



Australian Government

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

# The new Aviation Industry Ombuds Scheme

We want to know what you think

Easy Read version



## How to use this document



Australian Government

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

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

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



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/departments/media/publications/aviation-industry-ombuds-scheme-consultation-paper](http://www.infrastructure.gov.au/departments/media/publications/aviation-industry-ombuds-scheme-consultation-paper)



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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## Our work to improve the aviation sector



We are working to improve the **aviation sector**.

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 are working to improve the aviation sector by creating the Aviation Industry Ombuds Scheme.

In this document, we call it the Ombuds Scheme.



The Ombuds Scheme will support us to meet the needs of everyone who uses airlines and airports.



The Ombuds Scheme will check to see if an airline or airport managed a **complaint** well.



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

- has gone wrong
- is not working well.



The Ombuds Scheme will also better protect the **rights** of passengers.



Rights are rules about how everyone must treat you:

- fairly
- equally.

## How to share your ideas



We want to hear your ideas about the new Ombuds Scheme.



We have included some questions for you.

You can answer:



- all of our questions



- some of our questions.





You can share your ideas on our website.

[www.infrastructure.gov.au/have-your-say/  
establishing-aviation-industry-ombuds-scheme](http://www.infrastructure.gov.au/have-your-say/establishing-aviation-industry-ombuds-scheme)



You can email us your ideas.

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



You can send us your ideas in the mail.

**Director,  
Aviation Industry Ombuds Scheme,  
Department of Infrastructure, Transport,  
Regional Development, Communications  
and the Arts  
GPO Box 594  
Canberra ACT 2601**



Please share your ideas before 17 October 2024.



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

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

## Questions for you

### Creating the goals and rules for the Ombuds Scheme



What goals should the Ombuds Scheme have?

You can write your answer in the box below.



What should the Ombuds Scheme be able to do?

You can write your answer in the box below.



**What rules should we have to manage the Ombuds Scheme?**

You can write your answer in the box below.



**If a group of people ran the Ombuds Scheme, what powers should they have to make sure it runs well?**

You can write your answer in the box below.



We have an idea for 2 people to manage different areas in the Ombuds Scheme.



One person could manage customer issues.

One person could manage issues about aircraft noise.



**What are your thoughts about this idea?**

You can write your answer in the box below.



**Which airlines and airports should be part of the Ombuds Scheme?**

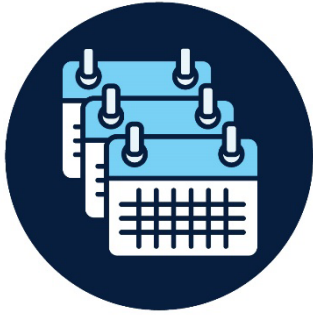
You can write your answer in the box below.



**Do you think some airlines or airports should not have to be part of the Ombuds Scheme?**

**If you think so, can you explain why?**

You can write your answer in the box below.



**Should we bring some airlines and airports into Ombuds Scheme slowly over time?**

You can write your answer in the box below.



**How should the airlines and airports pay for the Ombuds Scheme?**

You can write your answer in the box below.



**What is good about other Ombuds Schemes in Australia or overseas?**

**Think about what parts of these schemes should be part of this one.**

You can write your answer in the box below.



**How can we make sure airlines and airports follow the Ombuds Scheme rules?**

You can write your answer in the box below.



## Managing complaints



What types of complaints about airlines and airports should the Ombuds Scheme manage?

And what complaints about airlines and airports should it not manage?

You can write your answer in the box below.



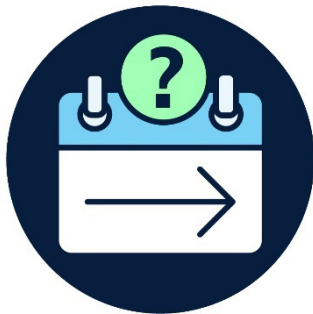
Who should be able to make complaints to the Ombuds Scheme?

You can write your answer in the box below.



**How should the Ombuds Scheme fix complaints?**

You can write your answer in the box below.



**How much time should people have to make a complaint after something happens?**

You can write your answer in the box below.



**How much time should an airline or airport have to fix a complaint, before it goes to the Ombuds Scheme?**

You can write your answer in the box below.



**How should the Ombuds Scheme decide if an airline or airport fixed a complaint fast enough?**

You can write your answer in the box below.



**What should be the most amount of money airlines and airports can give someone to fix their complaint?**

You can write your answer in the box below.



**Should the Ombuds Scheme manage complaints about airlines and airports not keeping information private?**

You can write your answer in the box below.



**How should the Ombuds Scheme handle complaints about airlines and airports when someone bought the service from another company?**

**For example, a travel agent.**

You can write your answer in the box below.



**What other complaints organisations or laws could overlap with the Ombuds Scheme's work?**

You can write your answer in the box below.



We have an idea that small businesses and **not-for-profits** could make complaints too.



A not-for-profit organisation doesn't run their business to make money.

They run their business to help other people.



**Do you think small businesses and not-for-profits should be able to make complaints?**

**How can we decide what type of businesses and not-for-profits can make a complaint?**

You can write your answer in the box below.

## Making reports



The Ombuds Scheme will share guides for passengers and the aviation sector.

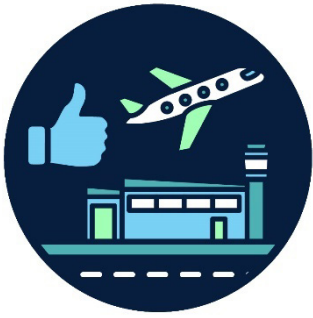


It will also share reports about how well airlines and airports follow these guides.



**What type of information should the Ombuds Scheme share often?**

You can write your answer in the box below.



**What steps should the Ombuds Scheme take to be fair to airlines and airports before sharing certain information about them?**

You can write your answer in the box below.



## Managing delays and cancellations



We want to create a rule that makes airlines and airports explain why flights are:

- delayed
- cancelled.



We want to know your ideas about how this rule should work.



**What should the Ombuds Scheme be able to do to make sure airlines and airports explain why flights are delayed or cancelled?**

You can write your answer in the box below.

## Word list

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



### **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.

## Not-for-profit



A not-for-profit organisation doesn't run their business to make money.

They run their business to help other people.

## Rights



Rights are rules about how people must treat you:

- fairly
- equally.



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[www.informationaccessgroup.com](http://www.informationaccessgroup.com).

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