

**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:** Tuesday, 9 September 2025 12:23:51 PM

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Submitted on 9 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

No

### Private Submission

No

### Published name

Kaz [REDACTED]

### Short comment

It is important that all Australians have clear rights to compensation for delayed or cancelled flights (of 3 hours or more) and/or travel cancellations and/or baggage loss. The compensation should be by way of refund or flight/travel credit (and for the consumer to make this choice as suits the consumer) and refunded by the seller in a reasonable time frame of 14-30 days. Currently it is difficult to get redress for delayed and/or cancelled flights/travel and/or baggage loss. Suggest the rights should be similar to those in the EU and afford Australians proper and appropriate protection.

## Step 2: Contact details

### First name

Karen

### 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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