



Sydney Slot Manager Guidance to Operators

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Sydney (Kingsford Smith) Airport IATA Level 3 Slot Coordination Service Guidance to Operators

Introduction

Airport Coordination Limited Asia Pacific (ACL) officially commenced its services at Sydney (Kingsford Smith) Airport on the 1st April 2025 following their appointment as Slot Manager by the Department for Infrastructure, Transport, Regional Development, Communications and the Arts.

This document provides guidance to operators on arrangements for how to make slot requests. It supports the “[Sydney Airport Demand Management – Guidance](#)” document published on the ACL Asia Pacific website.

Which airports are included?

The only airport this applies to is Sydney (Kingsford Smith) Airport (SYD).

Coordination Parameters

ACL has published details of the coordination parameters for NW25 and NS26, together with information related to Sydney Airport, on its dedicated website at the following address:

<https://acl-apac.com.au/airport-information/sydney/>

How to make Slot Requests – ACL v Airservices Australia

1. Same day operations – refer to Airservices Australia by email or phone (not OCS).
2. Following day operations submitted before 16:00 Sydney local time - refer to ACL by OCS or email.
3. Following day operations submitted after 16:00 Sydney local time for the following day - refer to Airservices Australia.
4. Weekends & Public Holidays - after 16:00 Sydney local time on Fridays any requests relating to operations on Saturday, Sunday, or Monday, refer to Airservices Australia. Similar approach is taken ahead of NSW Public Holidays.
5. All other requests – submit to ACL.

For ACL – slot applications should be sent in IATA SSIM (Standard Schedule Information Manual) Chapter 6 format (i.e. SCR) to slots@acl-international.com or requested via OCS. This format should be followed for all types of slot applications regardless of the number of slots being requested.

If you'd prefer to use a third party to submit SYD slot requests to ACL in IATA SSIM format, we recommend Aero Adapt. They offer a streamlined service for a modest fee and can be contacted at operations@aeroadapt.com or **(02) 9669 6779**. This option may be particularly useful for operators seeking additional support or efficiency in the coordination process.

For Airservices Australia – slot applications should be sent via email - atfmu@airservicesaustralia.com - or phone, not via OCS.

Useful links

Here's where you can find more information on how to create and interpret IATA Chapter SSIM formatted messages (i.e. SCRs and SMAs):

- [Introductory Guide to SSIM](#)
- [DIY SSIM - SCR request](#)
- [DIY SSIM - help](#)

Online Coordination System (OCS)

OCS is an online web portal, used at 118 airports in 31 countries worldwide. The site features live online access to the coordination database, with instant, real-time slot availability. The system is available to use 24/7 from any computer with an internet connection.

Key features:

- **Efficient** – Airlines can self-coordinate their slots within capacity constraints, allowing them to add, edit and delete flights.
- **Quick**– Immediate responses 24/7, with automatic offers.
- **Informative** – Live slot availability displays for runways and terminals.
- **Transparent** – Live access to view and download current schedules for planning purposes.
- **Concise** – Advanced online reporting capabilities for summary data and market analysis.
- **Reliable** – ACL operates a backup OCS site to ensure the highest levels of system availability for its customers.
- **Connected** – OCS can connect directly to scheduling and operational systems to help automate the slot allocation process (via WebConnect).

Those carriers that already have access to OCS and have the 'all ACL airports' option enabled have automatically had SYD Airport added to their account. If you have selected specific airports only, then you can request that SYD Airport be added by sending a request including the username to help@online-coordination.com

Operators that do not currently have access to OCS can apply by completing the application form found at the following link: [OCS Application Form](#)

Visit [OCS at online-coordination.com](https://online-coordination.com)

ACL periodically schedules training sessions for the OCS system. Contact the ACL Sydney team to discuss training that we can provide you or your company if required.

ACL Contacts

ACL's office hours are 08:30-17:00 Sydney local time, Monday to Friday.

Email: slots@acl-international.com – for IATA SSIM (Chapter 6 SCR/SMA) messages only

Email: syd@acl-international.com - for general enquiries

Phone: **+61 2 9667 9016**

Airservices Australia Contacts

Airservices Australia's NOMC (National Operations Management Centre) contact details for IATA slot requests are as follows:

Email: atfmu@airservicesaustralia.com

Phone: **1800 020 626** (within Australia)

Phone: **+61 3 9235 7516** (outside Australia)

The NOMC provides 24/7 support to the aviation industry, handling various operational matters.

Frequently Asked Questions

Why is ACL the new Slot Manager for Sydney Airport?

