

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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Submitted on 8 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

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No

Published name

Anuj

Short comment

Australia should align with global best practice by guaranteeing automatic refunds for cancellations and long delays (US model), introducing cash compensation for airline-controlled disruptions (EU/UK/Canada model), and mandating a duty of care with rerouting when needed. Protections should include tarmac-delay rights and minimum airport service standards. For international travel, embed the Montreal Convention with automatic updates, ensure access to stronger overseas rights (EU261/UK261), and make both marketing and operating carriers liable. This framework would deliver fairness, certainty and transparency for all passengers.

Step 2: Contact details

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Consultation name

Aviation Consumer Protections – primary legislation

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