

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: Monday, 8 September 2025 5:28:00 PM

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Submitted on 8 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Graham [REDACTED]

Short comment

I have just one suggestion.

Qantas in particular take the money for flights that do not take off, with customers having no other option but to take whatever booking the airline offers them.

I want airline payments to be C.O.D. That is, you pay for the ride after you and your luggage have safely arrived at your destination.

Step 2: Contact details

First name

Graham

Last name

[REDACTED]

State

[REDACTED]

Email address

[REDACTED]

Phone number

[REDACTED]

Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

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