

**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 – subordinate legislation (including the Aviation Consumer Protections Charter) [SEC=OFFICIAL]  
**Date:** Thursday, 11 September 2025 3:39:08 PM

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Submitted on 11 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

No

### Private Submission

No

### Published name

Brett

### Short comment

Common sense and easy to follow minimum benchmarks need to be in place to protect passengers just like EU261. A scale ranging based on the nature or reason for the delay or non operation for that day: 1. Airline fault (eg. Aircraft mechanical or Airline overbooking, therefore seat compensation based on cabin travelling. 2. Non airline fault (eg. weather or terminal issue. Maybe two tables implemented based on a timeframe of the delay, with a sliding scale. Additionally Airlines must action a delay and communicate a delay to customers as soon as possible otherwise penalised: again minimum rules/timeframes implemented and legislated.

## Step 2: Contact details

### First name

Brett

### Last name

[REDACTED]

### State

[REDACTED]

### Email address

[REDACTED]

### Phone number

[REDACTED]

**Email notification**

aviationconsumer@infrastructure.gov.au

**Consultation name**

Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter)

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