



Australian Government

Department of Infrastructure and Regional Development

Disability Access Facilitation Plans

Template for Airline Operators

December 2015

The Disability Access Facilitation Plans

Objective

In the context of airline operations, the primary purpose of a Disability Access Facilitation Plan (DAFP) is to be a platform for operators to communicate to the travelling public the availability and accessibility of services for passengers with disability.

The DAFP should outline an airline's policies, procedures and facilities for enabling access to each stage of the journey for passengers with disability, and should be developed and reviewed with appropriate consultation.

Airline operators should ensure that the DAFP is informative, simple, easy to understand and accessible through using visual material, such as internationally recognised symbols, and other complementary media, such as informational videos, to assist passengers to identify and consume the information.

Using the Disability Access Facilitation Plan Template

This template will assist airline operators in the development of a DAFP and should be read together with the *Guidance to assist the preparation and review of a Disability Access Facilitation Plan* – October 2015.

The template is structured according to the stages of a journey and poses questions for each stage to assist operators to both determine what advice needs to be provided and identify possible gaps in service or facilities.

Not all matters will be relevant to every operation, and not all facilities or services will be able to be provided by every operation. Airline operators should consider their individual circumstances and operating environment and determine what should and can reasonably be covered in their DAFP, as well as the best format for presenting the information.

The questions do not seek to set new service standards. The minimum standards for airline operators are found in the Disability Standards for Accessible Public Transport 2002. However, it is worth noting that some questions have been included in response to reports of difficulties commonly experienced by passengers with disabilities. Therefore, in using the template and developing or reviewing a DAFP, operators may identify gaps or areas for improvement.

Published plans should provide detailed information about access for travellers with disability and should not just indicate general statements of policy.

Operators of international airlines should also consider how far their plan encompasses their operations beyond flights to and from Australia. In any case, an airline's plan should be clear on the extent of the operations it covers.

Making the Disability Access Facilitation Plan accessible

It is important that the DAFP can be easily accessed by those trying to find information about disability access.

The DAFP should be published on the airline's website. The website should be maintained to an appropriate disability accessible standard, such as the W3C recommended Web Content Accessibility Guidelines Version 2.0 (WCAG 2.0). More information can be found here:

<<http://www.w3.org/TR/WCAG20/>>.

Consider using a recognised visual symbol, such as the International Access Symbol for Persons with Disabilities (ISO 7001) on the website home page that links directly to the DAFP. Using a recognised visual symbol could make it easier for passengers with disabilities to locate the DAFP.

DISABILITY ACCESS FACILITATION PLAN FOR <INSERT AIRLINE NAME>

This plan has been prepared in consultation with the following organisations:

<insert details of organisations consulted - e.g. the Australian Human Rights Commission, the Civil Aviation Safety Authority, disability advocacy groups, local community, etc.>

1. Reservation and Pre-Flight Planning

Guidance Note

This section should outline an airline operator's policies and procedures relating to the reservation and pre-flight planning process for passengers with disability, including preferred booking procedures and information needed from the passenger.

This section should also identify what information the passenger could provide prior to arriving at the airport to make the travel experience more effective.

Issues an airline operator may wish to include in this section of the DAFP include:

Preferred Method of Booking

What is the airline operator's preferred method or additional requirements for taking reservations for passengers with disability?

- Is this preference made clear on the website or published in other material?
- If a telephone booking is preferred:
 - does the airline waive any booking fee normally applied to telephone bookings and what must the passenger do to receive this waiver?
 - are suitable communication facilities available for passengers with hearing disability (e.g. teletypewriters [TTY])?
- If a website booking is preferred:
 - is the website published to an appropriate disability accessible standard, such as the W3C recommended Web Content Accessibility Guidelines Version 2.0 (WCAG 2.0)?
 - is the location of the DAFP easily accessible from the homepage and is it available and easily found through the website's search function?
 - is there a visual symbol which could link directly to the DAFP from the homepage? The use of a visual symbol could make it easier for passengers with disabilities to locate the plans.

Policies for passengers travelling with a carer or assistance animal

It is important that information about policies relating to carers and assistance animals is available for pre-flight planning and booking.

- What is the airline operator's policy for passengers travelling with a carer or an assistance animal?
- What are the fare policies and reservations requirements for accompanying carers?
- Is the airline an affiliate of the [National Companion Card Scheme](#)? If so, what benefits are made available to accompanying carers?
- Are assistance animals allowed in the aircraft cabin and what is the approval process?
- Are there any costs to the passenger in allowing the assistance animal in the cabin?

