



1. Whole of journey—options for new disability standards



What we've heard

People with disability encounter many barriers along the passenger journey. Some barriers are present across the whole journey, from booking to flying.

People with disability want airlines and airports held to account for how accessible their services are. They want information to be public and transparent, so people with disability know what to expect throughout the journey. They also want airline and airport staff to have mandatory training on disability awareness to improve how they treat people with disability.

The aviation disability standards aim to deliver these outcomes. This fact sheet provides a summary of the regulatory options being considered in the aviation disability standards consultation paper.

Options for new standards

1. Set out the roles and responsibilities of airports and airlines

It is not always clear whether an airline or airport is responsible for providing assistance to passengers with disability. The consultation paper proposes several options to address this, including:

- Airports and airlines share responsibility:
 - airports would be responsible for helping a person with disability from arrival to check-in
 - airlines would be responsible for check-in, in the airport after check-in, getting on and off the aircraft, flight transfers and through to baggage claim or customs clearance.
- Airports would be responsible for the entire journey through an airport, up to boarding and disembarking.
- Airlines would be responsible for assisting people with disability through the entire journey from arriving at the airport through to leaving the destination airport.

2. Make sure staff are trained to support people with disability

- The consultation paper suggests expanding incoming reforms to the Disability Standards for Accessible Public Transport 2002 to include aviation-specific training outcomes. Additional requirements proposed include:
 - staff who transfer people with disability from a mobility device or seat would be trained to ensure the transfer is safe and dignified
 - staff handling mobility aids would be trained in identifying, moving, disassembling and reassembling them.
- Airlines and airports would also be required to provide information about their training programs to a member of the public on request.

3. Set up disability reference groups

- To include people with disability in the development of aviation policies and processes, the consultation paper proposes:
- Airports and airlines with a certain amount of passengers each year would need to set up a disability reference group.
- The group would need to be consulted about any significant changes that may impact the experience of a person with disability.

4. Report on how standards are being met

- All airlines would need to publish each year:
 - the number of mobility aids that are damaged or lost by the airline
 - staff training and refresher training hours, and training outcomes
 - how often and why passengers with disability are refused air travel
 - the number of assistance animals refused carriage
 - the number of complaints of injury and/or disability discrimination.
- Airlines and airports with a certain amount of passengers would need to report how they are complying with the aviation disability standards.

Have your say

For more details on these options, read the consultation paper at www.infrastructure.gov.au/Aviation-Disability-Standards

You can also read our other fact sheets covering different parts of the journey:

- How we got here – an overview of the co-design process
- Planning and booking air travel
- At the airport
- On the aircraft

You can share your views on the options:

- Online (written submission or survey) via the Have Your Say page: www.infrastructure.gov.au/Aviation-Disability-Standards
- By email (written, video or audio): AviationAccessibility@infrastructure.gov.au
- By phone: 1800 621 372