

Thank you for the opportunity to provide a few comments in response to the Aviation Green Paper.

I strongly support the call for the strengthening of rights for Australia's airline passengers similar to the rights afforded to airline travellers in, for example, the EU and UK.

Under "Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights" (commonly known as EU 261) and the "Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019" (commonly known as UK 261) if your flight is delayed, cancelled or overbooked, you may be entitled to flight compensation.

I firmly believe that similar Regulations should be implemented under Australian law.

Likewise, I strongly support the call from many in the travel and tourism industry for the need for an **independent** Ombudsman to oversee and implement stronger protection for its consumers and to have the power to make legally-binding decisions ... this would replace the need for the current Airline Customer Advocate.

I am pleased to present the above comments for your consideration.

Kind Regards
Dennis Kelly - Perth



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