Passenger information to be provided at the time of booking

At the time of booking, what information does the airline operator require about the passenger's needs, including for example, travelling with assistance animals or mobility aids, in order to effectively process a booking and facilitate better arrangements on the day of travel?

- At which stage in the pre-flight period does the airline prefer to receive/require that information?
- What, if any, processes does the airline operator have in place through which the passenger receives written or other confirmation that the passenger's requirements have been noted by the airline?
- What flexibility does the airline operator have if:
 - no advance notice of needs related to disability has been given (e.g. late change of travel plans)?
 - information given at time of reservation has not been communicated to the operational arms of the airline?
- Does the airline operator retain the information of a particular passenger's individual needs for the purposes of future travel? If so, this should be noted in the DAFP.
- If a passenger's information is incorrect, what are the steps needed to rectify it?

Note: There are separate sections in this template about communicating to passengers information regarding accommodating mobility aids and assistance animals (sections 6 and 7). An airline may wish to use this section to mention advance notice requirements, but refer the reader to the subsequent sections for more detail.

Airline processes to ensure appropriate seating for a passenger with disability

What processes does the airline have to enable:

- The most appropriate or accessible seating to be identified and pre-allocated to a passenger with a disability?
- Aisle seats with moveable arm rests to be easily identified and kept available for people with mobility impairments?
- Seating requested by the passenger to be pre-allocated (e.g. passengers with reduced mobility may prefer to be seated close to the toilet on the aircraft, and hearing impaired passengers may prefer to be seated with their 'better' ear in the direction of the aisle for ease of communicating with cabin crew)?
- An accompanying carer or assistance animal to be seated with the passenger with a disability?

Communicating passenger needs within the airline and to other service providers

- What is the airline's process to communicate the needs of a passenger with disability between operational areas within the airline and other relevant parties, such as airport operators?
- How does the airline operator ensure that information concerning the passenger's needs is kept confidential, including with other service partners?

- Where there are limitations on the airline operator effectively communicating information about the passenger to other areas, the DAFP should highlight this and provide alternatives, such as the passenger bringing their needs to the attention of staff at different stages of their journey.

Where a travel agent is used to make a booking

- Where a travel agent is responsible for the reservation of a passenger with disabilities, are there any communication avenues existing between the agent and the airline on the passenger's needs?
- How does the passenger independently confirm with the airline operator that their needs have been taken into account?

Information for bookings that involve transfers between flights

- Where passengers with disabilities are transferring between flights, do longer minimum periods for transfers apply?

Processes to advise passengers of changes to bookings

- What processes are in place to notify passengers with disabilities about changes to their flight, such as a delayed or cancelled flight, that will overcome any communication difficulties associated with certain disabilities?
- Are passengers asked to identify a preferred communication method?
- Are there any customer service specific assistance that can be provided to passenger with disabilities, such as being provided with a SMS message notifying of the changes to the flight?

2. Terminal Entry and Exit

Guidance Note

Passengers with disability may require assistance moving to and from the terminal kerbside drop off points to areas within the terminal.

In this section, an airline operator should outline any arrangements in place to assist passengers with disability to navigate between these areas and how a passenger may access those arrangements.

Issues an airline operator may wish to include in its DAFP in this section include:

Kerbside support and facilities

- What processes or facilities, if any, does the airline have to facilitate access to check-in counters from private cars, taxis, buses or other transport, and from baggage collection carousels to other forms of transport connecting to the terminal?
- If kerbside assistance can be provided, how can the passenger access this assistance?

Note: that Section 9 concerns Direct Assistance – it may be appropriate to refer the reader to that section.

- If not, refer the passenger to the Department's webpage for the DAFP Initiative or individual airports DAFPs to assist the passenger in planning their journey.

Any limitations to support provided

- Are there any limitations to access or assistance available from the airline, e.g. kerbside assistance is not provided, limited staff availability due to the hours the airport is staffed or the airports' location etc.?
- What considerations and alternative arrangements should passengers with disabilities consider?

3. Check-In

Guidance Note

In this section, an airline operator should provide information about check-in facilities, including procedures and the nature of assistance available, and also how a passenger can best communicate their needs.

Issues an airline operator may wish to include in its DAFP in this section include:

Check in procedures for passengers with disability

- What processes or procedures does the airline operator have to facilitate the check-in process for people with disabilities?
- Are there additional measures or actions that passengers with disabilities can undertake to help facilitate their travel, such as allowing for additional check-in time, providing the technical specifications for any equipment, including wheelchairs, or providing particular documentation for assistance animals?

