



# A better experience for air passengers

The Australian Government is delivering better aviation consumer protections for Australian travellers



Consumers, travelling on domestic or international airlines, from a metropolitan city or a regional area, should know what assistance they are entitled to when flights are disrupted. That's why the Australian Government is implementing an aviation consumer protection framework.

## The Aviation Consumer Protection Framework

The government is committed to delivering stronger aviation consumer protections for Australian travellers. In the [2024 Aviation White Paper](#) the government announced that it would strengthen aviation consumer protections, including establishing an ombuds scheme to help consumers resolve complaints.

The government has introduced legislation into Parliament, a key milestone toward establishing the [Aviation Consumer Protection Framework](#).

The proposed Aviation Consumer Protection Bill Package will create the legal foundations for the framework that will reshape the way consumers interact with the aviation industry, providing protections when things go wrong, while supporting a competitive and affordable aviation industry.

Subject to the timing of the passage of the Bill Package, and drafting of subordinate legislation, it is expected that key elements of the framework will commence before the end of 2026.

Key elements of the Aviation Consumer Protection Framework are outlined below.

## Services to be covered by the Aviation Consumer Protection Framework

The framework will cover airlines operating domestic flights in Australia, airlines flying internationally to and from Australia, and Australian airports.

It will apply to services including:

- Airline booking requirements, check-in and boarding, lost/damaged baggage, treatment during disruptions, delays and cancellations, complaints handling, availability of refunds and passenger assistance
- Airport services such as parking but not retail and food service inside the airport
- Airport accessibility services for people who require assistance with their flight to or from an Australian airport.

Proposed passenger assistance during disruptions, significant delays and cancellations caused by factors within the airline's control will focus on immediate support, such as food and overnight accommodation as well as rebooking or refunds where required.

## Aviation Consumer Protections Charter

The Charter will set out the minimum standards, applying to services outlined above, that aviation consumers can expect from airlines and airports. These minimum standards will be enforced by a regulator, the Aviation Consumer Protection Authority.

## The Aviation Consumer Ombudsperson

The Aviation Consumer Ombudsperson will provide a fair, accessible and impartial external dispute resolution services. This will help with resolving individual eligible consumer complaints about airline and airport services that can't be resolved directly with the carrier or airport.

The Aviation Consumer Ombudsperson will also:

- Provide community and industry education and guidance
- Promote best practice complaints resolution
- Refer misconduct to other bodies.

## The Aviation Consumer Protection Authority

The Aviation Consumer Protection Authority will enforce the Charter, focussing on systemic and serious breaches.

It will keep airlines and airports accountable for the Charter requirements and for participating in good faith in the external dispute resolution process managed by the Aviation Consumer Ombudsperson.

### Find out more



Visit our website to find out more the framework: [infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-protections](https://infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-protections)



Read more information about the ACO scheme: [infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-ombuds-scheme](https://infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-ombuds-scheme)



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