



How we got here—the journey to new aviation disability standards



What we've heard

Access to air travel is crucial for everyone to connect with their community and access essential services and support. However, people with disability have long faced barriers when travelling by air and are sometimes unable to access the supports they need to travel safely and with dignity.

Barriers can be encountered across the passenger journey – from booking a flight, to airport check-in, on the aircraft and when disembarking at the destination. These barriers can become discrimination when a person, or group of people, is treated differently than others because of their disability.

The *Disability Discrimination Act 1992* (DDA) seeks to eliminate discrimination against people with disability as far as possible. It provides that a refusal to make reasonable adjustments for people with disability may amount to discrimination.

The Disability Standards for Accessible Public Transport 2002 (Transport Standards) outlines the responsibilities that public transport services have under the DDA, including airlines and airports. While air travel is covered in the Transport Standards, people with disability have made it clear that issues remain.

Co-designing solutions

In the 2024 [Aviation White Paper](#), the Australian Government committed to co-design new aviation disability standards that would:

- affirm the rights of people with disability during air travel, and
- confirm what airlines and airports have to do to provide equal access.

During 2025, the Australian Government held 3 co-design workshops with people with disability and disability representative organisations. Participants represented a range of disability types, genders, people from metro, regional and remote locations, cultural and linguistic backgrounds and First Nations communities.

Participants came up with possible solutions to address the barriers faced by people with disability during air travel.

The co-designed solutions are presented in a consultation paper. People with disability and their advocates are encouraged to have their say on the options to improve accessibility of air travel.

Consultation paper

The consultation paper looks at proposed solutions broken down by journey stage:

- Whole of journey
- Booking and planning
- At the airport
- On the aircraft

Several solutions have been put forward to address the barriers identified, including proposals for new regulations or best practice (non-regulatory) guidance. Some sections also include a proposal to maintain existing practices where this may deliver improved aviation accessibility.

The consultation paper and fact sheets for each journey stage are available at www.infrastructure.gov.au/Aviation-Disability-Standards

Have your say

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