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To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter) [SEC=OFFICIAL]
Date: Wednesday, 15 October 2025 9:32:50 AM

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Submitted on 15 October 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

Yes

Private Submission

No

Published name

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Short comment

For too long now airlines operating in Australia have treated paying customers as the last people to look after if something goes wrong whilst flying. First it's there corporate operations, then shareholders, then staff, and lastly the people that pay to keep the business in the air, paying customers.

The general public deserve to know exactly what their rights are when flights are cancelled, or delayed, and the compensation that will be payable by the airlines.

And it should be a clear and simple process. Not email after email, or online forms to fill in, or to phone an call centre located overseas, only to be redirected, and then nothing to happen. And then having to call back and say it all again to another person.

Only government ombudsman, and legislated compensation for cancelled or delayed flights (excluding those outside of the airlines control) will give the Australian travelling public confidence in the Australian airline sector.

Step 2: Contact details

First name

■

Last name

■

State


Email address
Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter)

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