



Australian Air Passenger Travel Guide **Digital information kit**

August 2026

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Introduction

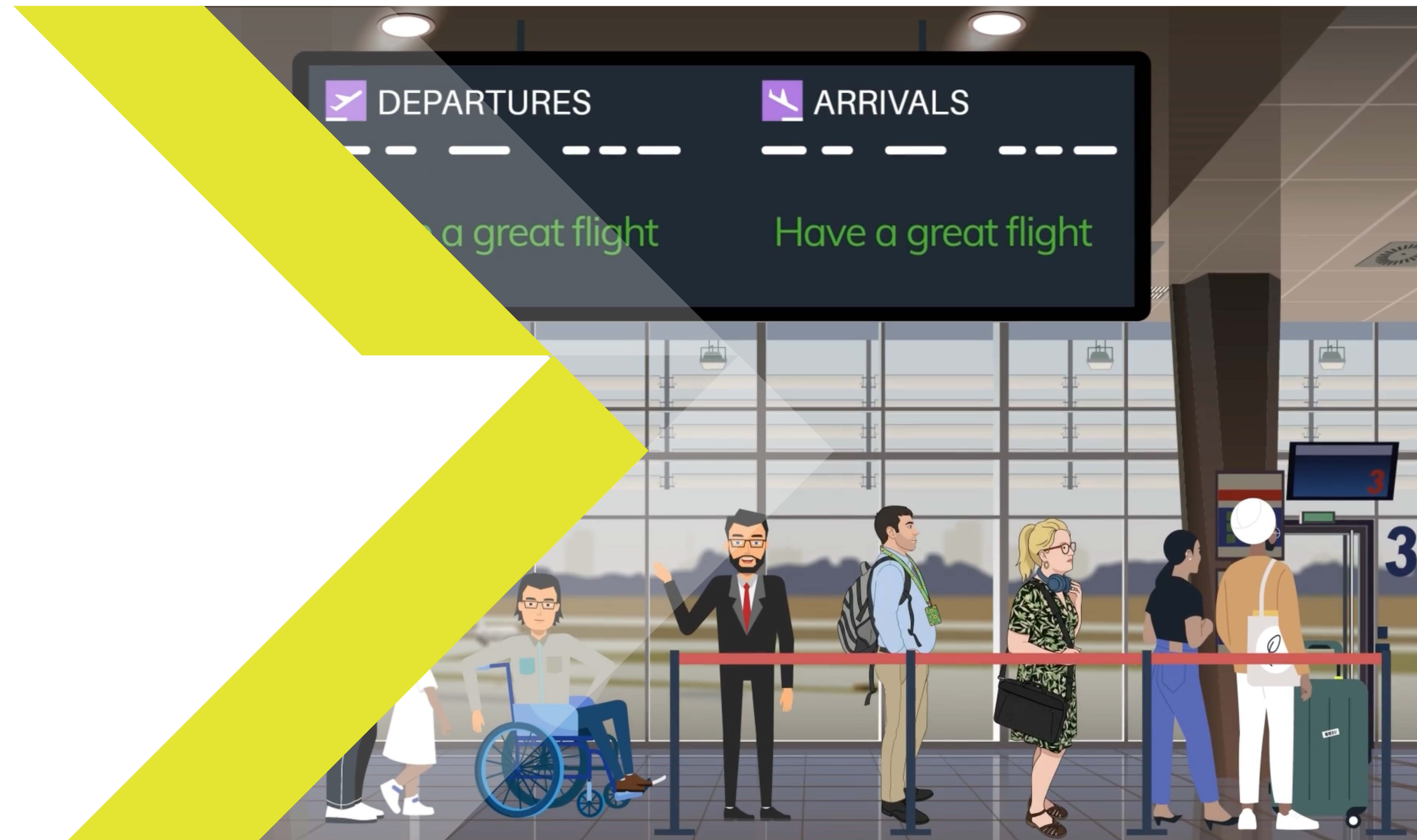
Thank you for helping support Australian air travellers with more information about the proposed Aviation Consumer Ombuds Scheme (ACOS), travel tips, and how to make a complaint.

The interim ACOS has released a new Australian Air Passenger Travel Guide and 3 short videos to help air travellers have the best trip possible.

The new guides – a short and long version – provide practical information for air travel in Australia, including key traveller rights and responsibilities, information on baggage problems and complaints, travelling with disability and where to find help if you need it. They are available in 6 languages, Auslan and Easy Read.

You can use or adapt the copy below for your newsletter, website, email or social media channels.

For more information visit: www.acos.gov.au



Newsletter copy

You can use this copy to share information about the new guide and resources through your e-newsletters with your networks. You can adapt this copy to suit your channel and audiences.

