

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 9:58:02 PM

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Submitted on 8 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

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Published name

Mike [REDACTED]

Short comment

Aviation.

Could I suggest the space/leg room seats is just ridiculous. Given the geography of this land and flight durations, the European model of cramming people the aircraft could possibly be called a "Human Factors" issue for passengers.

I appreciate economics of the situation and the profit incentive; however, the traditional passenger seating configuration is simply inappropriate. To remain cramped up for several hours is unacceptable and I would suggest unnecessary. Yes, a slightly different economic model to satisfy customer requirements may be necessary to achieve profit maximisation for the airline, but that could be done through an adjustment to the traditional/established economic model - perhaps a "geographic requirement corporate tax arrangement".

I would suggest sometimes geography should dictate customer requirements. What may meet customer needs in Europe – short flights and associated minimum flight times – is not the circumstance of the geography of this land. "Horses for courses".

I am more than happy to participate in any further discussions on this matter.

Thank you

Stay safe

Kind regards

Mike [REDACTED]

Step 2: Contact details

First name

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Email notification

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Consultation name

Aviation Consumer Protections – primary legislation

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