

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: Wednesday, 10 September 2025 12:34:46 PM

OFFICIAL

Submitted on 10 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Ric [REDACTED]

Short comment

Whist such regulation must balance consumer rights with not unduly burdening the industry, any measures must take into account the current imbalance. Airlines currently charge consumers in advance, have no contractual obligation to provide the service and offer unclear compensation. I know of no other industry that is allowed this under trade practices legislation unlike many other jurisdictions.

The balance needs to be equitably tipped back towards the consumer.

Step 2: Contact details

First name

Ric

Last name

[REDACTED]

State

[REDACTED]

Email address

[REDACTED]

Phone number

[REDACTED]

Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – primary legislation

OFFICIAL