The Department for Infrastructure, Transport, Regional Development, Communications and the Arts issued a Request For Proposal in 2024 to which ACL responded. ACL Asia Pacific was successful in meeting the requirements to deliver the service and was selected as the new Slot Manager through a competitive tender process, starting services from 1st April 2025.

Who is ACL?

ACL (Airport Coordination Limited) was formed as an independent coordination company in 1992. It currently serves 78 airports in the UK, Ireland, Poland, Luxembourg, Latvia, Canada, Saudi Arabia, Oman, the United Arab Emirates, New Zealand and now Australia.

About ACL: <https://www.acl-uk.org/about-us/>

About ACL Asia Pacific: <https://acl-apac.com.au/>

What type of operations need to have an approved movement from ACL?

ALL aircraft movements require an IATA slot approval from ACL (or Airservices Australia during the operations window). Refer to “Slot Requests – ACL v Airservices Australia” section above for details.

Airlines should contact ACL directly using IATA SSIM (Chapter 6 SCR/SMA) format or via OCS.

General Aviation/Business Aviation, Diplomatic and Military requests should contact their handling agent who will assist in gaining an approved slot. Alternatively, operators can contact ACL for slot requests directly using OCS or by email using IATA SSIM (Chapter 6 SCR/SMA) format.

Does ACL provide any support in making slot requests?

As per Section 15 of the Sydney Airport Slot Management Scheme 2025 and Section 4.4 of the ACL Asia Pacific Guidance related to the Scheme, ACL can accept slot requests either directly in IATA SSIM format or via the Online Coordination System (OCS).

A guide to SSIM is provided on the ACL website at <https://www.acl-uk.org/wp-content/uploads/2021/04/SSIM-Review-Final2.pdf> and a simple tool to help write SSIM can be found at <https://www.diyssim.com/?diyssimPage=scrHelp>

ACL requires all operators to make slot requests at SYD Airport using OCS or in IATA SSIM format as it contributes to more efficient and reliable airline and airport operations. Using OCS or the standardised industry format reduces errors and inconsistencies, resulting in accuracy, efficiency and improving overall coordination for all stakeholders involved.

The major advantage of using OCS or IATA SSIM format is that an operator will get immediate responses 24/7 with automatic offers.

Request can be made in either UTC time or Sydney local time.

Please reach out to the Sydney ACL team if you require any support with using OCS and/or making slot requests via email in IATA SSIM format.

Does ACL have an office in SYD?

ACL has a local team based on Level 1 of the Nigel Love Building at Sydney Airport, opposite the International Terminal (Terminal 1). We warmly welcome all stakeholders to visit us to discuss slots and policy.

Who should I contact when the ACL Sydney office is closed?

Urgent requests for same day operations or those submitted after 16:00 Sydney local time for the following day should be referred to Airservices Australia. Refer to contact details above.

Additionally, after 16:00 Sydney local time on Fridays, any requests relating to operations on Saturday, Sunday, or Monday must also be directed to Airservices Australia. Similar approach is taken ahead of NSW Public Holidays.

Any non-urgent requests received outside ACL Sydney's office hours will be responded to by ACL the following business day.

Who will be my main point of contact at ACL for SYD Airport?

Delivery of coordination services for SYD will be managed by Darren Batty (Coordination Manager) who will be based in the ACL Sydney office. Adam Brown (Coordinator) and Ben Sharrock (Coordination Analyst) will support him. Please use syd@acl-international.com or call +61 2 9667 9016 should you have any questions.

Do I need to reclear my slot if there is a schedule change or delay in the operations window?

Airlines/operators only need to reclear slots with Airservices Australia if the retime is greater than the thresholds based on the following table:

Flight Type	Re-clear Slots After	
Commercial Passenger	After 24 Hours of the original scheduled time*	DO NOT re-clear following on-the-day delays
Commercial Freight / Mail	After 24 Hours of the original scheduled time	DO NOT re-clear following on-the-day delays
Positioning – regularly scheduled	After 24 Hours of the original scheduled time	DO NOT re-clear following on-the-day delays
Positioning – ad hoc	Delays more than 2 hours	MUST re-clear following delays >2h
General Aviation/Business Aviation (GA/BA)	Delays more than 2 hours	MUST re-clear following delays >2h
Other non-commercial	Delays more than 2 hours	MUST re-clear following delays >2h

Why am I assigned a PVT flight number? (for GA/BA operators only)

PVT is ACL's generic 'General Aviation' flight designator. ACL's slot system requires the allocation of a 'flight number' in addition to the aircraft registration for GA/BA flights. This flight number is solely for identification purposes and is allocated randomly. Some FBOs and individual operators may be assigned specific flight numbers in the PVT range for their sole use, specifically when using OCS.