and consistently for the 8 years where quality data has been collected from 2014–15. Brisbane Airport's international terminal rating improved from 'good' to 'excellent' for time taken to enter the car park in 2024–25.

Further information is contained in the supplementary database.

6. Landside transport access

Key points

- The number of vehicles using paid landside transport access at the 4 major airports, such as taxis and rideshare vehicles, continued to grow. However, growth was at a slower rate than in previous years.
- The rise in landside transport vehicle numbers has translated to a 6.9% increase in landside revenues since 2023–24.
- Melbourne Airport had the highest reported landside transport access revenue, collecting $29.7 million. This was followed by Sydney Airport with $27.7 million, Brisbane Airport with $10.6 million and Perth Airport with $8.0 million.
- For the first time, rideshare services was the biggest contributor to landside access revenues for all 4 airports in 2024–25.

People attending airports have many transport mode options available to them. Aside from driving and parking on airport land as discussed in the previous chapter, the public can choose to access airports via alternative ground transport options. This includes:

- private vehicles (i.e. being picked up and dropped off at terminals by family or friends)
- rideshare
- taxis
- private car airport transfer services (for example, limousines)
- being bussed from off-airport car parking
- public and private buses
- trains (except at Melbourne Airport).

Airports are responsible for providing ground transport providers with landside transport access (for example, forecourt and transport hubs), waiting areas and roads to facilitate movements around the airport.

The airports typically levy charges for operators of alternative transport modes to access landside areas at airports. The level of these charges, and the quality of the access provided, can potentially constrain a landside operator's ability to compete with an airport's own car parking business.

This chapter looks at trends and developments with respect to landside transport access services. This includes the volumes of vehicles using landside transport access services, revenues from that access, and relevant investment by the airports.[46]

Landside transport information is provided to the ACCC on a voluntarily basis by the 4 airports. This results in some limitations such as incomplete information. This topic is discussed further in appendix C.

As is the case in other parts of this report, we have adjusted historical dollar amounts in this chapter for inflation, presenting them in 2024–25 prices.

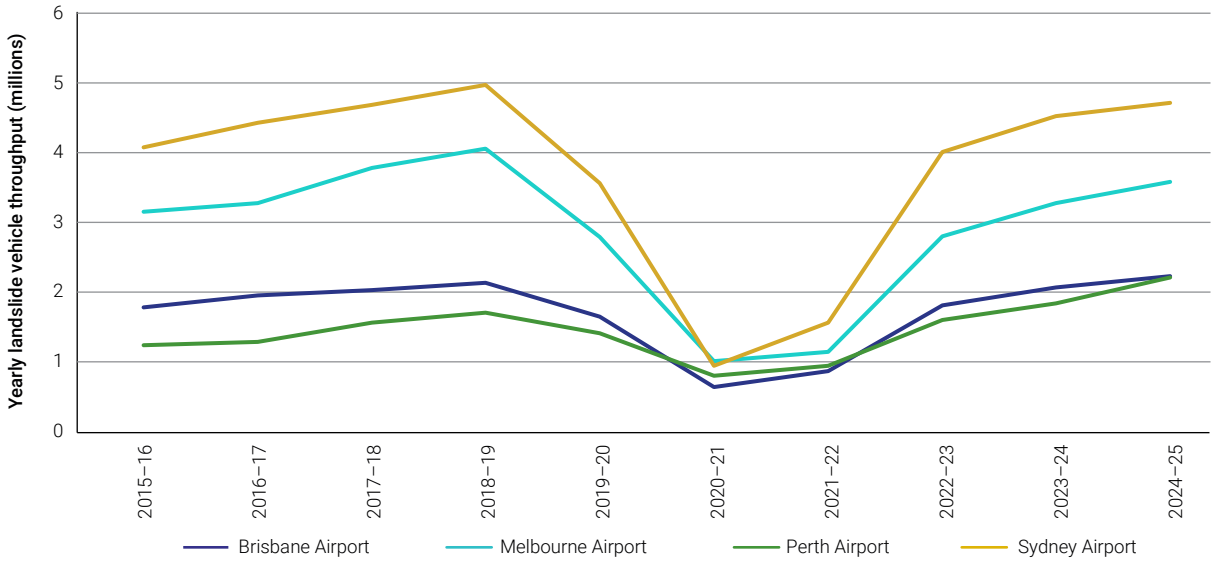
46 For information on the limitations of the ACCC's monitoring of landside transport access operations, refer to Appendix C.

