



Australian Government

**AiO**

Interim Aviation Industry  
Ombuds Scheme

# Your rights when you travel by air

## We want to know what you think

Easy Read version



# Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.  
Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.  
And we respect their Elders from the past and now.

# How to use this document



We are the Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **28**.



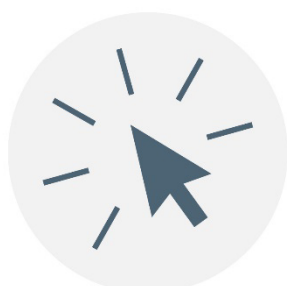
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

**[www.infrastructure.gov.au/Aviation-Rights-Charter](http://www.infrastructure.gov.au/Aviation-Rights-Charter)**

# What's in this document?

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# About the Aviation Customer Rights Charter



We are making a set of rules called the Aviation Customer Rights Charter.



In this document, we call it the charter.

It isn't finished yet.



The charter will explain the **rights** of people who get flights and airport services.



Rights are rules about how people must treat you:

- fairly
- equally.



We explain the rights we think the charter could protect on the following pages.

We want to know if you think the charter should protect these rights.



What you share will help us improve the charter.



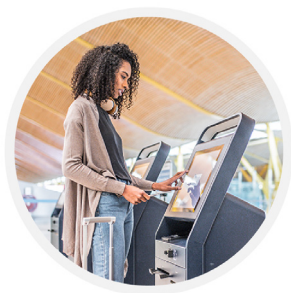
You can find out how to share your ideas on page 25.

# 1. You are treated with respect



You have the right to be treated with respect.

You have the right to **accessible** services.



When something is accessible, it is easy to:

- find and use
- understand
- move around.

You have the right to **inclusive** services.



When something is inclusive, everyone:

- can take part
- feels like they belong.

## What this would mean for you



Airline and airport staff will communicate with you in a way that is:

- respectful
- accessible.

Airline and airport staff will not treat you unfairly.



Airlines and airports will be accessible for people with disability.



Airline and airport staff will know how to support people with disability.



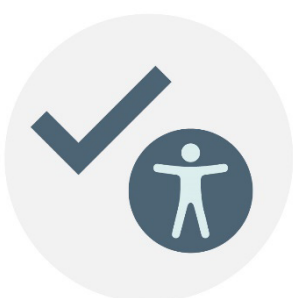
Airports will have clear signs to help you move around them.



## 2. You get information and support when you need it



You have the right to get information and support when you need it.



The information and support should be:

- true
- accessible.

### What this would mean for you



When you buy airline tickets or use airport services, you will get clear and simple rules.



This includes rules about:

- what you must do
- what the airline or airport must do.



It also includes clear and simple rules about your rights when you travel on an airline.



For example, your rights when your flight is delayed or cancelled.



You will get information about your flight being delayed or cancelled quickly.

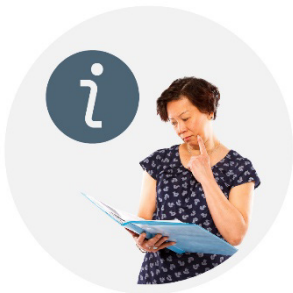


There will be someone at the airport and on the phone if you need support while you travel.



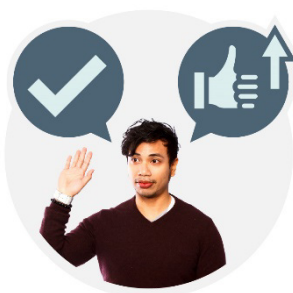
When you call an airline or airport for support, you can choose for them to call you back.

This means you don't need to stay on hold for a long time.



Airlines and airports will share information about what they will do for people who use their services.

For example, how quickly they will respond to people when they share their **feedback**.



When you give feedback, you tell someone what they:

- are doing well
- can do better.

### 3. You get support when flights are delayed or cancelled

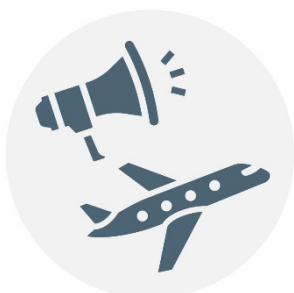


You have the right to get support when things go wrong with a flight.



For example, when your flight is delayed or cancelled.

#### What this would mean for you



If your flight is delayed, the airline will give you regular updates about the flight.



If the airline delays your flight for more than 3 hours, they will give you extra support for free.

This includes:



- help to book another flight



- meals at the airport.



- accommodation if you need to stay somewhere overnight



- transport to and from the accommodation, like taxis.



If the airline needs to cancel your flight, they will give you your money back within 14 days.



This includes money you used to pay for:

- meals on the flight
- taking an extra bag on the flight.



Airlines will give you your money back in the same way that you paid for your flight.

For example, if you paid with cash, you will get the money back in cash.

If you are already on a plane and it has been delayed for more than an hour, you will get:



- updates on what is happening



- light snacks and drinks.

## 4. Your bags are moved safely and quickly



You have the right for airlines and airports to move your bags safely and quickly.

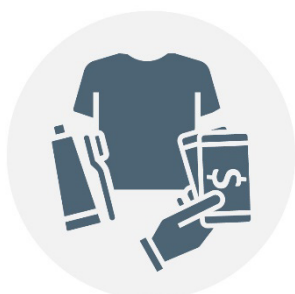


You also have the right to get support if your bags are damaged or delayed.

### What this would mean for you



Airlines and airports will move your bags safely while you travel.