Headline:

New Australian Air Passenger Travel Guide and resources released

Article copy:

With most Australians flying at least once per year, knowing your rights, how to prepare for a flight, and what to do if things go wrong is essential.

The interim Aviation Consumer Ombuds Scheme (ACOS) has prepared a new Australian Air Passenger Travel Guide and 3 short videos, helping to give air travellers the best trip possible.

The new guides – a short and long version – provide practical information for air travel in Australia, including key traveler rights and responsibilities, information on baggage problems and complaints, travelling with disability and where to find help if you need it. They are available in 6 languages, Auslan and Easy Read.

The videos explain what the proposed ACOS is, share practical travel tips, and show where to find information about making a complaint if something goes wrong with an airline or airport service.

Set to be implemented later this year, ACOS forms part of the recommendations from the Australian Government’s Aviation White Paper: Toward 2050.

ACOS will improve outcomes for air travellers by establishing an independent service to help consumers resolve complaints about airlines and airports.

Check out the new guides and videos at: www.acos.gov.au



Email copy

This email copy contains key information about the new guide and resources. You can adapt this copy to share information with your networks. We’ve also provided a thumbnail and/or banner for you to use.

Subject:

New Australian Air Passenger Travel Guide released

Dear [XXX],

With most Australians flying at least once per year, knowing your rights, how to prepare for a flight, and what to do if things go wrong is essential.

The interim Aviation Consumer Ombuds Scheme (ACOS) has prepared a new Australian Air Passenger Travel Guide and 3 short videos, helping air travellers to have the best trip possible.

The new guides – a short and long version – provide practical information for air travel in Australia, including key rights and responsibilities, information on baggage problems and complaints, travelling with

disability and where to find help if you need it. They are available in 6 languages, Auslan and Easy Read.

The videos explain what the proposed ACOS is, share practical travel tips, and show where to find information about making a complaint if something goes wrong with an airline or airport service.

Set to be implemented later this year, ACOS forms part of the recommendations from the Australian Government’s [Aviation White Paper: Toward 2050](#), released in 2024.

ACOS will improve outcomes for air travellers by establishing an independent service to help consumers resolve complaints about airlines and airports.

Check out the videos and access translated and accessible materials at: www.acos.gov.au

Kind regards,

[XXX]



Web copy

This article contains key information about the new guide and resources. You can adapt this copy for your website's news section. We've also provided a thumbnail for you to use.

Suggested headline:

New Australian Air Passenger Travel Guide released

Air travellers can now learn more about their travel rights, travel tips, and how to make a complaint with new resources released by the interim Aviation Consumer Ombuds Scheme (ACOS).

The new Australian Air Passenger Travel Guide – available in a short and long version – provide practical information for air travel in Australia, including key rights and responsibilities, information on baggage problems and complaints, travelling with disability and where to find help if you need it. They are available in 6 languages, Auslan and Easy Read.

In addition, 3 new videos explain what the proposed ACOS is, share practical travel tips, and show where to find information about making a complaint if something goes wrong with an airline or airport service.

Set to be implemented later this year, ACOS forms part of the recommendations from the Australian Government's [Aviation White Paper: Toward 2050](#), released in 2024.

ACOS will improve outcomes for air travellers by establishing an independent service to help consumers resolve complaints about airlines and airports.

For more information visit: www.acos.gov.au



Social media posts

You can use this copy for your social media posts to promote awareness of the new guide and resources and direct your networks to www.acos.gov.au for more information. you can adapt this copy to suit your channel and audience.

You're welcome to tag us in your posts:

- LinkedIn: @InfrastructureAU
- Facebook: @AusGovInfrastructure

Option 1 – general

If you're flying soon, check out the new Australian Air Passenger Travel Guide and 3 helpful videos from the Australian Government's interim Aviation Consumer Ombuds Scheme.

They explain the rights you have, what this Scheme is, travel tips, and ways to make a complaint.

Visit: www.acos.gov.au

Option 2 – translated and accessible materials

If you're flying soon, check out the new Australian Air Passenger Travel Guide and 3 helpful videos from the Australian Government's interim Aviation Consumer Ombuds Scheme.

Available in 6 languages (Arabic, simplified and traditional Chinese, Italian, Vietnamese and Greek) Auslan and Easy Read, the guide explains the rights you have, what this Scheme is, travel tips, and ways to make a complaint.

Visit: www.acos.gov.au



Thank you

Thank you for your help to share this important information.

If you'd like more information or have questions, please get in touch with the Interim Aviation Consumer Ombuds Scheme team at aviationconsumerprotections@acos.gov.au

To stay in the loop, subscribe for [updates](#) and follow us on [Facebook](#) and [LinkedIn](#).