

Re the Green Paper it appears that most of the questions asked are acknowledged and answered in the paper.

As an Airline Passenger I do not have the knowledge to assess most of this Paper.

Being partially disabled it is my experience that the Airlines offer a great service for disabled but this is not supported by Airports particularly for arrivals, departures and luggage handling.

However, in concordance with many passengers , the comments in Chapter 3 re Passenger rights is important. It seems that we have the Consumer Law in place but it is not enforced. Over all the ACCC, as the senior authority, should clearly advise the various departments involved when and how to act and not allow the airlines to offer lame excuses and complex condition of carriage.

Compensation by Airlines should be in line with the European standards with accepted clarity regarding cancelled flights.

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