

From: Department of Infrastructure, Transport, Regional Development, Communications and the Arts <infrastructure.noreply@govcms.gov.au> on behalf of infrastructure.noreply@govcms.gov.au
Sent: Monday, 13 January 2025 11:40 PM
To: Aviation Customer Rights
Subject: submission to: Aviation Customer Rights Charter [SEC=OFFICIAL]

Submitted on 13 January 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Martin

Short comment

I appreciate the opportunity to provide feedback on the draft Aviation Customer Rights Charter. While this initiative is a welcome step towards addressing passenger concerns, I am concerned that the proposed Charter does not go far enough to protect the rights of Australian travellers. Below are my key points of feedback:

1. Lack of Financial Compensation for Passengers:

The current draft focuses on airlines providing support such as rebooking, refunds, meals, and accommodation during delays over three hours. While these are essential measures, they fall short of the compensation frameworks implemented in jurisdictions such as the European Union (EU) and the United States (US).

- In the EU, passengers are entitled to financial compensation of €250–€600 for delays exceeding three hours, depending on the distance of the journey.
- In the US, airlines are legally required to compensate passengers for lengthy delays or cancellations.

Without such financial compensation mechanisms, Australian passengers are left at a significant disadvantage compared to their international counterparts. The lack of monetary accountability may also reduce the incentive for airlines to prioritize minimizing delays and cancellations.

2. Accountability and Consumer Trust:

Requiring airlines to provide financial compensation would strengthen consumer trust and hold airlines accountable for operational inefficiencies. The current draft, while a positive start, places most of the burden on passengers to accept disruptions without meaningful recourse. This is inadequate given the rising costs of air travel and the inconvenience caused by disruptions.

3. Industry Pushback and Fairness:

It is understood that airlines, including Qantas, have raised concerns about the potential costs of an EU-style compensation framework. However, these costs should not be passed on to passengers without justification, especially given that airlines already incorporate delay risks into their pricing models in other jurisdictions.

Furthermore, a lack of compensation provisions only benefits airline profitability at the expense of consumer rights.

4. Missed Opportunity for Reform:

The draft Charter presents an opportunity to bring Australia's aviation consumer protections in line with global best practices. Without including financial compensation, the Charter risks becoming a symbolic gesture rather than a meaningful reform that delivers tangible benefits to passengers.

Recommendations:

1. Introduce a financial compensation system similar to the EU and US, ensuring passengers receive compensation for delays, cancellations, and denied boarding due to overbooking.
2. Ensure transparency in airline operations and provide passengers with a clear and accessible claims process.
3. Protect consumers by ensuring any additional costs incurred by airlines do not unfairly inflate ticket prices.

Step 2: Contact details

First name

Martin

Last name

[REDACTED]

State

[REDACTED]

Email address

[REDACTED]

Phone number

[REDACTED]

Email notification

aviationcustomerrights@infrastructure.gov.au

Consultation name

Aviation Customer Rights Charter