



Better air travel for people with disability

4. On the plane



Easy Read

About this information



This information is about new **air travel** rules to support people with disability.

Air travel is when people



- Book plane tickets



- Go through airports



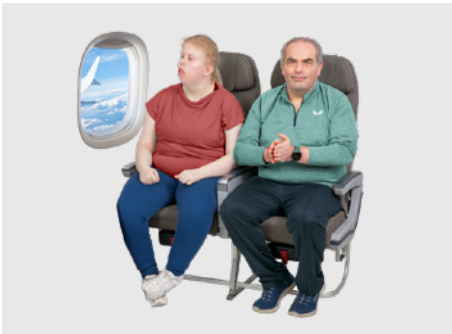
- Get on and off planes



- Fly on planes.



The government wants to make new rules so air travel is better for people with disability.



This information has ideas for how air travel could be better for people with disability on the plane.



The government want to hear what you think of the ideas.

What people told us



People with disability said they often find it hard when they are on a plane.



Sometimes things they need are stored away in the plane during the flight.



This can stop people from being able to do things on their own.



It also makes them worry that their things might get broken.



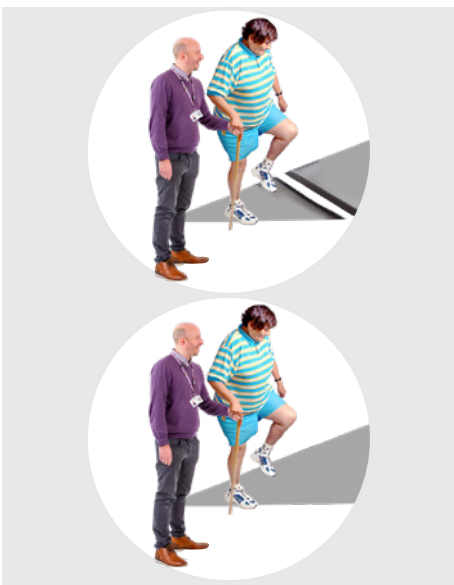
Next we will look at the ideas to make travel better on the plane.

Idea 1

Make it easier to get on and off the plane



People with disability say airports and airlines should have ways to get people to the plane and on and off the plane without steps.

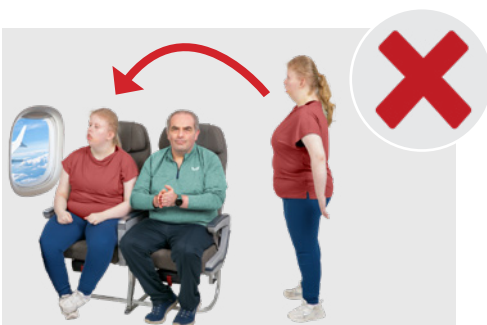


Staff must support you to stay safe if there is a

- Gap
- Slope.



You can choose when to get on the plane unless you need help to get on.



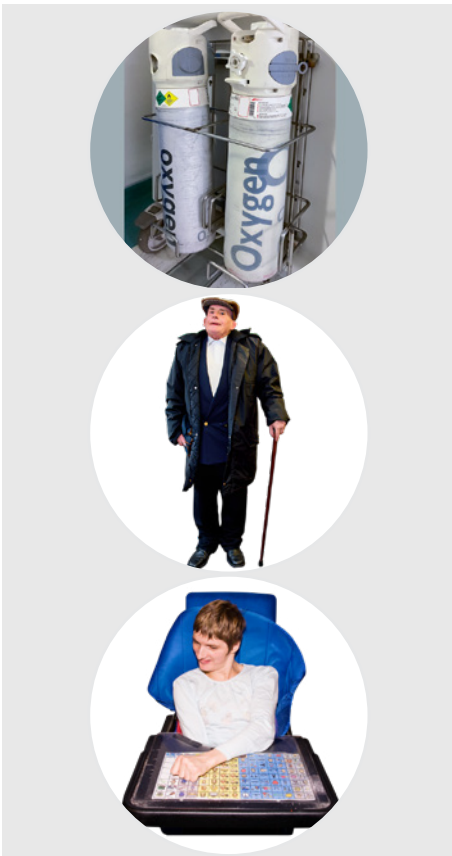
If you get on early other people must not climb over you to get to their seats.