6.1 Paid landside access continued to grow for Brisbane, Melbourne and Sydney

The number of vehicles using paid landside transport access services at the airports grew again in 2024–25. For all airports except Perth Airport, this was at a slower rate than the previous year. Sydney Airport reported the highest number of vehicles accessing its airport (4.7 million vehicles), followed by Melbourne (3.6 million vehicles), Brisbane and Perth airports (2.2 million vehicles each).

Figure 6.1 below shows the number of vehicles that accessed the landside of each airport over the last 10 years from 2015–16 to 2024–25. It shows that the number of vehicles using paid landside access services has continued to grow since the pandemic.

Figure 6.1: Vehicles using landside access, 2015–16 to 2024–25



Source: ACCC analysis of information received from the monitored airports.

The growth in landside access vehicle numbers is further illustrated in Table 6.1 below. Perth Airport recorded the highest rate of growth in vehicle numbers in 2024–25 at 20.6%, which was driven by its higher passenger numbers, particularly for those flying internationally. Melbourne Airport reported 9.4% growth in its landside vehicles, followed by Brisbane Airport with 7.7% and Sydney Airport with 4.1%. This slower growth continues the trend seen in 2023–24 where growth reduced considerably compared to the previous year. The growth was driven by rideshare services, which grew 22.8% year-on-year in total across the monitored airports. All other transport modes declined.

Table 6.1: Growth in total landside vehicle numbers since 2023–24

Airport	Growth in 2023–24 (%)	Growth in 2024–25 (%)
Brisbane	14.2	7.7
Melbourne	17.1	9.4
Perth	14.5	20.6
Sydney	12.9	4.1

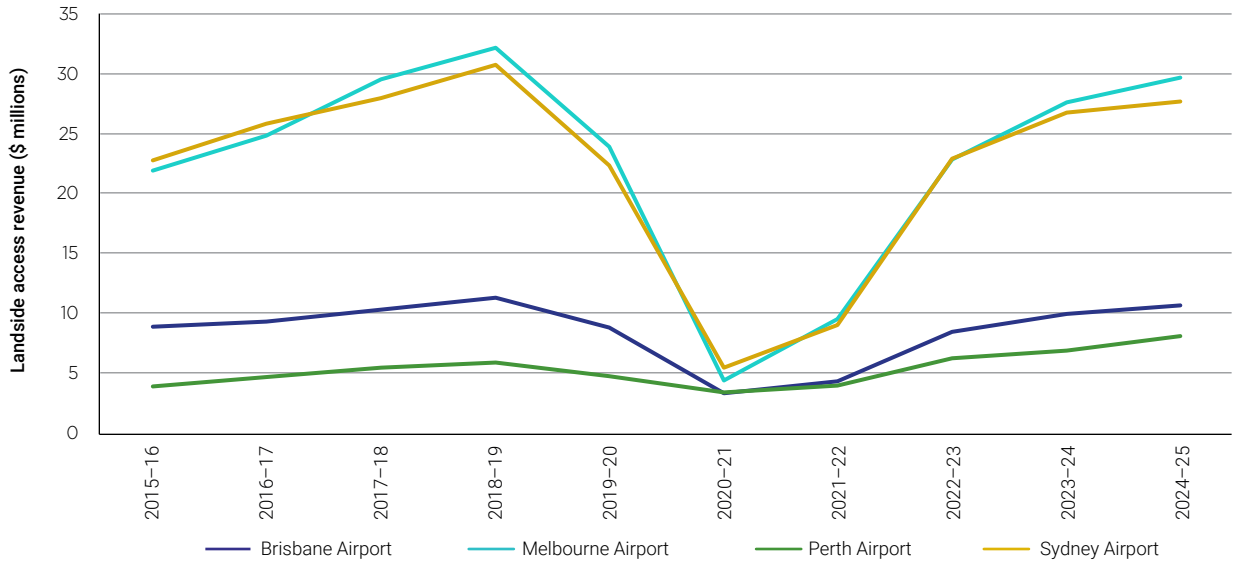
Source: ACCC analysis of information received from the monitored airports.

