

**Submission 71 – Wing Aviation Pty Ltd**



## **Submission from Wing Aviation Pty Ltd Infrastructure planning guidelines for drone delivery services**

Wing welcomes the opportunity to provide a submission to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) on the proposed infrastructure planning guidelines for drone delivery services.

Wing has offered a commercial drone delivery service in Australia since 2019, delivering hundreds of thousands of packages to homes and businesses in Australia. Wing conducts permanent drone delivery operations in multiple Australian locations; including in Logan, QLD, and the Gungahlin and Belconnen regions of Canberra, ACT. In recent months we've expanded further into South East Queensland and are now offering a drone delivery service in parts of the Gold Coast region.

Adoption of drone delivery services accelerated during the height of the COVID-19 pandemic, as residents were encouraged to socially distance, stay at home, and limit their contact with others. Wing enabled local businesses impacted by COVID-19 restrictions to continue trading when they were forced to close their retail premises, or transition to takeaway or delivery only options, while providing their customers with a contactless delivery option. During the pandemic, Wing has delivered packages to tens of thousands of customers in the areas in which we operate, delivering items including COVID-19 rapid antigen testing kits, face masks, and first aid kits; household essentials such as fresh bread, milk, eggs, and toilet paper; and over the counter chemist items.

As Australia's first commercial drone delivery operator, we support the proposed infrastructure planning guidelines for drone delivery services set out by the Department. We take seriously our responsibility to provide context and expertise from our experiences as communities, industry, and policymakers work to adopt a regulatory framework. Australia is the only country in the world with this level of drone delivery available, and our growing drone industry continues to be a global leader. While the industry is in its early stages, the market opportunity for commercial applications of drone delivery technology in Australia is estimated to reach AUD\$2.2 billion by 2030<sup>1</sup>.

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<sup>1</sup>*AlphaBeta Economics "The potential impact of delivery drones in Australia", 2019*  
<[https://wing.com/en\\_au/resource-hub/articles/au-delivery-drones/](https://wing.com/en_au/resource-hub/articles/au-delivery-drones/)>

Wing believes the proposed guidelines will enable the continued growth of the emerging Australian drone delivery sector, providing solutions to the last mile delivery challenge. Drone delivery offers an unparalleled alternative to the transportation of goods by car or truck - it's a safe, cost effective, convenient, and environmentally friendly way to deliver a package.

Wing has worked with Territory, State, and Local Government planning officials across multiple jurisdictions to obtain planning approvals for 11 different facilities that enable drone delivery. In our experience, a strong federal noise regulatory framework, coupled with the opportunity for City planners to liaise with the Commonwealth regulator and the drone operator, has led to positive outcomes for the City and the community.

Wing regularly and extensively works with elected officials, community groups, and residents to ensure we're operating in a neighbourly way. We're encouraged that independent of Wing's own community engagement efforts, the Department regularly consults with each City in which Wing operates to ensure our operations are in line with community expectations. We believe the proposed guidelines are consistent with the Department's existing approach and complement the Commonwealth's rigorous noise regulations and oversight. Formalised advice will provide operators and cities with the clarity and certainty required for the consideration of drone delivery infrastructure.