



Australian Government

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

Draft Aviation Consumer Protections Charter

We want to know what you think

Easy Read version



How to use this document



The Australian Government Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCSA) wrote this document.

When you read the word 'we', it means DITRDCSA.



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 35.



This is a long document.



You don't need to read it all at once.

You can take your time.



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/have-your-say/aviation-consumer-protections-subordinate-legislation-including-aviation-consumer-protections



You can ask for help to read this document.

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

What's in this document?

About the Aviation Consumer Protections Charter 6

Who the Charter is for 10

Rules in the Charter 13

Questions for you 29

Have your say about other changes 33

Word list 35

About the Aviation Consumer Protections Charter



We are making a set of rules called the Aviation Consumer Protections Charter.

In this document, we call it the Charter.



This is a **draft** of the Charter.

A draft is a document that isn't finished yet.



The Charter would include **standards**.

Standards are rules and guidelines about how to do something well.



The standards will tell people what they can expect when they travel by air.



We explain what we think should be in the Charter on the following pages.



We want to know what you think about the Charter.



We have included some questions we want you to answer.

You don't have to answer all of them.



What you share will help us make the Charter better.

How to share your ideas



You can share your ideas on our website.

www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-subordinate-legislation-including-aviation-consumer-protections



You can email us your ideas.

aviationconsumer@infrastructure.gov.au



You can send us your ideas in the mail.

GPO Box 594
Canberra, ACT 2601



Please share your ideas before

Sunday 26 October 2025.



You can email us if you have any questions about this document.

aviationconsumer@infrastructure.gov.au

Who the Charter is for



The Charter is about **airline services**.

Airline services are any planned air services that transport people.

This includes flights:



- inside Australia



- from Australia to another country.



The Charter is also about **airport services**.

Airport services are services that an airport provides to help people travel.



The Charter only includes rules for airline and airport services that:

- someone pays for
- provide a service directly to someone.



For example, when a person flies on a plane that an airline runs.



The Charter also includes rules for **airport accessibility services**.



Airport accessibility services are services that an airline or airport provides to help people:

- find and use parts of the airport
- move around the airport.



For example:

- help with wheelchairs
- hearing loops.



People don't always need to pay to use airport accessibility services.

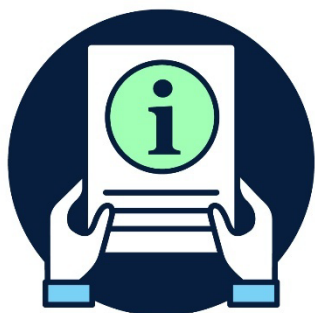
Rules in the Charter



Airlines and airports would need to follow the standards in the Charter.

We explain some of these standards on the following pages.

Booking information



Airlines must share information about their services.



This includes information about how to book and get ready to travel.



And how much things will cost.



It also includes information about how **accessible** their services are.



When something is accessible, it is easy to:

- find and use
- move around.



The information airlines share would need to be:

- clear
- easy to understand.

Airlines must also:



- collect people's contact information



- offer to save information about what support people need



- let people make small changes to their booking for free.

Checking in and getting on the plane



Airlines must check people's contact information when they check in for their flight.

Airlines must let people who need support:



- check in first if they want

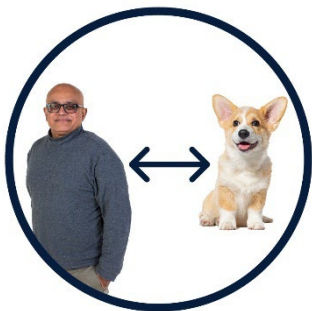


- get on the plane first if they want.

Airlines must also:



- seat children under 14 years old with their parent or carer for free



- let people sit away from pets for free.



Airlines must tell you that your flight is **disrupted** if you:

- have a ticket
- are not let on the plane.

When a flight is disrupted, it either means:



- you will be leaving or arriving 1 to 3 hours later than you were meant to

or



- you can't get where you are going because services were not accessible.



The Charter will not protect people who cannot travel because they broke the rules.



Airlines must tell people if this is what happened.



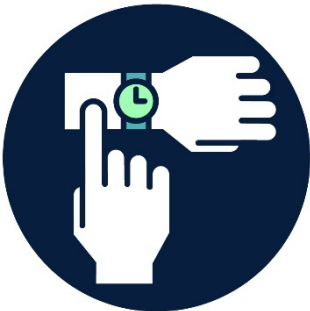
Airlines must also work with airports to make sure people with disability can get to where they are going.

Disrupted, delayed and cancelled flights

Sometimes flights are:



- disrupted



- delayed



- cancelled.

When this happens, airlines must:



- contact people directly



- share information in accessible ways.



Airlines must also support people when their flight plans change.

For example, they might have to give people:



- support to book a new flight



- food and drink



- a place to stay.



They might also need to give people back their money.

Baggage



Baggage is the items a person brings with them on a plane.

For example, their bags.



If an airline loses a person's baggage, they must:

- find it
- give it back to the person.

They must:



- do this in less than 21 days



- pay for some items people need while they wait.