6.2 Rideshare companies became the biggest contributor to landside access revenues

Consistent with the rise in vehicle numbers, Figure 6.2 shows that landside transport access revenues were higher in 2024–25 than in the previous financial year for all 4 airports. Aggregate revenue for the 4 airports combined grew by 6.9% to $76.1 million. Landside revenue discussed in this report excludes revenue received from car rental vehicle operators, due to differences between airports' methodologies.

Melbourne Airport had the highest reported landside transport access revenue, collecting $29.7 million. This was followed by Sydney Airport ($27.7 million), then Brisbane Airport ($10.6 million) and Perth Airport ($8.0 million).

Figure 6.2: Real total landside transport access revenue, 2015–16 to 2024–25



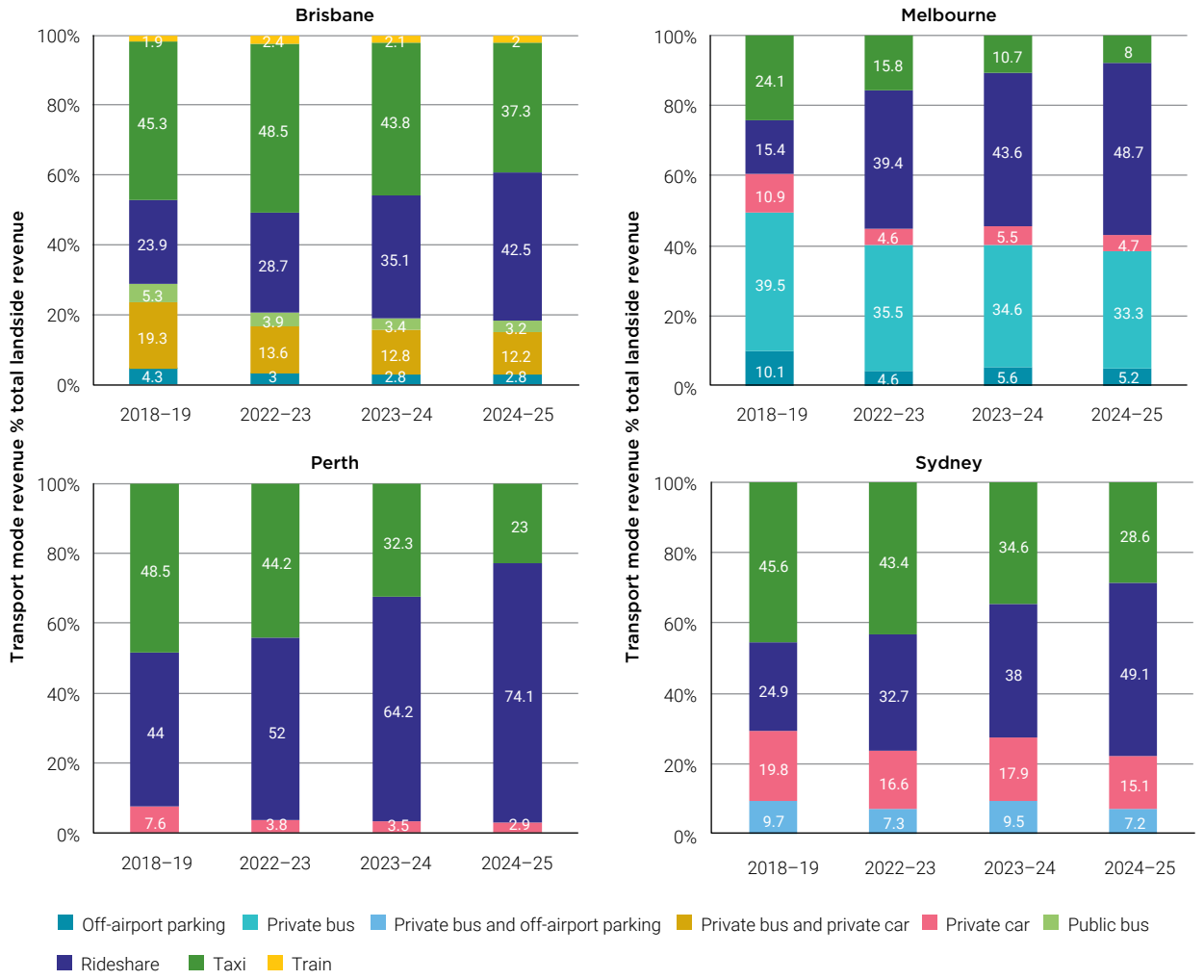
Source: ACCC analysis of information received from the monitored airports.