Idea 2

Let disability aids be stored in the cabin



People with disability said the airline must look after **disability aids** well.



Disability aids are things that support you like

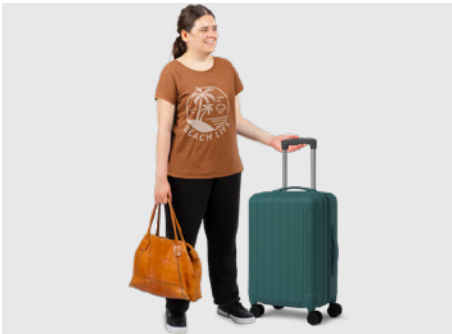
- Medical supplies like oxygen
- Small mobility aids like a walking cane
- **Communication aids.**



Communication aids are things that support people to communicate.



Airline staff must support you to put away and get your disability aids back if you ask.



You can choose to get on the plane early so you are first to put your things away.



Airlines must have space on the plane to keep at least one wheelchair.

Idea 3

Let disability aids be used on flights



People with disability said you should be able to use your aids on the flight if it is safe.



Airlines must let you know when it is not safe for you to use a disability aid on a flight.



This could be when there is **turbulence**.



Turbulence means bumpy air that makes the plane shake.



Airlines must give information about how you can check if you can use your disability aids.

Idea 4

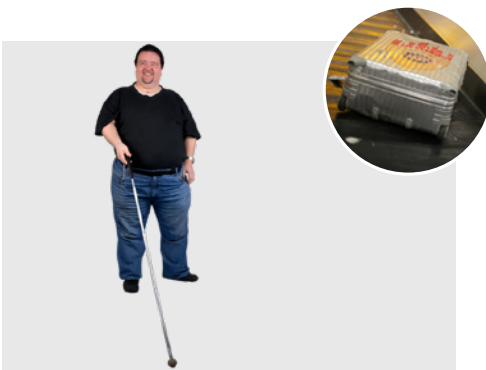
Get mobility aids back fast



After a flight airlines must give your **mobility aid** back right away.



A **mobility aid** is a type of disability aid that supports you to move around like a wheelchair.



You can choose to get it at the gate or at **baggage claim**.



Baggage claim is the place where you pick up bags.

Idea 5

Give important information in an easy way

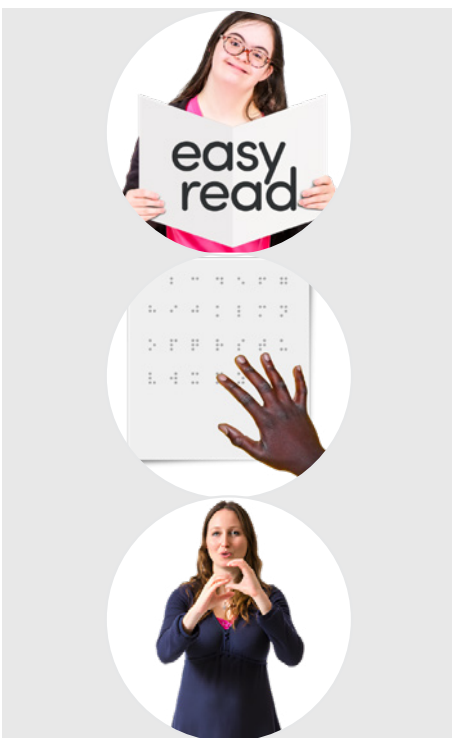


People with disability said airlines must give important flight information in an easy way.



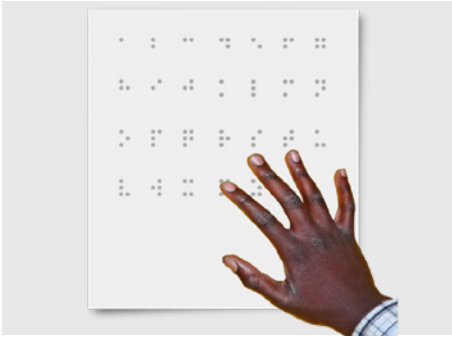
This could be information about things like

- What to do to stay safe
- How to use things on the plane.



