

From: [Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#) on behalf of infrastructure.noreply@govcms.gov.au
To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]
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Attachments: [cancelled-flights-unfair-re-booking-policy-submission-2025-09.docx](#)

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Submitted on 12 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

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Short comment

Cancelled flights - unfair re-booking policy

Upload attachments

File uploads

- [cancelled-flights-unfair-re-booking-policy-submission-2025-09.docx](#) (14 KB)

Step 2: Contact details

First name

██████

Last name

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Organisation (if applicable)

██████████

State

██████

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Phone number

[REDACTED]

Email notification

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Consultation name

Aviation Consumer Protections – primary legislation

OFFICIAL

Cancelled flights – unfair re-booking policy

As a professional engineer I am often required to travel interstate by air (Sydney-Melbourne, Sydney-Brisbane, etc), and I'm often required to work interstate Monday-Friday. Regarding the Friday return flight (departing in the late afternoon), I often have my flight cancelled at the last minute, but the airline doesn't automatically put me on the next flight. Instead, I have to watch all the later flights leaving without me until a much later flight has spare capacity. Consequently I arrive home quite late meaning I have missed the family dinner, kids have gone to bed, no paid overtime for waiting in the airport, etc. This is disruptive for family life and makes me feel as though I should refuse interstate work and/or change employer/job – who then would replace me?

I presume airlines don't put people on to the next immediate flight because this would adversely affect their statistics for being "on time". Better to have only 150 passengers marked as "not on time", rather than all the passengers on subsequent flights being inconvenienced by 30 minutes and being counted as "not on time".