



people with
disabilities
western
australia

Aviation Green Paper – Toward 2050

Australian Government - Department of Infrastructure, Transport,
Regional Development and Communications

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People With disabilities WA (PWdWA)

PWdWA is the lead member-based disability advocacy organisation representing the rights, needs, and equity of all Western Australians with a physical, intellectual, neurological, psychosocial, or sensory disability via individual and systemic advocacy. We provide access to information, and independent individual and systemic advocacy with a focus on those who are most vulnerable.

PWdWA is run by and for people with disabilities and aims to advocate for the rights and empower the voices of all people with disabilities in Western Australia.

1. Executive Summary

This report has been produced by advocacy organisation PWdWA, in consultation with its members who are people with disability. The purpose of this report is to provide the Australian Government, Department of Infrastructure, Transport, Regional Development and Communications, a submission in response to the Aviation Green Paper – Toward 2050 (1). The information received from people with disability regarding their experience of air travel, consistently reported barriers from set down through to inflight travel. Information presented in this report details the challenges and barriers reported by people with disability, with suggested opportunities and recommendations to improve this experience.

2. Acknowledgments

PWdWA would like to acknowledge the contribution of the people who participated in the consultation activities to provide this submission. Some people have experienced deeply humiliating and traumatic situations associated with air travel. Others who are required to travel regularly for employment or medical reasons, endure distress associated with the inconsistent air travel process for people with disability needs. All individuals who contributed to this submission, did so in the hope the recommendations for improvement are considered to improve inclusion and accessibility of air travel.

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4. Introduction

Over 4 million people in Australia (or 1 in 5) experience disability, representing a significant proportion of the domestic air travel market (2). However, people with disability continue to experience significant barriers with air travel. From booking a flight through to the aircraft seat, there are communication, financial and mobility barriers people with disability must navigate to be able to travel by plane (3).

The 2021 and 2022 review of the Disability Standards for Accessible Public Transport under the Disability Discrimination Act 1992 has resulted in some necessary reforms such as staff training (4). However, the reforms do not go far enough in relation to air travel for people with disability. The Disability Royal Commission heard the experiences of people living with disability engaging with aviation services as challenging and distressing, resulting in the Chair of the Royal Commission writing to the Chief Executive Officers of Australia's airlines and domestic airports in February 2023 (3).

Australia is a signatory to the United Nations Convention on the Rights of Persons with Disabilities (CRPD). This requires the Australian Government to take measures to enable accessible and inclusive transport, on an equal basis with others (5). Australia's Disability Strategy 2021–2023, under Policy Priority 5 states that 'transport systems are accessible to the whole community' (2).

This submission provided by PWdWA is the result of consultation with Western Australians with a range of disabilities. People who travel by plane explained the barriers they experience and provided suggestions for improved transport standards and aviation accessibility generally.

The objectives of this submission are to provide information to the Australian Government to:

1. Improve the aviation transport standards.
2. Initiate more inclusive and accessible air travel for people with disability.
3. Consult appropriately with people with disability and their supporters.

The Western Australian disability community has an expectation that the subsequent 2024 Aviation White Paper, will ensure that people with disability are adequately considered in policy and regulatory framework for the future.

5. Problem Statement

People with disability are disproportionately disadvantaged in air travel (6). Complaints to Australian Human Rights Commission (AHRC), and reports to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) detail airlines and airports operational failure to meet the needs of people with disability (6,3). This is commonly attributed to lack of training and awareness by airlines and airports; lack of accountability between airlines and airports for providing assistance; process inconsistencies for transporting mobility and disability equipment; and communications not provided in accessible and alternative formats, particularly for people with intellectual disability. These issues result in an increased burden on the person with disability to navigate an inaccessible service.

6. Methodology

PWdWA invited their members, who are all people with disability to share their experience of air travel. Opportunities were provided to participate in a survey, focus group or individual meeting. Overall, 32 Western Australians with a range of disabilities participated. Those who attended a focus group or individual meeting were provided a \$50 gift card as recognition of the time they gave to contribute to this submission.

The survey was emailed to members in October 2023 titled 'Opportunity to comment on air travel'. The survey was written in plain English and provided in two formats, electronic and as a word document. See appendix A, for full survey. Twenty-seven people completed the survey. Respondents detailed the challenges they have experienced when travelling by plane and commented on any positive experiences. From the survey some people were asked if they would like to participate in a focus group to gather more information. People were selected for the focus group based

on representation across disability, age, gender and geographic location within Western Australia.

Two focus groups with a total of nine participants were conducted on the 19th and 24th of October 2023. These groups discussed in detail the specific issues people with disability experience with air travel.

Following these two focus groups a further eight individual interviews were held. This accommodated for people that due to their disability preferred an individual meeting or their specific experience was personal and required a private discussion.