The information could be in

- Easy Read
- Braille
- Auslan.



Braille is writing with small bumps that you read with your fingers.



Auslan is sign language used by people who are deaf or have trouble hearing.



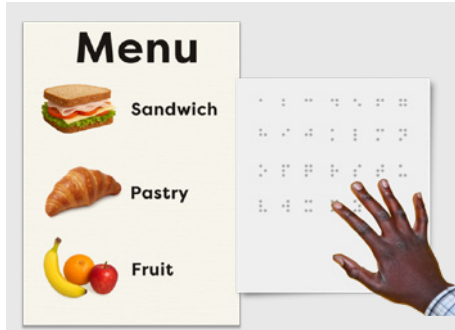
Airlines must let you use **Wi Fi** for free if you use a disability aid that needs the internet.



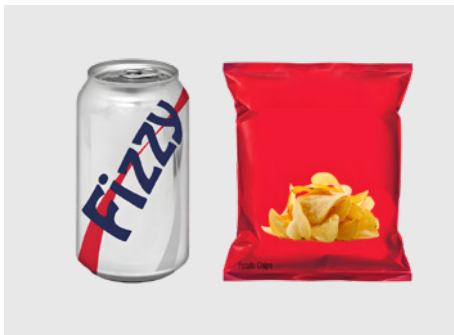
Wi Fi means internet on the plane.

Idea 6

Make food and drink on the plane easy to access



When airlines give out a food menu they must also be in big writing or Braille.



Airline staff must support you to open food and drinks if you ask.

Idea 7

Make toilets easy to use



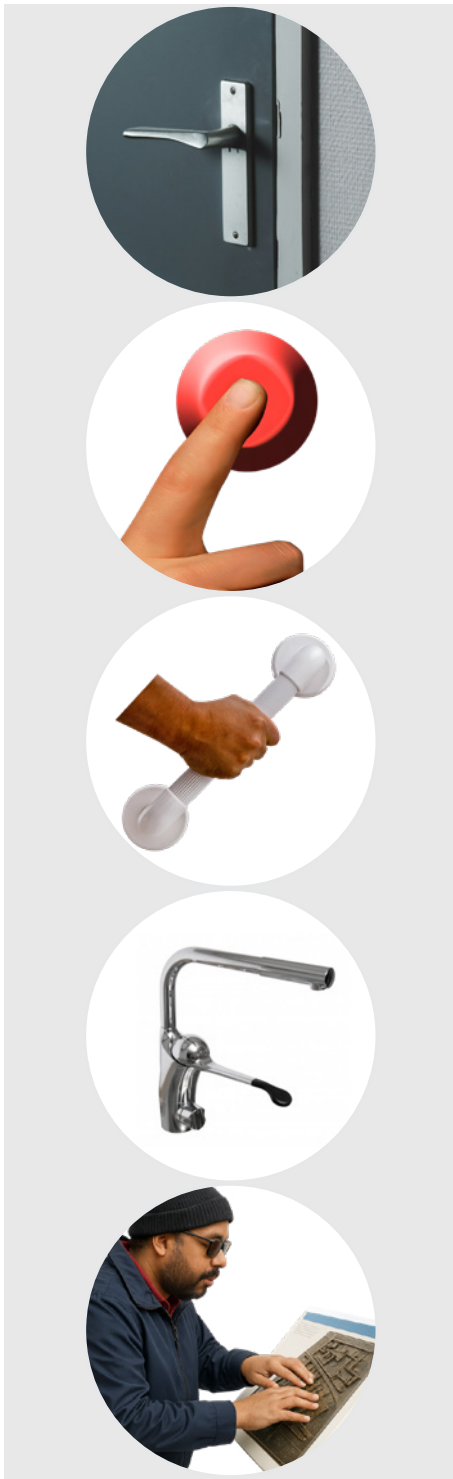
Planes must have at least one easy to use toilet.



Airlines would always have a wheelchair on the plane to help people get to the toilet.