Accessibility

What procedures are in place to ensure the check-in process is accessible for passengers with disability?

- Are check-in desks accessible to passengers with disabilities, particularly those in wheelchairs - i.e., are counters at a height which allows a person using a wheelchair to better interact with your customer service staff?
- If a passenger with disability has difficulty standing for long periods of time, such as a long queue, are there alternative options to assist the passenger?
- Are there alternative options for people who are unable to use electronic devices used as part of self check-in arrangements and how are they accessed?

Communication limitations

- How does an airline operator communicate to passengers to ensure a smooth check-in for passengers with hearing or vision related disabilities, including signage, tactile ground surface indicators and hearing loops?
- What process does the airline operator have through which a person with a hearing impairment waiting in the check-in queue will not be disadvantaged as a result of not hearing a public announcement (e.g. the calling forward of passengers for a flight for which check-in is about to close)?
- Does the airline have measures in place to communicate and minimise disruption to the passenger's travel plans when there are unexpected changes to planned operations (e.g. a change in the size or type of aircraft, inclement weather that prevents the use of dedicated lifting equipment etc.)?

4. Security Screening

Note: This section applies primarily to an airline operator when it is the responsible screening authority within Australia or responsible for screening at the last port of call for flights to Australia.

Guidance Note

Travellers with disability may require assistance in proceeding through the security screening process at an airport.

Where an airline operator (or their agent) is responsible for the security screening processes at an airport, this section of the DAFP should outline the policies and procedures relating to the screening process, including procedures relating to the screening of mobility aids and assistance animals.

Where an airline is not responsible for the security screening at an airport or airports where it operates, the airline's DAFP should indicate where a person can find out about the screening policies and processes that will apply at a particular screening point.

Issues an airline operator may wish to include in its DAFP in this section include:

Security Screening Policies and Procedures

- What particular measures or procedures, if any, does the airline have in place to facilitate the security screening processes for people with disabilities?
- How does the airline enable the screening of passengers with disabilities in a manner which is both sensitive to their needs and upholds their dignity?
- Are options given to the passenger on the method of screening, in particular an option to stand or sit, or having the screening take place in a private room?
- Do the airline's screening practices accord with the appropriate handling of assistance animals, wheelchairs and other mobility aids?

Disability competency for screening staff

- What arrangements are in place to ensure screening staff are appropriately trained to assist passengers with disabilities? While this is a matter for operational planning, it may be useful to include reference to this in the DAFP to provide reassurance to passengers that they will be treated appropriately, and with dignity and respect.
- How do screening staff comply with the relevant guidelines or procedures, particularly to the extent that those guidelines or procedures relate to the screening of passengers with disabilities?

5. Airline Terminal Facility

Note: This section is relevant to an airline operator when it is responsible for terminal facilities.

Guidance Note

Where an airline operator is responsible for an airport terminal facility, this section of the DAFP should outline the support available for passengers with disability throughout the terminal and information on how to access this support.

Where possible, a map in an accessible format should be included as part of the DAFP that clearly shows the layout of the airport and the location of the terminal facility.

Issues an airline operator may wish to include in its DAFP in this section include:

Terminal Accessibility

- What steps has the operator taken to ensure terminal pathways, including shopping and eating areas, meet the diverse needs of passengers with disabilities?
- What tactile components (e.g. braille signage, tactile ground surface indicators) exist to assist people who are blind or have vision impairment with finding their way around the airport terminal?
- Is there a map included in the DAFP that shows where services, such as information kiosks, or disability access facilities and equipment, such as hearing loops, can be found?

Disability Access Facilities

- Which public facilities, such as toilets, are accessible for people with disabilities, including passengers with reduced mobility and vision impairments/blindness?
- If some are more accessible than others, such as toileting facilities for assistance animals, you may wish to describe their location within the terminal and whether they are before or after the security screening area.

Information provision

- Does signage at the airport meet the needs of people with disability, including complying with relevant standards? See Part 17 of the Disability Standards for Accessible Public Transport 2002 and the Disability (Access to Premises — Buildings) Standards 2010.
- What visual information is available to assist people who have a hearing impairment to be informed of announcements?
- If there are no text displays of announcements, can passengers with hearing impairments make themselves known to airport and/or airline staff to ensure they receive any relevant announcements? How can this be arranged?
- What audible information is made available to assist people who have vision impairment to be informed of changes to regularly updating information screens?
- Do televisions (displaying broadcasted television, as compared to flight scheduling) in the terminal have the closed captioning option in operation?
- Are hearing loops provided and maintained? If so, do the loops operate throughout the terminal or only in particular areas? If only in particular areas, is there indicatory signage?

