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To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]
Date: Tuesday, 16 September 2025 9:23:04 AM

OFFICIAL

Submitted on 16 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

Yes

Private Submission

No

Published name

██████████

Short comment

Just please bring us in line with most of the world and stop allowing Qantas to determine the agenda and how it will deal with customer disruption when they have shown time and time again that they are incapable of being reasonable and fair. We have not had one flight in the last 3 years where they have not made a significant change (like over 24 hours) and their options have been taking it or get a refund and book another - when they know full well there isn't another option and they have advised too late to get a fare at a comparable price. So the choice they actually give you is Hobsons.

Regarding delays - there should be a standard minimum compensation whether a fixed price based on length of flight and class flown or a percentage of the total fare paid by the customer (including surcharges, taxes, gst etc).

Regarding being bumped from a flight due to the airline's overbooking, make it their responsibility to get you on a comparable flight in a comparable class (whether on their airline or another) to get you to your destination within 6 hours of the booked arrival time

Regarding being downgraded in cabin class booked - have a fixed % of the fare to be refunded and be guaranteed best possible alternative seat, e.g. if downgraded from business to economy or premium economy, at least an extra legroom seat for example.

Ensure the regulations apply to every airline and flight that departs or arrives at any AU airport.

Understanding there may be events such as weather outside of the airlines control, have an independent and central organisation that determines and publishes these events. Airlines can only claim it would out of their control if there is a corresponding published bulletin. Have an independent organization that handles all claims, regardless of airline to ensure each and every claim is made fairly and consistently and that the customer is not fobbed off other compensation e.g. miles as compensation. Maybe this organisation is funded by the airlines in proportion to number of flights in and out to create a fixed budget base plus a % of the compensation paid out that will align and pay for for the volume of compensation traffic handling costs.

Step 2: Contact details

First name

██████

Last name

█

Email address

██

Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

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