



Australian Government

Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts

# How we will improve air travel for passengers

## Aviation White Paper

Easy Read version



## How to use this document



Australian Government  
Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts

The Australian Government wrote this document.

When you read the word 'we', it means the Australian Government.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page **14**.



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

[www.infrastructure.gov.au/AviationWhitePaper](http://www.infrastructure.gov.au/AviationWhitePaper)



You can ask for help to read this document.

A friend, family member or support person might be able to help you.

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## About the Aviation White Paper



The Aviation White Paper is our plan to make the **aviation sector** better.

In this document, we call it the White Paper.

The aviation sector includes all work to do with **aircraft**.



For example, when people:

- fly aircraft
- fix aircraft
- manage airports.



Types of aircraft can include planes and helicopters.



In this document, we explain how we will improve **air travel** for passengers.



When you use air travel, you fly in an aircraft.



You can learn more about the White Paper on our website.

**[www.infrastructure.gov.au/AviationWhitePaper](http://www.infrastructure.gov.au/AviationWhitePaper)**

## What we heard from the community



We asked the community for **feedback** to help us write the White Paper.



When you give feedback, you tell someone what they:

- are doing well
- can do better.



We also looked at **complaints** from the community about the aviation sector.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



The community made complaints about delayed or cancelled flights.



The community also said they were not happy with how airlines managed their complaints.



We heard that air travel is often not **accessible** for everyone.



When something is accessible, it is easy to:

- find and use services
- move around.





We heard there needs to be more information for people to learn about their **rights**.



Rights are rules about how people must treat you:

- fairly
- equally.



We also heard that some people feel like the aviation sector doesn't treat them equally when they use air travel.

## What we will do



We will have a new **Ombudsperson**.

An Ombudsperson checks to see if an organisation managed a complaint well.



They can also tell organisations how to fix the complaint.

The Ombudsperson will:



- share reports about how well the aviation sector is supporting passengers



- give us advice about how to better protect the rights of passengers.

They will also:



- share information about what the aviation sector must do to support passengers



- report organisations in the aviation sector that are not following the rules.



The Ombudsperson will explain what is fair for everyone when something goes wrong.



For example, what an airline must do to support passengers if their flight is delayed or cancelled.



We will create a way for people in the aviation sector to share information about people's rights.



We will make air travel more accessible for everyone.



We have Easy Read information about this on our website.

[www.infrastructure.gov.au/AviationWhitePaper](http://www.infrastructure.gov.au/AviationWhitePaper)



We will support more competition between airlines.



Competition between airlines encourages them to:

- deliver better services
- make flights cheaper.



We have information about this on our website.

[www.infrastructure.gov.au/AviationWhitePaper](http://www.infrastructure.gov.au/AviationWhitePaper)

## Word list

This list explains what the **bold** words in this document mean.



### **Accessible**

When something is accessible, it is easy to:

- find and use services
- move around.



### **Aircraft**

Types of aircraft can include planes and helicopters.



### **Air travel**

When you use air travel, you fly in an aircraft.

## Aviation sector

The aviation sector includes all work to do with aircraft.



For example, when people:

- fly aircraft
- fix aircraft
- manage airports.

## Complaint



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

## Feedback



When you give feedback, you tell someone what they:

- are doing well
- can do better.



## Ombudsperson

An Ombudsperson checks to see if an organisation managed a complaint well.



## Rights

Rights are rules about how people must treat you:

- fairly
- equally.





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