How we will improve the aviation sector

Aviation White Paper

Easy Read version

Easy Read®

How to use this document

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 **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/AviationWhitePaper

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 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.

We wrote this White Paper to help improve the aviation sector for everyone.

This includes the:

- people who use **air travel**

- community

- organisations and workers in the aviation sector.

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

We will use this White Paper until 2050.

What we will do

On the following pages, we explain what we will do to make the aviation sector:

- safer

- better connected

- better for the environment.

How we will support people to use air travel

Support people's rights

We will ask airlines to better support the **rights** of people who use air travel.

Rights are rules about how people must treat you:

- fairly

- equally.

For example, we will ask airlines to regularly report why flights were delayed or cancelled.

We will have a new **Ombudsperson**.

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

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

- has gone wrong

- isn't working well.

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.

New rules to support people with disability

We will work with people with disability to create new rules for the aviation sector.

The new rules will make sure the aviation sector protects the rights of people with disability.

The new rules will support the aviation sector to be more **accessible**.

When something is accessible, it is easy to:

- find and use services

- move around.

The new rules will explain how the aviation sector must support people with disability.

We will ask the aviation sector to make sure they support people with disability for their whole journey.

For example, from the information they receive about their flight to the time they leave the airport.

We will ask airlines to create a way to record the support needs of different passengers.

Then the airline can offer to store this information for passengers, so they don't have to repeat it every time they use air travel.

This will make things easier and faster for people to get support in the future.

We will look at ways to increase how much money people get to fix or replace their wheelchair if something happens to it when they use air travel.

We will ask the organisations that manage airports to follow the rules when they work on new projects.

These organisations must show us how their project will meet the needs of people with disability before we approve it.

Work with First Nations people

The aviation sector helps deliver supports and services to First Nations people in **regional and remote areas**.

Regional and remote areas are places far away from any cities or towns.

We will work with First Nations people to create new rules and services for the aviation sector.

We will improve airports in regional and remote areas that support First Nations communities.

We will also keep supporting flights to First Nations communities.

How we will support the community

Work with the aviation sector to lower aircraft noise

We will work with states and territories to improve how we plan new projects near airports.

We will create a new job that manages the noise of aircraft in the community.

We will change the way the aviation sector manages complaints about aircraft noise.

The Ombudsperson who checks noise complaints will no longer work in the same place as the people who got the complaint.

We will create guidelines to help pilots make less noise when they are flying over the community.
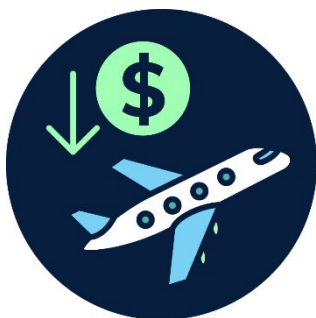
Improve the aviation sector for regional and remote Australia

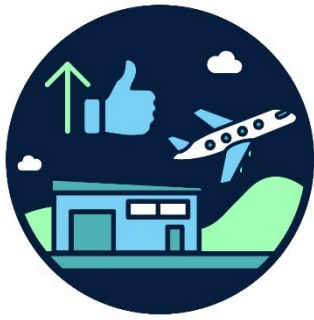We will keep working to improve the aviation sector for regional and remote Australia.

This includes working with state governments to better connect cities and regional and remote areas.

We will find out how we can make flights to regional and remote Australia cost less money.

We will keep running our programs to improve airports in regional and remote Australia.

This includes:

- **$40 million** to run our Regional Airports Program over the next **3 years**

- **$50 million** to run our Remote Airstrip Upgrade program over the next **3 years**.

Support the environment

We want to support the aviation sector to make aircraft better for the environment.

We will work with organisations to make aircraft fuel better for the environment.

We will support organisations to do this as quickly as they can.

Make sure plans support different needs

We want to make sure planning for projects at airports will support different needs.

This includes the needs of:

- people with disability

- the environment.

We will ask organisations that manage airports to share the plans for their projects.

We will also share information for people that want to build or work on land close to airports.

It will explain what people can build near airports that works well.

How we will support the aviation sector

Support competition in the aviation sector

We will support more competition between airlines.

Competition between airlines encourages them to:

- deliver better services

- make flights cheaper.

We will also make it easier for new airlines to start working in the aviation sector.

Improve skills in the aviation sector

We will help build the skills in the aviation sector.

We will also support more people to start working in the aviation sector.

This includes people who:

- fly aircraft

- teach other people how to fly aircraft

- make sure aircraft work well.

We will update training for people who make sure aircraft work well.

This will make the training easier for people to finish.

But we will make sure people still learn the skills they need to make aircraft safe.

We will ask big airlines to train more pilots.

We will also work with the aviation sector to plan for what the sector will need in the future.

This includes hiring more women to work in different jobs in the aviation sector.

Update rules about safety

We will update rules for the aviation sector to make sure they:

- include changes to the aviation sector

- keep people safe.

We will update these rules by 2030.

We will support all aircraft in Australia to use a new device that shares its location with other aircraft.

We will make sure government organisations in the aviation sector have what they need to:

- keep people safe

- support the environment.

Support new technology

We will look at the best ways to manage technology in the aviation sector.

For example, **drones**.

Drones are flying machines that people can control.

Some drones have cameras to record things.

We will create new laws to manage drones by 2030.

These laws aim to protect privacy and security.

We will work with state, territory and local governments to make sure we are all following the same rules about technology.

We will also give money to support the aviation sector to build new aviation technology.

Protect private services in the aviation sector

Private services in the aviation sector include:

- people who fly for fun

- **emergency** services.

An emergency:

- is a dangerous situation

- is something we don't expect to happen

- can put our health and safety at risk.

We want an aviation sector that includes different types of air services.

We will share rules about how private services in the aviation sector can use airports.

We will also update plans about how private services in the aviation sector must work to keep the community safe.

Grow our aviation sector in other parts of the world

We will keep working with governments and organisations around the world on agreements about:

- where Australian aircraft can fly

- which aircraft from other parts of the world can fly in Australia.

We will work on our programs to improve our aviation sector in the Asia–Pacific part of the world.

We will regularly update the way we check people and packages before they enter Australia.

This will help us:

- improve the way we work
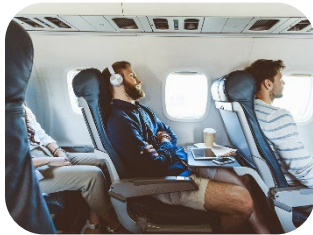
- make the way we check things quicker.

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.

Air travel

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

Aircraft

Types of aircraft can include planes and helicopters.

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.

Drones

Drones are flying machines that people can control.

Some drones have cameras to record things.

Emergency

An emergency:

- is a dangerous situation

- is something we don't expect to happen

- can put our health and safety at risk.

Ombudsperson

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

Regional and remote

Regional and remote areas are places far away from any cities or towns.

Rights

Rights are rules about how people must treat you:

- fairly

- equally.