Perth Airport recorded the highest year-on-year growth in landside transport access revenue at 17.9%, followed by Melbourne (7.3%), Brisbane (6.9%) and Sydney (3.5%). These revenue increases can largely be attributed to growth in landside volumes, as shown in Figure 6.1, rather than increases in landside access charges.

The fees which landside access operators pay to access airport facilities vary by airport. For example, Sydney Airport charges taxis $5.80 per pick-up and Perth Airport charges $4.00 per pick-up. Additionally, the price transport operators pay can also vary depending on transport mode. For example, in Melbourne it costs a taxi $4.50 per pick-up and rideshare $5.07 per pick-up. Further information on this is contained in the supplementary database.

Figure 6.3 below shows the change in the proportion of landside access revenue attributed to different transport since 2018–19. From Figure 6.3 you can see at all airports in 2024–25 rideshare proportion of landside transport access revenue increased from 2023–24, while other transport modes decreased. 2024–25 was the first year in which rideshare was the dominant transport mode by share of revenue for the 4 airports. Previously taxis had a greater share of landside revenue than rideshare at Brisbane Airport.

Figure 6.3: Transport modes as a proportion of total landside access revenue: 2018–19, 2022–23, 2023–24 and 2024–25



Source: ACCC analysis of information received from the monitored airports.
Note: Due to rounding some of totals do not equal 100%.

Melbourne Airport's proportion of rideshare revenue increased steadily to 48.7%. Melbourne Airport had the lowest proportion of taxi revenue at 8.0%, decreasing significantly since the pandemic. In 2018–19, taxi services contributed 24.1% of total landside access revenue.

Sydney Airport's proportion of rideshare revenue was 49.1%, while taxis decreased by 6 percentage points to 28.6%. Sydney Airport experienced the greatest percentage point increase in the proportion of rideshare revenue, increasing by 11.1 percentage points.

The greatest proportion of rideshare revenue was at Perth Airport, contributing 74.1% of total landside access revenue. This was a 9.9 percentage point increase on the previous year. Perth's proportion of rideshare revenue increased to 74.1% in 2024–25, while its proportion of taxi revenue decreased 9.3 percentage points to 23%.

For the first time, 2024–25 saw rideshare make up a greater proportion of total landside access revenue than taxis at Brisbane Airport, at 42.5% and 37.3%, respectively. This followed a 7.4 percentage point increase for rideshare and 6.5 percentage point decrease in taxis in the proportion of landside access revenue since 2023–24.

Trains service Sydney, Perth and Brisbane airports. Brisbane Airport is the only airport to derive landside access revenue from trains through the revenue it receives from the lease for the corridor for the Airtrain connection to the airport. Sydney and Perth airports do not derive any landside access revenue from passengers accessing them by train.[47]

A detailed table outlining landside vehicle numbers from 2018–19 to 2024–25, broken down by transport mode is presented in the database of supplementary information to this report, which is available on the ACCC's website.

