

From: Peter Kerley [mailto:peterkerley@optusnet.com.au]
Sent: Saturday, 29 April 2017 2:25 PM
To: Whole of Journey Guidelines <dsaptwholejourney@infrastructure.gov.au>
Cc: Deafblind Association NSW <dbansw@bigpond.com>; Janne Bidenko <janneb@inet.net.au>; Steve Williamson <Steve.Williamson@deafnessforum.org.au>; Christine Hunter (chrisann1360@gmail.com) <chrisann1360@gmail.com>; AAF_Secretariat@infrastructure.gov.au; Denise & Carmelo Venturini <Denise_Venturini@bigpond.com>
Subject: Deaf-Blind Submission

Dear Sir/Madam,

May we provide the following comments (also attached) from the DeafBlind Association regarding the Accessibility of Aviation Transport.

A summary impression is that Disability Access to services has become more difficult since the role of Security has been greatly enhanced.

It is also possible that the Aviation Industry has not picked up sufficiently on the important role of Carers or companions for Deaf-Blind persons?

Deaf-Blind Advocacy for Accessible Air and Surface Public Transport

Issues

- Deafblind persons normally get to Airport by Taxi; but Taxi driver is not allowed to leave taxi to take person inside airport building for booking.
- Taxi needs to be permitted to pull-up in "No Parking" to guide Deafblind person into the building.
- Support people usually do not go whole way to boarding point if that person only responsible for taking to Airport.
- If Support worker meeting Deafblind person at Airport, they only meet inside terminal
- Security area for some disabled people to go through, separate from main queues because of need to communicate what is happening takes time.
- Security can get cranky for example with a Braille mobile phone: hence a properly trained staff member from each airline is required.
- Cutlery with raised grip or knitting not permitted on flights, therefore eat with fingers and boring for person with no sight/hearing if not have craft to do.
- Every Airport must have a Protocol

- No update of on-board safety instructions in Braille
- Staff will not let Deafblind person fly on their own; must have a Carer who is required to pay?
- Airlines should accept a Companion card/Blind passes, already accepted by other forms of public transport.
- Air hostess and ground staff unable to communicate with Deafblind people.
- A dedicated 100 sq. metre Communications Centre with Braille, excellent sound, lighting and large text contrast and audio-loops is highly desirable.
- Deaf-Blind Advocacy group met with Transport for NSW - discussing Apps on Mobile phones.
- Even with surface public transport, Deafblind require mobility training to travel independently and learn a familiar route.
- Problems with buses and trains include knowing when they are approaching and the danger of falling into gap between carriages
- Training is required for Deafblind to use special purpose Apps for Mobile phones to use with a small Braille display.

Kind regards,

Peter Kerley

AAF Representative
on behalf of the Deafness Forum Australia.

Deaf-Blind Advocacy for Accessible Air and Surface Public Transport

Subject

- Deafblind persons normally get to Airport by Taxi; but Taxi driver is not allowed to leave taxi to take person inside airport building for booking.
- Taxi needs to be permitted to pull-up in "No Parking" to guide Deafblind person into the building.
- Support people usually do not go whole way to boarding point if that person only responsible for taking to Airport.
- If Support worker meeting Deafblind person at Airport, they only meet inside terminal
- Security area for some disabled people to go through, separate from main queues because of need to communicate what is happening takes time.
- Security can get cranky for example with a Braille mobile phone: hence a properly trained staff member from each airline is required.
- Cutlery with raised grip or knitting not permitted on flights, therefore eat with fingers and boring for person with no sight/hearing if not have craft to do.
- Every Airport must have a Protocol
- No update of on-board safety instructions in Braille
- Staff will not let Deafblind person fly on their own; must have a Carer who is required to pay?
- Airlines should accept a Companion card/Blind passes, already accepted by other forms of public transport.
- Air hostess and ground staff unable to communicate with Deafblind people.
- A dedicated 100 sq. metre Communications Centre with Braille, excellent sound, lighting and large text contrast and audio-loops is highly desirable.
- Deaf-Blind Advocacy group met with Transport for NSW - discussing Apps on Mobile phones.
- Even with surface public transport, Deafblind require mobility training to travel independently and learn a familiar route.
- Problems with buses and trains include knowing when they are approaching and the danger of falling into gap between carriages
- Training is required for Deafblind to use special purpose Apps for Mobile phones to use with a small Braille display.