

**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:** Wednesday, 10 September 2025 8:11:05 PM

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Submitted on 10 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

No

### Private Submission

No

### Published name

Udo [REDACTED]

### Short comment

It is a good idea to improve consumer protection. However, the proposal is insufficient. If I buy a flight ticket to attend a conference or maybe a concert, it doesn't help much with the airline is only obligated to get me there. If I miss the event I or my company will incur a financial loss. In case of significant delays or cancellations the airlines should be required to pay compensation. While this might slightly increase prices it will generally encourage airlines to provide better services as they will attempt to keep the compensation low. That is preferable over just affected customers having to cop the losses out of their own pockets. Having some exemptions that are out of control of the airlines would be acceptable.

## Step 2: Contact details

### First name

Udo

### Last name

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### State

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### Email address

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### Email notification

aviationconsumer@infrastructure.gov.au

**Consultation name**

Aviation Consumer Protections – primary legislation

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