

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 2 October 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Bruce [REDACTED]

Short comment

Clause 3.A.ii the draft charter says an airline must give information to support consumer awareness and understanding of the disruption (e.g. estimated length and reason for disruption). The charter should ensure sufficient detail (perhaps by examples) is given to the consumer orally and by email about the reasons for the disruption, whether in the airline's control or not, so that the consumer can decide how best to proceed. A detailed explanation in writing from the airline may well be needed to make a successful claim under the consumer's travel insurance. Using the term '... for operational reasons' is not good enough. Airlines may garner more sympathy from consumers if they were more open about the actual reasons for the disruption.

Step 2: Contact details

First name

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Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

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