If an airline loses your bags, they will pay for the things you need until you get your bags back.

For example, clothes and toiletries.





When an airline finds the bags they lost, they will deliver them to you:

- as fast as possible
- for free.



If an airline can't find your bags or they damage them, they will pay this money back to you quickly.

## 5. Your personal information is safe and private



You have the right for airlines and airports to keep your personal information safe and private.

This includes information about:



- who you are



- your flight.

## What this would mean for you



Airlines and airports will clearly say on their website how they manage personal information.



Airlines and airports will follow the law when they manage personal information.



Airlines and airports will only keep someone's personal information until they finish delivering services to them.



Then they will delete the personal information.



Personal information that you share to airlines and airports will be kept safe and private.

If airlines and airports need to send personal information to someone else, they will make sure:



- they send the information safely

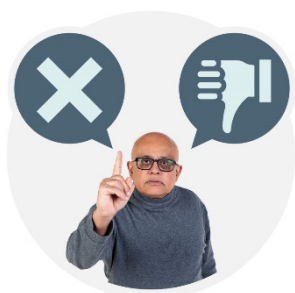


- the information is deleted afterwards.

## 6. You can speak up about your experiences



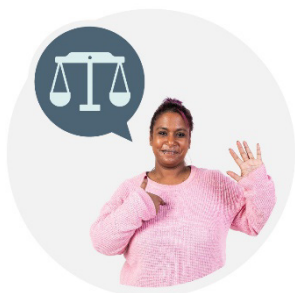
You have the right to give feedback about your experiences with airlines and airports.



You have the right to make a **complaint**.

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

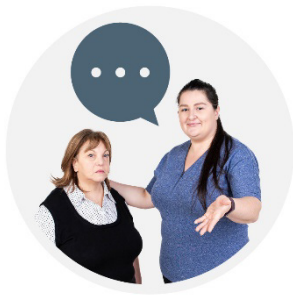


You have the right to speak up for your rights.

## What this would mean for you



Airlines and airports will improve the way they manage complaints.



Other people will be able to speak up for you if you can't speak up for yourself.

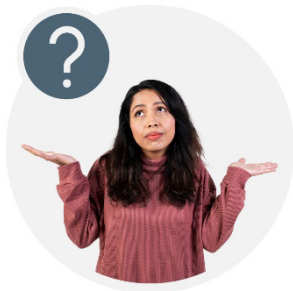
For example:

- a family member or carer
- organisations that speak up for people.



Airlines and airports will give you information about how to:

- share feedback
- make a complaint.



This includes what you should do if they don't manage your feedback or complaints well.



Airlines and airports will:

- respond to your feedback within 24 hours
- fix your complaint within 30 days.



Airlines and airports will support your rights.

# What to do if your rights aren't respected

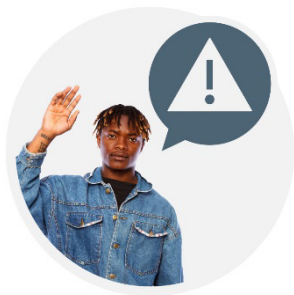


If you don't think an airline or airport has respected your rights, you should try to work out the issue with them first.



The airline or airport should:

- listen to you
- respond to the issue quickly.



If they don't fix the issue, you can speak up to the Ombuds Scheme.



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



# We want to know what you think

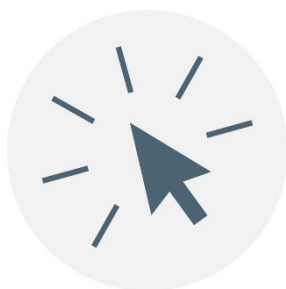
We want to know what you think about:



- the charter



- the list of rights.



You can share your ideas through our website.

**[www.infrastructure.gov.au/Aviation-Rights-Charter](http://www.infrastructure.gov.au/Aviation-Rights-Charter)**



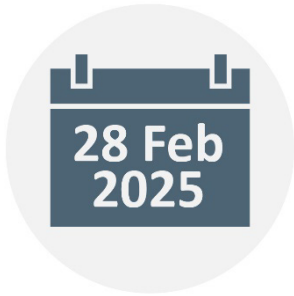
You can share your ideas by email.

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

You can share your ideas by mail.



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

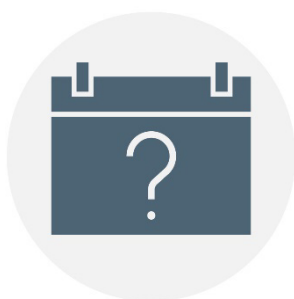


You can have your say before 28 February 2025.

## What will happen next



The Ombuds Scheme will use your ideas to find out how to improve the charter.



They will decide when the charter starts.



After the charter starts, we will give people who use airline and airport services a survey to find out how well it works.



We will check how well the charter works every 3 years.

# Word list

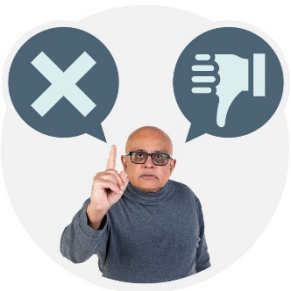
This list explains what the **bold** words in this document mean.



## **Accessible**

When something is accessible, it is easy to:

- find and use
- understand
- move around.



## **Complaint**

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



## **Feedback**

When you give feedback, you tell someone what they:

- are doing well
- can do better.



## Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



## Rights

Rights are rules about how people must treat you:

- fairly
- equally.



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