

**From:** [Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#) on behalf of [infrastructure.noreply@govcms.gov.au](mailto:infrastructure.noreply@govcms.gov.au)  
**To:** [aviationconsumer](#)  
**Subject:** submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]  
**Date:** Sunday, 14 September 2025 3:59:02 PM

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Submitted on 14 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

No

### Private Submission

No

### Published name

Timothy [REDACTED]

### Short comment

My comments to the "Aviation Consumer Protections – primary legislation":

- 1) One suggestion for funding will be a levy is no more than \$1 on all tickets sold for flights to/from/within Australia. Countries like Malaysia do that to fund the consumer regulator MAVCOM
- 2) Airlines must provide assistance for passengers with a disability from arrival at the airport to departure, free of charge. It is appreciated there will be a responsibility on the passenger, or the parties who are accompanying the PwD, to inform the airline of their disability accommodation requirements no less than 48 hours before departure
- 3) There needs to be consistent monitoring of airport services. There should be monitoring of things like:
  - Passenger comfort and facilities (things like Washroom cleanliness, wifi availability, wifi speeds, airport signage)
  - Queuing times (check-in, security screening, customs, immigration, transfers between flights)
  - Passenger and baggage flows (especially, lifts, escalators availability)
  - Operator and staff facilities (including cleanliness of staff washrooms and ramp wifi availability)

This should also be reported on a regularly basis, ideally monthly, so that consumers can monitor the state of the monitoring and the results as they change over time

- 4) There should be a education campaign by airlines, airports, and the ombudsman, on the rights of passengers, and not buried under some website that a person needs to go hunting for. A dedicated site for consumer education and complaint raising would be

recommended

5) Aviation Consumer Protections need to apply to flights to, from, and within Australia, regardless of airline

## Step 2: Contact details

**First name**

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**Consultation name**

Aviation Consumer Protections – primary legislation

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