At least 1 bathroom must have Braille signs and things you can use by touch.

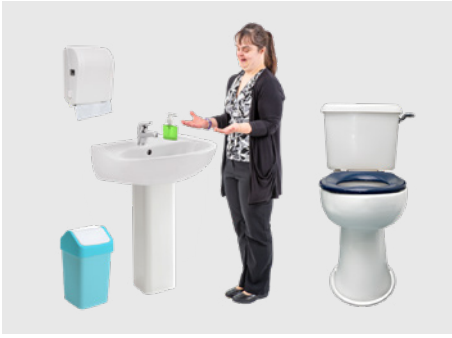


The toilet should have

- Door handles you can grip and turn
- A button to call if you need support
- Bars you can grab
- Taps
- A tactile map.



Tactile map means something you can feel by touch.



New planes must have at least one big toilet.



It needs to be big enough for you and your carer to use with a wheelchair.

Idea 8

Make devices for entertainment on the plane easy to use

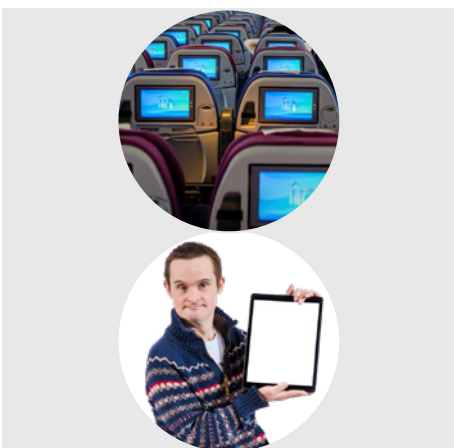


People with disability said that airlines should make **entertainment** and the **devices** they are on easy to use.



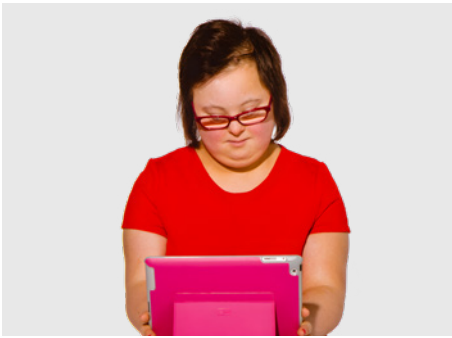
Entertainment means things people can enjoy during a flight like

- Movies
- TV shows
- Music and games.



Devices mean the things people use to access the entertainment like

- Screens on the back of the seat
- Tablets.



If devices are not easy to use the airline must give you something that is easy to use.



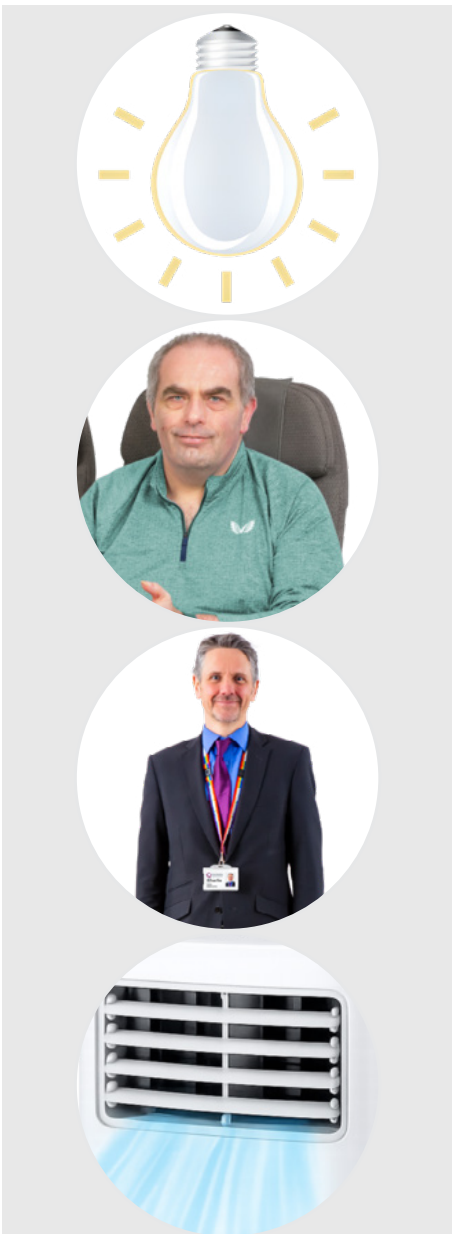
The device must have entertainment already on it.

