

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]
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Submitted by: Anonymous

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Michael [REDACTED]

Short comment

Hello , in early April 2024 we were bumped off a Qantas flight to London from Melbourne literally as we going through the final gate to get on the plane .

We had been at the airport for 3 hours and had checked in online and booked seats days earlier. We had purchased the tickets months in advance to attend the birth of our grandchild in London. In our luggage we had priceless baby blankets knitted by my mother (now deceased) and other family heirlooms as presents for the newborn. As we went through the final gate with our boarding passes were rejected! We couldn't believe it. I spoke to the attendant and she told me to move aside as she was attempting to board the plane. I said "But I'm boarding the plane!" She said no you're not, now move aside. That was it!

We were later told the plane was overweight and about 15 of us were kicked off (all of us not Qantas club members!) .

We only found out because our boarding passes were rejected . It was incredibly upsetting and the Qantas staff barely were concerned . We were terribly worried that the knitted blankets and family heirlooms in our luggage would be lost.

My wife was so upset she was crying, thinking we would miss the birth of our grandchild. After a couple of hours they did get us on a Qatar flight 5 to 6 hours later , by then we had been at Melbourne airport for about 9 (nine!) hours .

All Qantas gave us for this was a \$30 voucher each (2 of us) .!!!! \$30.00 for this ! We had booked the flights months in advance too.

It was a dreadful way to start our holiday , we were treated really shabbily as if we were a real hassle for Qantas staff to deal with . We used to be loyal Qantas flyers but now only fly Qatar . There should be decent compensation even for just chucking people off their booked flights. Even better would be something like the USA system where the airline has to offer money to delay flying and they keep upping the \$ until enough people agree to