6. Carriage of Mobility Aids and Medical Equipment

Guidance Note

People with disability may be restricted or limited in their mobility and may use a wheelchair, medical equipment or other types of mobility aids to assist them.

This section of the DAFP should outline an airline operator's policies and procedures for the carriage of mobility aids or medical equipment. In particular, this section should advise passengers of any requirements or necessary limitations on the carriage of equipment or devices and any steps that the passenger can take to assist the airline in the carriage of both the passenger and any equipment that they require.

This section should also include information on any facilities that the airline has available to assist with mobility constraints.

Issues an airline operator may wish to include in its DAFP in this section include:

Carriage of Mobility Aids and Medical Equipment

- What is the airline's policy for the carriage of mobility aids and large medical equipment, such as oxygen cylinders?
- Does the airline require information on certain items, such as information on batteries for their mobility aids?
- What charges, if any, does the airline apply for the carriage of these items?
- At what stage in the pre-boarding process must a passenger relinquish their mobility aid?
- If a passenger is required to transfer to an airline wheelchair, to what standard does the airline operator's wheelchairs/mobility aids meet?
- Does an airline wheelchair enable the passenger to manoeuvre the wheelchair without assistance?
- Upon arrival, what are the airline operator's procedures for the prompt provision of the passenger's own mobility aid? How promptly and from where can the passenger expect to receive his or her mobility aid? Is this dependent on the arrangements at each particular airport?
- What procedures does the airline have to ensure the correct handling of a mobility aid to, from and within the undercarriage of an aircraft (e.g. the upright carriage of large electric wheelchairs and other procedures to protect such aids from damage in transit)?
- What are the airline's policies and procedures where damage occurs to a mobility aid during transit? Are passengers encouraged to obtain insurance on their mobility aid?
- What assistance does the airline operator provide in relation to dismantling and reconstruction of large mobility aids and what expertise do those who undertake this work have? Does the airline require assistance from the passenger in this process?

Limitations on the carriage of passengers with disability and mobility aids

- Does the airline have limit on the number of passengers with disability requiring wheelchair assistance it can carry on a particular flight?
- In deciding how many passengers requiring wheelchair assistance an airline is able to carry on a particular flight, does the airline take into consideration the following:
 - the size of the aircraft, including the capacity of the cargo hold and aircraft weight restrictions;
 - the extent of the passengers disability and the level of assistance they require from airline staff;
 - whether the passenger is travelling with a personal wheelchair and if so, the nature of the wheelchair; and
 - the level of assistance required for any other passengers already booked on the flight.
- In a normal operating environment, does the airline generally accept up to a certain number of passengers requiring wheelchair assistance; and does this vary depending on the operational and safety requirements of the particular flight?
- If carriage of a particular mobility aid is not possible (e.g. due to aircraft capacity), what alternative options does the airline provide?
- What are the specific limitations that apply to the carriage of mobility aids?
- Does the airline operator notify passengers at the booking stage if they are unable to take their preferred flight due to a limit on the number of passengers travelling with wheelchairs?

7. Assistance Animals

Guidance Note

An assistance animal is often a vital means of independent travel for many people with disability.

This section of the DAFP should outline an airline operator's policies and procedures relating to the carriage of assistance animals and include any requirements or limitations that the airline has in carrying assistance animals.

If you discussed assistance animals in Section 1 on Reservations, or Section 4 on Security Screening, you may wish to insert in this section a reference to that related information.

Issues an airline operator may wish to include in its DAFP in this section include:

Policies and procedures on the carriage of assistance animals

- What procedures and policies does the airline have to ensure a seamless journey for persons travelling with an assistance animal?
- What information does the airline need, at the time of reservation, from the passenger for the carriage of an assistance animal?
- What information should the passenger provide regarding their assistance animal, such as animal identification and training, a current public access test assessment etc.?
- How much notice is required by the passenger to the airline to ensure the airline is able to carry the assistance animal?

