

**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:** Thursday, 11 September 2025 11:56:20 AM

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Submitted on 11 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

Yes

### Private Submission

No

### Published name

[REDACTED]

### Short comment

Most problems with payment of refunds could be avoided if Airlines were paid upon delivery of service ie upon arrival at destination.

## Step 2: Contact details

### First name

[REDACTED]

### Last name

[REDACTED]

### State

[REDACTED]

### Email address

[REDACTED]

### Phone number

[REDACTED]

### Email notification

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

### Consultation name

Aviation Consumer Protections – primary legislation

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