

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 – subordinate legislation (including the Aviation Consumer Protections Charter) [SEC=OFFICIAL]
Date: Wednesday, 10 September 2025 9:37:14 AM

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Submitted on 10 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Unsatisfied JetStar customer

Short comment

We need to have telecommunication or banking industry like consumer protection in place, including:

- An ombudsman to rebalance the power between airline and individual customers
- Minimum standard of compensation for cancellations that is not subject to (government declared) weather/wars or its likes. The compensation should be adequate to cover direct cost such as meals and taxi, and also provide incentive for airlines to minimise cancelation for economy reasons.
- Minimum standard of compensation for airlines' damage to customers (ie luggage damages and delays).

The notion of more regulation would increase price to consumer doesn't make sense, because 1. We should not have any regulations following this logic. 2. It would only cost those airlines who short cut their consumers, but not as much who has been treating their consumer well.

Step 2: Contact details

First name

Miao

Last name

██████

Organisation (if applicable)

N/A

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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