6.3 Landside investments

The most significant investment project impacting landside access at the airports was Melbourne Airport's Naarm Way construction works and forecourt. Stage 2 of the project is valued at $545 million and commenced in 2024. It is scheduled for completion in 2026–27. The project involves building an elevated access road from the Tullamarine Freeway into all terminals (T1/T2/T3/T4), removing all intersections to all passengers whilst improving road efficiency entering and exiting the airport and overall capacity to handle increased airport traffic. During 2024–25, Melbourne Airport also completed the addition of 10 dedicated Uber kerbside bays in T4 Ground Transport hub.

Brisbane Airport is upgrading the capacity of roads connecting to its international terminal. The project is valued at $46.1 million and is scheduled to be completed by the end of 2027. Brisbane Airport also released its Preliminary Draft 2026 Master Plan, which includes proposed road infrastructure upgrades and improved connections to public transport.

Sydney Airport has been conducting ground access and car parking improvements in recent years. The 2 projects were valued at $58.3 million and $15.6 million, respectively. This includes the launch of a new kerbside pick-up zone for Uber at T1 international in response to the increase in passenger demand for rideshare services over taxis.

As part of Perth Airport's investments following its agreement with Qantas, the airport will make major upgrades to the access road network at a cost of $300 million. It also has plans to spend $2 million to relocate and improve T3/T4 rideshare amenities in 2026.

6.4 Quality of landside transport access services and facilities ratings varied for the 4 airports

The ACCC assesses the quality of the airports' landside transport access services based on passenger responses to airport surveys as well as activity data provided by the airports.

6.4.1 Passenger ratings

Table 6.3 below shows that passengers generally remained satisfied with the waiting time for taxis across the airports in 2024–25, consistent with recent years.

Brisbane Airport maintained an 'excellent' rating for taxi waiting times for its domestic terminal, which it has maintained since prior to the pandemic. However, its international terminal fell from 'excellent' to 'good' for the first time since 2017–18. Perth Airport maintained its 'good' rating across all terminals except for its domestic T2 terminal, which moved from 'good' to 'satisfactory'. Perth Airport

47 Passengers who access Sydney Airport by train are required to pay a fee to access the airport stations, rather than the airport itself. This fee is charged by the Airport Link Company, who privately owns the airport stations. The ownership of the Airport Link Company is separate from the ownership of Sydney Airport.

said this reflects an increase in traffic congestion around the terminal during the construction of the first stage of Perth Airport's multi-storey car park.

Sydney Airport increased its rating across all 3 terminals, with international T1 and domestic T2 both moving from 'good' to 'excellent. Domestic T3 reclaimed the 'good' rating it lost in 2023–24 after having maintained it for several years prior. Melbourne Airport maintained 'good' ratings for all terminals in domestic (T1/T3/T4) and international (T2) in 2024–25.

Table 6.3: Passenger ratings on taxi waiting times, by airport and terminal, 2022–23 to 2024–25

Airport	2022–23	2023–24	2024–25
Brisbane			
Domestic	Excellent	Excellent	Excellent
International	Excellent	Excellent	Good
Melbourne			
Domestic T1	[No data]	Good	Good
International T2	[No data]	Good	Good
Domestic T3	[No data]	Good	Good
Domestic T4	[No data]	Good	Good
Perth			
Domestic T1	Good	Good	Good
Domestic T2	Good	Good	Satisfactory
Domestic T3	Good	Good	Good
Domestic T4	Satisfactory	Good	Good
International T1	Good	Good	Good
International T3	Satisfactory	Good	Good
Sydney			
International T1	[No data]	Good	Excellent
Domestic T2	Good	Good	Excellent
Domestic T3	Good	Satisfactory	Good

Source: ACCC analysis of information received from the monitored airports.

6.4.2 Landside objective indicators

For landside access services, the objective indicators of quality of service provided by the airports relate to the number of car spaces made available to transport operators and the public for drop off and pick up purposes. Construction of new split taxi and rideshare ranks saw a small increase in the number of car spaces available to landside operators in Melbourne, while construction in Perth saw a small temporary reduction.

