



Australian Government

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

# Draft aviation consumer protection framework

## 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 **26**.



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-primary-legislation](http://www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-primary-legislation)



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 consumer protection framework



We are making a set of laws and rules called the aviation consumer protection framework.

In this document, we call it the framework.



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

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



The framework will make travelling by air:

- better for everyone



- fairer for everyone.



We think the framework should include a **regulator**.

A regulator is someone who makes sure people are following the rules and doing things the right way.



We think the framework should include a Charter.

The Charter would include new **standards** for airlines and airports.

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



We think the framework should include a new **ombudsperson**.

An ombudsperson is a job for someone to help people solve problems.





We explain how these parts of the framework could work on the following pages.



We want to know what you think about the framework.



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 framework better.

# How to share your ideas



You can share your ideas on our website.

[www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-primary-legislation](http://www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-primary-legislation)



You can email us your ideas.

[aviationconsumer@infrastructure.gov.au](mailto: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 5 October 2025.**



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

**[aviationconsumer@infrastructure.gov.au](mailto:aviationconsumer@infrastructure.gov.au)**

# Services that the framework is about



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

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



The framework 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 framework 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 money to use airport accessibility services.

## Other services to think about



We are thinking about including more airline services in the framework.

This includes:



- airline services to travel into Australia from another country



- flights run by Australian airlines anywhere in the world.

## Questions for you



Does this framework include the right types of airline services?

Are there any other services that should be in the framework?

You can write your answer in the box below.



Does this framework include the right types of airport services?

Are there any other services that should be in the framework?

You can write your answer in the box below.





Does this framework include the right types of airport accessibility services?

Are there any other services that should be in the framework?

You can write your answer in the box below.

# The Aviation Consumer Protection Authority



The framework would create the Aviation Consumer Protection Authority (ACPA).

The ACPA will be a new regulator.



The ACPA would be a new part of the government.



Their job would be to improve airline and airport services.

The ACPA would also make sure airlines and airports:



- follow the standards



- manage **complaints** the right way



- treat people who make complaints fairly.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



The ACPA would create the new standards for airlines and airports.



The standards would be part of a new Aviation Consumer Protections Charter.



We are still making the Charter.



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



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

[www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-subordinate-legislation-including-aviation-consumer-protections](http://www.infrastructure.gov.au/have-your-say/aviation-consumer-protections-subordinate-legislation-including-aviation-consumer-protections)

## Questions for you



Would the ACPA:

- protect people?
- make airline and airport services better?
- cost airlines and airports a fair amount?

You can write your answer in the box below.





Would this framework work well for flights to and from Australia?

Is there anything else we should think about?

You can write your answer in the box below.

## A new ombudsperson



The framework would include a new job called the Aviation Consumer Ombudsperson.



The new ombudsperson would be a new way to handle complaints about airlines and airports.

The new ombudsperson would:



- help people solve problems



- recommend what needs to happen.



They would also tell the ACPA when an airline or airport isn't following the Charter.



The framework would create a new Aviation Ombuds Office.

The new office would include 2 jobs.



The first job would be the new ombudsperson.



The second job would be someone to manage issues about the noise of aeroplanes and helicopters.



We already have this job in a different office.



You can find out more about the ombudspersons on our website.

[www.infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-ombuds-scheme](http://www.infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-consumer-ombuds-scheme)

## Questions for you



Do you think the ACO job would work well to:

- help people with their complaints?
- help make the standards better?

Do you think something should change?

You can write your answer in the box below.

# Word list

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



## **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.



## Complaint



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



## Draft

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



## Ombudsperson

An ombudsperson is a job for someone to help people solve problems.



## **Regulator**

A regulator is someone who makes sure people are following the rules and doing things the right way.



## **Standards**

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



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