

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: Monday, 8 September 2025 4:36:36 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

Robert [REDACTED]

Short comment

I would like to begin by stating not having a mandatory compensation policy as the cornerstone of an Aviation Consumer Protection scheme in Australia is a fatal mistake. I have had first-hand experience using the EU261 compensation scheme after my family experienced multiple flight disruptions travelling from Australia to Europe in March 2024. Our original booking was with a local travel agent and the return flights to Europe ended up being provided by 3 separate airlines. It was impossible to negotiate any assistance or remedy for our flight disruptions before, during or after our trip from any of the individual airlines or travel agent. The EU261 clause allowed us to eventually identify who was ultimately responsible for our flight disruptions and the mandatory compensation was a godsend given what we had experienced, namely 10 separate flight cancellations and/or major disruptions during our trip. Even with the mandatory compensation scheme the airlines still fought tooth and nail to avoid paying us. It has been documented that of all the compensation available to passengers each year using the EU261 scheme only 10% ever complete their claims and receive compensation from the airlines. Imagine if Australia has a non-mandatory scheme how much lower this figure will be. Please make any compensation scheme mandatory otherwise this whole exercise will be a waste of time as airlines will have no incentive whatsoever to improve their services. A threat of mandatory compensation is the only thing that will work unfortunately. Regards Robert [REDACTED]

Step 2: Contact details

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Consultation name

Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter)

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