Idea 9

Make controls at seats easy to use

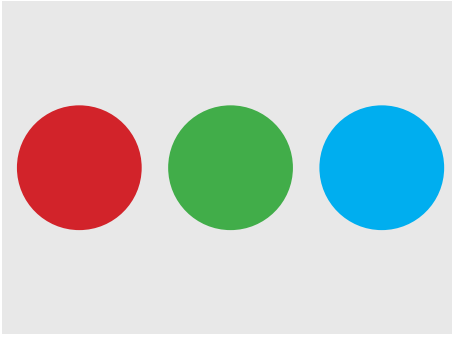


Controls at seats must be easy to use by touch.

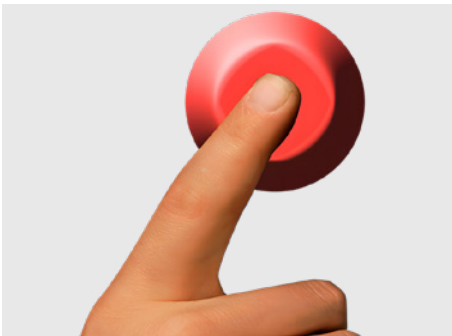


Controls at seats are buttons or switches you use for

- Turning on a light
- Moving the back of the seat
- Calling staff
- Changing the air vent.



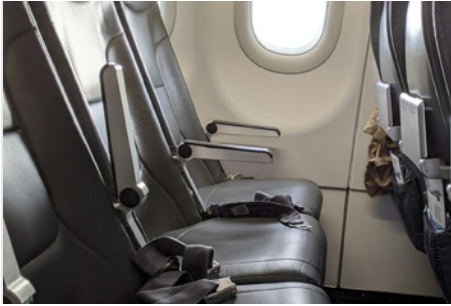
Buttons must have colours that are easy to see.



Buttons must work even if you can not press them hard.

Idea 10

Make plane seats with armrests that can move



People with disability said airlines must have plane seats with arm rests that move up and down.



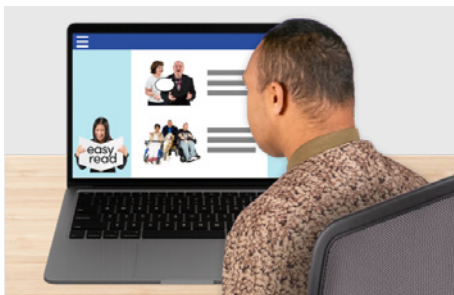
We want to know which of these is best for people with disability.



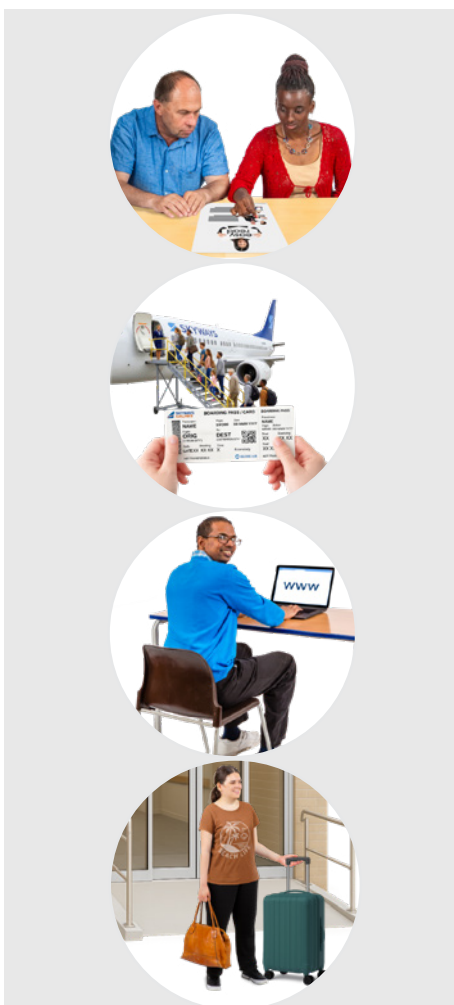
Should armrests that move up and down be in

- All seats
- At least half of the seats
- All seats that are next to the aisle.