Brisbane Airport provided 271 domestic and 41 international public passenger pick up and drop off spaces. It offered 123 domestic and 101 international car park spaces for landside operators.

At T1, T2, T3, and T4, Melbourne Airport offered 48, 77, 12, and 84 car spaces for public pick up and drop off respectively. At T1, T2 and T4, Melbourne Airport offered 29, 324 and 137 car spaces for pick up and drop off for landside operators respectively. These numbers have changed since 2023–24

following the creation of new split taxi and rideshare ranks at T1, T2 and T4. These resulted in 5 new bays for landside operators being introduced at T1, no change in the number of spaces at T2 and 10 additional bays in T4. Construction related to Naarm Way Stage 2 temporary reduced availability of some kerbside access in the public forecourt.

At T1, T2, T3 and T4 Perth Airport offered 19, 32, 70 and 50 car spots respectively to the public. T1, T2, T3 and T4 offered 54, 79, 34, and 34 car spots respectively to landside operators. Construction related to T2 forecourt improvements temporarily reduced the number of car spaces available to landside operators from 84 in 2023–24 to 79 in 2024–25.

At T1, T2, and T3, Sydney Airport offered 556, 1429 and 1429 car spots respectively to the public. Sydney Airport states that it offers 15-minute free parking in its terminal car parks, and therefore this number reflects these car spaces. At T1, T2, and T3, Sydney Airport offered 95, 44 and 38 car spots respectively to landside operators.

Appendix: Background and methodology

A. Aeronautical measures

Changes to terminal leases impact the financial data

The historical financial results the ACCC reports, particularly in relation to aeronautical services in Chapter 4, are affected by how the airports' terminals have operated over time. Some of the airports' terminals were operated by the airport and some by airlines under a domestic terminal lease. This meant, for example, that the airports did not report certain terminal-related revenues as 'aeronautical revenues'.

All domestic terminal leases have now expired. Qantas handed back domestic terminal T3 to Sydney Airport in late 2015. The remaining domestic terminal leases expired during 2018–19: the Virgin and Qantas parts of the domestic terminal in Brisbane (December 2018), the Qantas terminal (T4) in Perth (January 2019) and the Qantas terminal (T1) in Melbourne (June 2019).

With leases expiring, airports have taken over terminal operations and the airports are now reporting all associated revenues and costs as aeronautical.

'Line in the sand' for aeronautical assets

The ACCC uses a 'line in the sand' approach to valuing aeronautical assets. In practical terms, this affects reporting on Brisbane and Sydney airports only.

As background, in 2006 the Productivity Commission noted that most of the then airports had revalued some assets since the Australian Government privatised them. The Productivity Commission noted that one possible effect of these revaluations was to justify higher charges over time.[48] For instance, an upward revaluation of airports' aeronautical assets usually results in a lower return on assets measure. The lower rate of return on average assets could be used to argue for the raising of airport charges.

The Productivity Commission recommended that we adopt a line in the sand approach for valuing tangible, non-current aeronautical assets, to remove the effect of the airports revaluing aeronautical assets. The Productivity Commission recommended that, for the purpose of the monitoring regime, the value of an airport's asset base should be rolled forward as follows: the value of tangible non-current aeronautical assets reported to us as at 30 June 2005; plus new investment; less depreciation and disposals.

We have required airports to report under the line in the sand approach since 2007–08. Of the currently airports, only Brisbane and Sydney airports lodge separate line in the sand accounts, as Melbourne and Perth airports have not reported revaluations of aeronautical assets. In 2024–25 Brisbane Airport reported aeronautical assets of $3.2 billion on a revalued basis and $2.8 billion against the line in the sand. In 2024–25 Sydney Airport reported aeronautical assets in of

48 Productivity Commission, 'Economic Regulation of Airports (2019)', accessed 8 December 2025.

$2.7 billion revalued, $2.9 billion line in the sand including landfill and $2.8 billion line in the sand excluding landfill.

Operating revenues, costs and profits

There are typically at least 3 ways to measure a business' operating profit:

- earnings before interest and taxes (EBIT)
- earnings before interest, taxes and amortisation (EBITA)
- earnings before interest, taxes, depreciation and amortisation (EBITDA).