Where the carriage of an assistance animal is not possible

- What requirements may be imposed on the carriage on an assistance animal?
- In what circumstances would an assistance animal not be permitted to travel in the aircraft cabin?
- If an animal is not permitted in the aircraft cabin, what are the alternative arrangements for carrying the animal on the flight, should the person requiring the assistance of the animal still choose to fly in these circumstances?

International Airlines

- Are there any quarantine, safety or other regulatory requirements applying either on the airline's flights to and from Australia, flights beyond its transit hub, or on the ground at the airline's hub airport?
- If any requirements apply, is the passenger expected to assist the airline to obtain authorisation?

8. Access to and on-board an aircraft

Guidance Note

It is important that people with disability, their family and carers have access to public transport so they can participate fully in community life. Operators of public transport, including airlines, should ensure that the services that they provide meet the needs of passengers with disability.

This section of the DAFP should outline the facilities and services provided by the airline operator to support a passenger with disability to both access an aircraft and the facilities and services available to them once on the aircraft. This section should also detail any requirements that the airline imposes, or any restrictions that apply, that limit the availability of the facilities or services provided by the airline.

Issues an airline operator may wish to include in its DAFP in this section include:

Boarding processes

- What processes does the airline operator have to facilitate an effective and dignified boarding for passengers with disability?
- Should the passenger with disability be present at the gate for pre-boarding ahead of the allocated time for other passengers? If so, how far ahead of departure?
- What equipment does the airline use to facilitate the transfer of passengers in to/out of their seats, and on/off aircraft, including lifting a mobility-impaired passenger onto an aircraft in order to bypass steps which would otherwise be used?
- What is the airline's boarding processes for a mobility impaired person where aerobridges are not available?

Note: If it can be simply presented, you may also wish to identify those airports where such facilities exist or do not exist.

Pre-flight safety briefing and in-flight announcements

- How is the pre-flight safety briefing tailored to communicate information to passengers with disabilities, such as those who are hearing or vision impaired?
- Does the airline operator have safety instruction cards available in Braille format, provide individual safety briefings on request and/or have captions on the display screens?
- Does the airline have procedures in place to ensure that announcements made throughout the cabin (particularly extraordinary safety-related announcements) are communicated to passengers with disabilities, particularly passengers with a hearing-related disability?

In-flight service and facilities

- Do the airline's meal-related services cater to people with disabilities (e.g. menus provided in multiple formats, opening packages on behalf of passengers or identifying items for vision impaired passengers)?
- What facilities and/or components in the aircraft cabin facilitate accessibility and the communication of information to passengers with disabilities (e.g. space to stow mobility aids, Braille directional signs, in-flight TV captions for safety briefings and/or entertainment purposes)?

- Is access to the on-board toilet facilities for passengers with mobility difficulties assured? If so, how?
- What arrangement does the airline have in place to ensure carriage of portable aisle chairs for use in flight to access on-board facilities, such as toilets, etc.?
- What features or facilities, if any, are available on the aircraft to assist passengers with disabilities to move or navigate through the cabin?
[It may be useful to outline the general layout of the cabin on the aircraft types flown by the airline; e.g. numbers of seats, whether there is a toilet or flight attendant on board etc.]

Restrictions

- Are there any travel restrictions for persons with disabilities, e.g. due to the size of the aircraft? When would these restrictions apply to a passenger?
- How and when are these restrictions communicated to passengers?

9. Direct Assistance

Guidance Note

This section should provide information for passengers on the facilities and services an airline has in place to support passengers with disability, particularly where those facilities or services have not been addressed in another area of an airline operator's DAFP.

Issues an airline operator may wish to include in its DAFP in this section include:

Direct assistance

- What direct assistance can airline staff provide, if any, to assist passengers with disabilities to travel safely and with dignity when flying? If not mentioned elsewhere in the Plan, it may be worth highlighting any direct assistance that the airline provides in relation to:
 - terminal access from kerbside
 - check-in
 - proceeding to the gate at the correct time for pre-boarding
 - border processes (when the passenger is flying internationally)
 - boarding and disembarking
 - stowing and retrieving baggage
 - on-board services (e.g. meals) and facilities (e.g. the aircraft toilet)
 - transferring between mobility aids or between a mobility aid and seat
 - briefing on emergency procedures and the layout of the cabin
 - transferring to a connecting flight or other modes of transport.

Variations in assistance provided

- Are there any significant variations in the nature of assistance that is provided by the airline at different locations? If so, provide an outline so that people can more effectively plan their travel.

