

**From:** [Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#) on behalf of [infrastructure.noreply@govcms.gov.au](mailto:infrastructure.noreply@govcms.gov.au)  
**To:** [aviationconsumer](#)  
**Subject:** submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]  
**Date:** Monday, 22 September 2025 12:08:22 PM

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Submitted on 22 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

Yes

### Private Submission

No

### Published name

[REDACTED]

### Short comment

Current airline regulations are not adequate. Airlines get away with murder and we consumers have literally no recourse. Flights are delayed for multiple hours for completely foreseeable reasons and the airlines do not care because they know we do not have a choice. We need far stronger consumer protections. It does not matter what the cause of a delay is, because the effect on the consumer is the same. We pay airlines to take us to a specific place at a specific time and we expect that to be honoured. The fact that airlines are allowed to state in their terms and conditions that they are under no responsibility to do that is absurd. Airlines should be required to give us a cash refund for any flight delay that causes us to miss a connecting flight or arrive at a much later time if they are unable to provide a substitute option. Having strong consumer protections does not drive up prices. Airlines charge as much as they believe they can get away with, because they are businesses. Airlines do not keep airfares cheaper out of kindness. Forcing airlines to have some accountability would lead to a better and more competitive aviation industry.

## Step 2: Contact details

### First name

[REDACTED]

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**Email notification**

aviationconsumer@infrastructure.gov.au

**Consultation name**

Aviation Consumer Protections – primary legislation

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