Easy Read information about other ideas

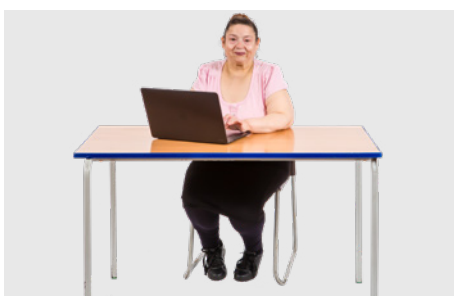


You can also read other Easy Read information about ideas to make air travel easier for people with disability.



You can read about ideas for

- Why we need new rules for air travel
- The plane trip from start to finish
- Planning and booking a plane trip
- At the airport.



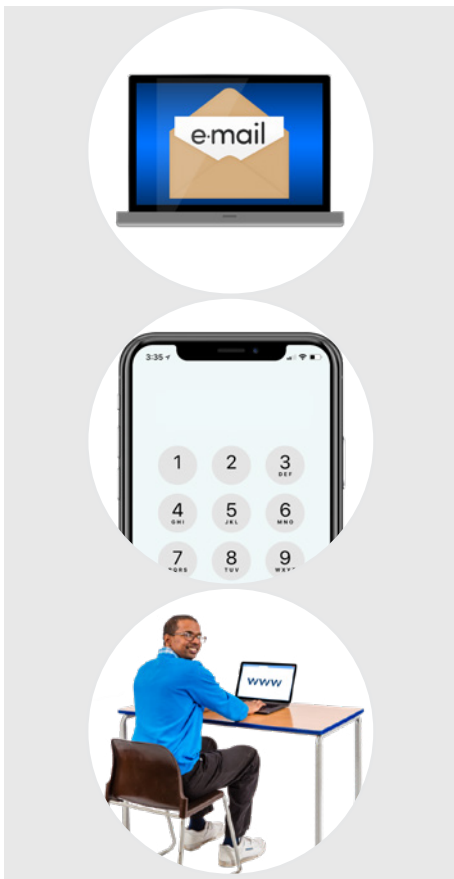
To read these you can go to

www.infrastructure.gov.au/Aviation-Disability-Standards.

Have your say

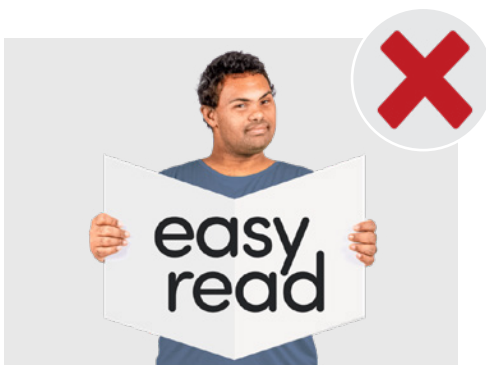


You can have your say on the ideas for new air travel rules.



To have your say you can

- Send us an email to **AviationAccessibility@infrastructure.gov.au**
- Call us on **1800 621 372**
- Go to our **Have Your Say** website at **www.infrastructure.gov.au/Aviation-Disability-Standards**

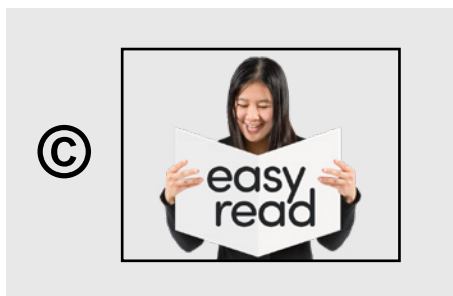


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