

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 6:58:44 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

Philip [REDACTED]

Short comment

What about addressing the outstanding monies held by the Airlines due to Covid. I attempted to travel for a family situation and twice had my travel cancelled due to restrictions. I am 71 yr old and have no further reason to travel however Jetstar still have a voucher of \$766 in my name pending. I was like many given a voucher with no chance of retrieving my money. With the Airlines showing profits again what about getting the outstanding voucher balances being refunded as cash. I don't own a home, pay 70% of my pension in rent and have to access food parcels to survive. This money would be invaluable to someone in my situation.

Step 2: Contact details

First name

Philip

Last name

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Email address

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Phone number


Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

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