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To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]
Date: Wednesday, 10 September 2025 9:08:07 AM

OFFICIAL

Submitted on 10 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Introduce scheme consistent with other regions around the world

Short comment

I would like to see a compensation scheme introduced for any flight delays. Even if it is as short as 30 minutes to an hour. This is based on my experience in Japan. In 2024 I took a flight from Fukuoka to Sapporo. This was a discount flight that cost me roughly \$100AUD (Much cheaper than the equivalent flight here in Australia). This was a flight with AirDo (A subsidiary of ANA) which ended up being delayed by 50 minutes on the day of our flight. To us (because we were on holiday), we didn't really mind. Especially considering what we put up with here in Australia.

When it came time for boarding my wife and I were handed an envelope. Inside was a written apology letter and 1000 yen (\$11AUD). This took us by surprise but on reflection a really good practice. This is something that should exist here. There should be a tiered instantaneous financial compensation depending on the type of delay or cancellation.

The airlines should not be allowed to use 'free lounge passes' or frequent flyer points. These allow airlines to continue with their poor behaviour.

Rather there should be a compensation scheme like this (paid on site using the persons preferred refund method (cash / card):

- 30 - 60 minute delay: \$10 - \$15 (Plus rescheduling expenses if this leads to someone missing a connecting flight)
- 61 - 120 minute delay: \$50 (Plus rescheduling expenses if this leads to someone missing a connecting flight)
- 120 minutes+ / Flight cancellation: 75% of the fare + rescheduled flight (Plus rescheduling expenses if this leads to someone missing a connecting flight)

Impacted customers should also receive a written apology from the airline.