Additional Support

- What processes does the airline have in place so that the airline's ground staff will pay attention to the particular effects on a passenger with a disability of flight delays and/or cancellation?
- Who can a passenger or member of airline staff contact to obtain advice on how to address an issue that arises unexpectedly or to get additional assistance?

10. Service Delivery

Guidance Note

Customer service is an important part of an airline's operations and passengers with disability form an important part of an airline's customer base.

This section should provide information for passengers on the services an airline has in place to support passengers with disability and the procedures an airline has in place to ensure appropriate continued support for passengers with disability.

Issues an airline operator may wish to include in its DAFP in this section include:

Staff skills

- Are any airline staff conversant in Auslan (Australian sign language), or other sign languages?
- If so, are there any means through which a person who is Deaf or has a hearing impairment can readily identify an Auslan-fluent staff member (e.g. sign on name badge etc.)?
- Particularly if the skilled officers do not work at the front of house, how can a Deaf or hearing-impaired person request the assistance of such a staff member?

Security environment

- Do security requirements at particular locations place limitations on accessibility (e.g. close access to the terminal entrance by motor vehicle).
- Is assistance available in relation to screening processes (you may wish to refer to a section in the DAFP which deals specifically with screening processes)

Staff training

- What training does the airline provide to staff, including contractors, to support them to appropriately assist passengers with disability and/or their equipment? Do those trained include check-in/ground staff, cabin crew and baggage handlers?
- Are staff trained to appropriately consider the requirements of passengers with disabilities when unexpected operational changes arise?

Consultation and Performance

- What mechanisms, if any, does the airline have in place to consult disability advocacy groups on its policy and practical approaches?
- Does the airline have mechanisms in place to monitor performance for quality assurance purposes?
- Where the airline is responsible for the operation of the airport terminal, does the airport report on performance against its disability access policies and legislation in its annual report?

11. Communications

Guidance Note

As noted in relation to pre-flight planning and reservations, effective communication is critical to providing effective disability access arrangements. In this section, airline operators should provide information about how they will communicate with people with disability and how passengers can provide feedback on their experience.

Issues an airline operator may wish to include in its DAFP in this section include:

Making information accessible

- Is information is easily accessible and does it take into account the diverse needs of passengers with disability?
- Is information provided in alternate formats and easily located on the website or in the terminal? Is information online available to an appropriate disability accessible standard, such as the W3C recommended Web Content Accessibility Guidelines Version 2.0 (WCAG 2.0)?

Feedback

- Are there a number of ways in which passengers can provide feedback to the airline about their experiences with airline services and facilities? Some options include - in person at the airport; through an online form or generic mailbox; by telephone to a responsible area.
- Is there a process for handling formal complaints? What timeframes apply to handling of complaints?

For guidance on establishing a complaint handling process operators could consider *ISO 10002:2014 Standard - Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations* which is intended for all types of organisations in all sectors. More information is available at: <http://www.iso.org/iso/home.htm>

Consultation

- What are the airline's consultation arrangements to ensure disability access considerations are taken into account when planning changes to operations or to assist with the development and review of the DAFP?
- Who should be consulted and how can people get involved?

12. Planning and Review

Guidance Note

DAFPs need to be periodically reviewed and updated to ensure they remain relevant and aligned with current operations.

A good time to review the plan is when there are significant changes to operations or a major development activity at a key location where the airline operates. Reviewing the plan at these times will increase the likelihood of more effectively incorporating improved access arrangements into new operations or facilities. A revised plan can then be published once the new operations or facilities are in place. Proactive operators may wish to forecast opportunities for the disability sector to contribute to planning processes and could identify those activities in their plan and outline how people can become involved.

It is also prudent to periodically review DAFPs even where there is no significant change to operations – for example, when airline websites are going through a significant update.

In this section, operators may wish to outline the ways in which they will incorporate disability access into planning and development activities to foster interest from people wishing to contribute and how often they will review the plan to ensure it remains up to date and relevant.

Issues an airline operator may wish to include in its DAFP in this section include:

Planning for and implementing disability access improvements

- Are there opportunities for people interested in disability access to contribute to the airline's planning and implementation of access improvements? Contributions from relevant stakeholders can help ensure that improvements are targeted, effective and fit for purpose, and ensuring maximum value is obtained for the investment.
- Are there any disability access improvements scheduled to be implemented in the future which can be referenced in the DAFP? Is there a timeframe for delivery?

Review

- How often will the DAFP be reviewed?
- What consultations will occur and how can people contribute to the process?