The ACCC uses EBITA as the profit measure for our airport monitoring rather than EBIT or EBITDA. EBITA includes depreciation but excludes the associated financing costs and amortisation of any intangible assets. We have taken the view that excluding amortisation can produce a consistent profit estimate across airports. The accounting treatment for, and amount of, the amortisation of an airport's intangible aeronautical assets (if any) can vary due to, for example, the subjective value placed on intangibles such as goodwill.

As the value of intangible assets (particularly among aeronautical assets) has traditionally been small or negligible for the airports other than Sydney Airport, we have taken the view that the differences between EBIT and EBITA should not be considered material; and that for airport monitoring reporting, the use of EBITA compared with EBIT does not have a material difference in assessing profitability.

Return on aeronautical assets

The ACCC reports a return on aeronautical assets, as calculated based on accounting information from the airport businesses. Stakeholders may use this information towards forming views on how effectively the airport businesses are using their assets; and whether they are earning an 'appropriate' rate of return. Stakeholders can, for example, compare the calculated rates of return with entities they consider might be benchmarks.

For the purposes of monitoring airports, we report a rate of return on aeronautical assets by calculating a ratio of aeronautical operating profit – specifically, earnings before interest, taxes and amortisation (EBITA) – relative to average tangible non-current assets. For further information about EBITA, see the section above 'Operating revenues, costs and profits'. In calculating the asset base:

- 'average' means the average value of asset balances at the start and end of the financial year, to try and smooth out to a degree the effects of changes the airport(s) have made to assets and asset values during the year
- 'tangible' means excluding intangibles such as goodwill (for instance, a business' reputation and its relations with its customers); and to focus on tangible assets such as property, plant and equipment
- 'non-current', similarly means excluding 'current assets' such as cash; and to, focus on 'hard' assets such as property, plant and equipment.

The ACCC uses a 'line in the sand' approach to valuing aeronautical assets. See section 'Line in the sand for aeronautical assets' above for more information.

B. Quality of service ratings

The Airports Act 1996 requires the ACCC to monitor and evaluate each aspect against criteria we have determined in writing. The current criteria are set out in our *Guideline for quality of service monitoring at airports – June 2014* (ACCC 2014 guidelines) and include both objective criteria (the data provided in respect of each of the Airports Regulations 2024 Part 5 matters) and subjective criteria.[49]

The subjective criteria include, across the various aspects, surveys of airlines, which we administer; and passenger surveys, which the airport operators administer.

To evaluate quality, we use the objective and subjective data to produce a single rating of quality for each airport.

This evaluation is a rating between 1 and 5 for each airport, as shown in the table below.

Table B.1: Ratings for airport services and facilities

Average score	**1–1.49**	**1.5–2.49**	**2.5–3.49**	**3.5–4.49**	**4.5–5**
Rating	Very poor	Poor	Satisfactory	Good	Excellent

The overall rating is the simple average of the scores that the airport achieved against each of the specific quality of service measures from airline surveys, passenger surveys and objective indicators. For example, Sydney Airport scored an average of 3.66 across 105 performance measures in 2024–25. Among those measures, 30 were obtained from airline surveys, 48 were from passenger surveys and the remaining 27 were objective indicators. The bulk of inputs are taken from surveys of passengers administered by the airports, followed by responses from surveys of airlines and the 'matters' the airports must report under the Airports Regulations.

While airports' performance against the quality-of-service measures in the airline surveys and passenger surveys are already rated as scores out of 5, ratings of performance against objective indicators need to be calculated.

This process consists of producing a set of benchmarks for each measure based on how the 4 airports performed against that measure. If an airport's performance against that measure is equal to the average performance across the 4 airports in that year, it will receive a score of 3 out of 5. If an airport performs better than the benchmark average, it will receive a score of 4 or 5 depending how close its performance is compared to the benchmark. Similarly, if its performance is below the benchmark, it will be scored a 1 or 2.

