

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]
Date: Sunday, 14 September 2025 4:48:39 AM

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Submitted on 14 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

Yes

Private Submission

No

Published name

Anonymous

Short comment

1. I believe delays at the airport of 3 hours or more require the airline to provide snack/meal and refreshment.
2. If a flight is cancelled while passengers are at the airport, then accommodation and taxi vouchers should be provided if an alternative same flight cannot be provided within a short period of time. This should apply to local passengers also. Not just told to claim on your travel insurance.
3. If a flight is cancelled before passengers arrive at the airport, then accommodation costs for extended stay should be paid. This should also cover accommodation cost lost at destination.
4. Lost luggage over 12 hours should have an immediate dollar value (say \$100 per person) to purchase essentials. Luggage to also be delivered to nominated address.
5. Lost luggage over 24 hours should also then have a compensation dollar value (say \$250 per person per day). Luggage to also be delivered to nominated address.

Step 2: Contact details

First name

██████████

Last name

██████████

State

██████

Email address

[REDACTED]

Phone number

[REDACTED]

Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

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