If the airline cannot find a person's baggage, they must:

- replace it
- or
- pay them for what was lost.



Airlines must also pay people if their baggage is badly damaged.



Sometimes airlines might lose or damage **mobility aids**.



A mobility aid is a piece of equipment that helps a person to move around.

For example, a wheelchair or a walking frame.



The airline will need to give the person another mobility aid to use for a short time.



They might also need to pay for the person to:

- fix their mobility aid
- get a new mobility aid.



Airlines must also make sure pets are safe and well.

Complaints



Airlines and airports must follow the rules about handling **complaints**.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

This includes:



- having an accessible way for people to make complaints



- keeping a list of the complaints they get.

They must also:



- try to fix issues as soon as they know about them



- let people who make a complaint have a support person with them.

Airlines and airports must clearly explain:



- what they will do about a complaint



- why they made a decision



- how people can get help if they are still not happy.



Airlines and airports must look into the complaints they get.

They must also make sure they:



- have enough trained staff to help with complaints



- share information about complaints with their leaders.

Customer service statements



Airlines and airports must have a **customer service statement**.



A customer service statement explains how an organisation wants to treat its customers.



The customer service statement must explain how the organisation will meet:

- the standards in this Charter
- other rules that apply.

Airlines and airports must share their customer service statement:



- in places that are easy to find



- in accessible ways



- for free.

Questions for you

The Charter



Does the Charter include the main parts of a person's experience with:

- airline services?
- airport services?
- airport accessibility services?

You can write your answer in the box below.

The standards



Are the standards fair?

For example, are there any issues that could make it hard for airlines and airports to follow the standards?

You can write your answer in the box below.

Disrupted, delayed and cancelled flights

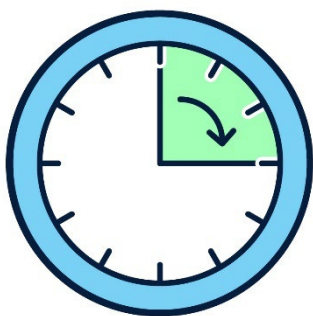


People might need to wait a long time if their flight is:

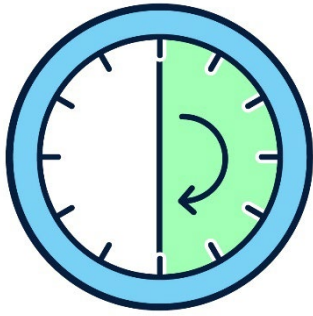
- disrupted
- delayed
- cancelled.



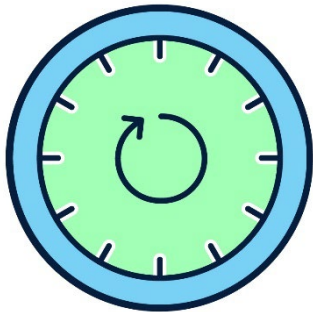
Airlines or airports should give people money for food and drink if they have to wait.



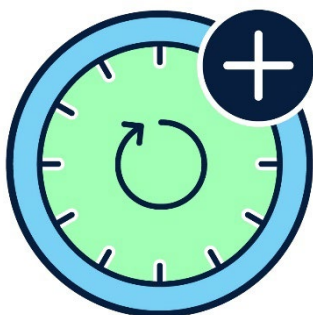
How much money should they give people who have to wait 1 to 3 hours?



How much money should they give people who have to wait 3 to 6 hours?



How much money should they give people who have to wait 6 to 12 hours?



How much money should they give people who have to wait more than 12 hours?

Have your say about other changes



The Charter is part of a new aviation consumer protections framework.

In this document, we call it the framework.

The framework is a new way to:



- protect people who use airline and airport services



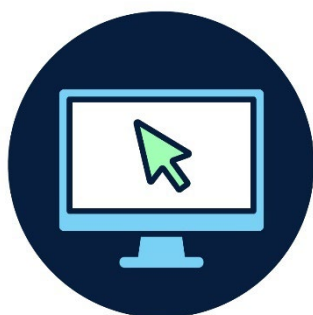
- help people with complaints about air travel.



We are still making the framework.



We have written an Easy Read document that explains what we think the framework should include.



You can have your say about the framework on our website.

www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-primary-legislation

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
- move around.



Airline services

Airline services are any planned air services that transport people.

This includes flights:

- inside Australia
- from Australia to another country.



Airport accessibility services

Airport accessibility services are services that an airline or airport provides to help people:

- find and use parts of the airport
- move around the airport.



Airport services

Airport services are services that an airport provides to help people travel.



Baggage

Baggage is the items a person brings with them on a plane.

For example, their bags.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Customer service statement

A customer service statement explains how an organisation wants to treat its customers.

Disrupted

When a flight is disrupted, it either means:



- you will be leaving or arriving 1 to 3 hours later than you were meant to
or
- you can't get where you are going because services were not accessible.



Draft

A draft is a document that isn't finished yet.



Mobility aids

A mobility aid is a piece of equipment that helps a person to move around.

For example, a wheelchair or a walking frame.



Standards

Standards are rules and guidelines about how to do something well.



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6421-B