An implication of this methodology is that an airport's rating with respect to objective indicators is relative to that of the other 3 airports. This means an airport can report the same raw performance numbers to us as the previous year but find its rating for that measure going up or down. It also means that it is not possible for all airports to be rated highly or rated poorly. This is not the case for an airport's ratings based on airline and passenger surveys, which are independent of ratings given to the other airports.

49 ACCC, https://www.accc.gov.au/about-us/publications/guideline-for-quality-of-service-monitoring-at-airports, June 2014.

C. Monitoring landside transport access operations

The ACCC collects information on charges and revenues the airports levy to access their sites, although we are not required to do so under a ministerial direction. We consider that the dynamics of such landside transport access, as discussed below, create a need for us to monitor airports' provision of landside transport access.

Access to the airport is a necessary input in the supply of services such as taxis, buses and rideshare. The suppliers of these services require landside access to drop off and/or pick up airport users. Airports provide such third-party transport providers with, for example, forecourt and transport hubs, waiting areas and roads to facilitate movements around the airport. Without enough landside vehicle access area and facilities, it can be difficult for third party transport providers to operate effectively.

While airports are responsible for the provision of landside access, these alternative ground transport modes can be a substitute to at airport parking, potentially impacting on one of the airports' revenue streams. Airports may set higher charges or limit access for third party transport operators to shift demand towards on airport car parking. Airports may have incentives to obstruct competition from alternative transport modes to on airport car parking by imposing excessive charges or restrictive terms and conditions for landside access. Additionally, the airports may provide insufficient space for landside operators, so their quality of service reduces thereby making at-terminal car parking more appealing. These behaviours may shift demand to an airport's own car parking services and over time allow the airports to increase their car parking charges.[50]

The ACCC collects information about airports' charges for operators who provide competing services to on airport car parking as well as the amount of revenue received from those operators.

Limitations of the ACCC's monitoring

Chapter 6, on landside transport access, is based on information voluntarily provided by the airports. The airports are not required to provide information about landside transport access to us. As a result, the airports provide varied information to us about prices, revenues, expenses and the number of vehicles accessing the airports.

Given the nature of the information we receive, we do not:

- report on cost and profitability of landside transport access operations
- analyse whether changes in prices, terms and conditions of landside transport access are reasonable
- analyse whether airports have undertaken efficient levels of investment in landside facilities.

Table C.1 below indicates some of the key limitations in the information the airports provide the ACCC.

50 The ACCC notes that airports may have an incentive to allocate pick up zones to receive higher revenues from transport modes; or in response to changing consumer demand.

Table C.1: Examples of the differences in, and limitations of, the landside transport access data available to the ACCC

Vehicle numbers	Some airports do not provide data for certain transport modes, typically because they do not charge for that mode. For example, the number of buses accessing landside is not available for Perth Airport because it does not levy a charge for buses. This includes 'public' and 'private' buses and shuttles operated by off-airport parking operators. Sydney Airport also does not levy a charge for public buses or report how many visit the airport; and it does not report to the ACCC the number of visits from off-airport car parking operators. Some airports aggregate the number of vehicles for more than one transport mode. For example, Melbourne and Sydney airports aggregate access by private buses, such as Skybus in Melbourne, together with access by shuttle buses operated by off-airport parking operators.
Charges, revenue and expenses	Sydney Airport does not report disaggregated revenue from private buses and off-airport parking operators. It has advised us that access fees apply to off-airport parking operators' shuttles but has not reported related revenue to us. Brisbane Airport includes the revenue it receives from the lease for the corridor for the Airtrain connection to the airport. Some airports provide total amounts for landside expenses. Airports have previously advised that it is difficult to allocate expenses for landside access services among different transport modes (such as taxis versus private buses).
Car rental	Airports do not provide consistent and comparable data, such as number of vehicles or revenue, for car rentals, and the ACCC does not analyse this activity.
Private bus	Melbourne airport landside access volume data excludes private bus data. This has been removed as it includes the total passengers entering and exiting the airport through Skybus, Gull and other off-airport transport operators, rather than reporting vehicle numbers.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