

From: [REDACTED]
To: aviationconsumer
Subject: Contribution to charter and ombudsman consultation
Date: Wednesday, 1 October 2025 10:31:20 AM

[REDACTED] Learn why this is important at
<https://aka.ms/LearnAboutSenderIdentification>]

Good Morning

I would like to contribute to the consultation about aviation consumer protection. I am an individual (currently sitting in an airport lounge) and have only just discovered that I can contribute, I'm getting this in the half an hour before my flight leaves, so apologies it is not in the correct format that makes your life easier.

My issue is about disability and access, and security processes. I wear a Urostomy bag, and have done for 56 years. Airport security using metal detectors have seen me pass through with no intrusion, and no requirement for me to go through pat downs or anything that makes my journey different to anyone else.

The introduction of scanners has introduced a world of pain for me. At every security gate I have to advise of a personal medical condition, and have a pat down that is usually pretty intrusive. I understand that security is essential, but the way the scanners are set up is means that each time I am at the mercy of the skill and humanity of the personnel.

In the last month, traveling through Brisbane and Melbourne airports I have staff yell out my personal medical information to each other, in loud voices, in front of other travellers. Fortunately, i was not travelling with colleagues, but every other traveller heard. The way the scanners are set up in a public environment means that every traveller can see my scan, then see me pat down. Sometimes I am offered a private room, sometimes not. But every time I have to disclose my private medical information to a staff member publicly.

I have complained to both airports but got the usual dismissive response - an apology but not much more.

As this happens tome every time, it's a systemic issue for which there seems to be no pathway for resolution. No compensation, no way to influence policy and procedure, and no pressure on the airports to do it differently.

I think the idea of a charter and consumer rights, and an ombudsman (as long as they have teeth and no how to bite) is a much needed step in ensuring that consumers have some real consumer protection. This is especially so for people with disability that face needless upset through airport inability to manage anyone that has 'difference'.

I'm happy to chat more if useful. And thank you for this initiative, and the hard work you do.

[REDACTED]
Sent from my iPad