Table 1 - Consultation participation*

Activity	Members participated
Survey	27
Focus Group	9
Individual meeting	8

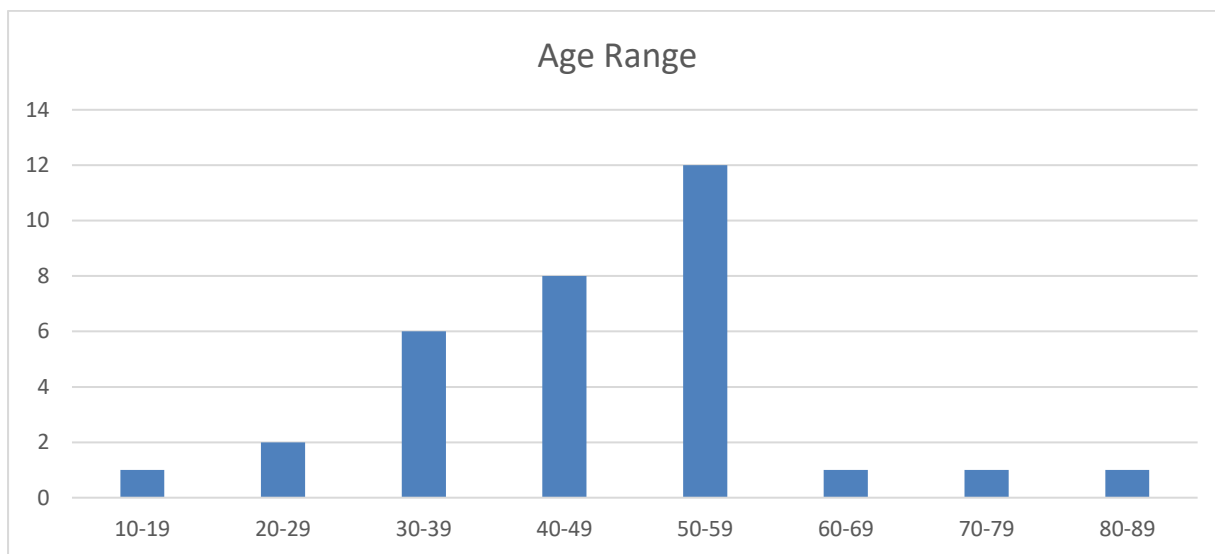
**A total of 32 people with disability participated in this consultation, some individuals participated in both the survey and focus groups or both the survey and individual meeting.*

Demographic

Of the 32 people that participated in this consultation efforts were made to achieve a balance across gender, age and region. 53% of participants identified as female, 41% as male and 6% as non-binary. Initially more females responded to the survey and opportunity to participate in focus groups. Later additional male participants were followed up to provide input via individual meeting.

The majority of participants were from the inner and outer Perth metropolitan area, however individual meetings were held with three people from regional and one person from remote Western Australia to better understand their experience of air travel.

The age of participants ranged from 17 to 83, with 81% of people between 30 to 59 years of age. Future consultation should aim to better understand the experience of young people and children with disability (under the age of 20) travelling by plane. The unique experiences of children and adolescents who often travel by plane with parents, could provide more perspective on this experience for families.



Graph 1- Age range of consultation participants

Disability type

People with physical disabilities represented the largest group who participated in this consultation. Some people identified as having two or more disabilities. The next largest group was those with a vision impairment. A limitation of this consultation was hearing from people with intellectual disability. In future consultations consideration should be given to further explore the unique experience of travelling by plane with an intellectual disability.

Table 2 – Disability types reported*

Disabilities identified by participants	Self-reported*
Physical	19

Deaf/ Hard of Hearing	3
Blind/Low vision	7
Sensory	1
Cognitive	1
Neurodevelopmental	4
Psychosocial	3
Intellectual and Developmental	1

**Some consultation participants reported multiple disabilities. Example, physical disability and deaf/ hard of hearing.*

7. Findings

The consultation found that people with different disabilities experiences common barriers to air travel. These barriers fell broadly into the following six categories: booking a flight, checking in, communication, airport environment, aircraft environment and transporting equipment. There are barriers people from regional and remote areas experience uniquely. These are explained in more detail below.

7.1 Booking a flight

Barriers in booking a flight were consistently raised as the most significant barrier to air travel for all people with disability involved in this consultation. This was due to the time it took, with multiple steps to make a booking while ensuring disability, access and supportive needs are communicated to the airline. The specific nature of the booking issues heard during the consultation are captured below:

- The online booking systems do not effectively capture disability or assistance requirements.
- Online booking not allowing for support person to be added to a booking.
- Not allowing for support person concession ticket to be purchased online, requiring call to airline.
- Inconsistencies among airlines with what constitutes a support person or carer.

- When a support person or carer is required to travel with a passenger with disability, make clear what concessions are available for the support person fare.
- Inconsistencies amongst airlines on who qualifies as a support person or carer.
- Manually having to request mobility assistance or detail mobility equipment specifications via an online or paper-based form, after the original booking made.
- Some online booking systems not being compatible with screen readers.
- Having to make a follow up call to the airline to organise equipment, access or mobility requirements.
- Making calls to the airlines was reported to be time consuming and often staff did not understand how to treat the person disability requests.
- Having to do this every time, for every booking due to no electronic 'disability or accessibility profile' linked with the individual's name. Example, travelling with powered wheelchair and the lithium-ion battery clearance.
- Lack of seat selection options available to persons with disability.
- Lack of uniformity amongst airlines for disability adjustments.

Case example: Ben* and Guide Dog 'Jack'

Ben is a 25-year-old man who travels with a guide dog regularly to participate in competitive cricket. Ben explained the complex booking process he engages in every time he is required to make a flight booking. He travels with the same airline because he has 'already completed their paperwork for his guide dog 'Jack', and it's very time consuming to do [the paperwork]'. Ben reports not being able to make his booking online, he is required to call the airline every time and says it's 'very frustrating', as he has to provide the same information he has already completed on the form. Ben reports this process always takes him around two hours for every booking. Recently he tried making a booking online, then called up to link his guide dog, Ben reported that the airline stated adding his guide dog required a 'new booking,' this was at an additional cost of \$250.00 to Ben. Ben acknowledged with this airline there is an option to email for a flight booking however that required waiting for a response, then going back and forth to confirm the right date, time and flight details, resulting in days to complete a booking. Ben commented 'I feel like it's deliberately hard, so people don't do it [travel with a guide dog]'. **Not real name*

7.2 Checking in

Another consistent pain point was checking in. Most people expressed they had made considerable efforts at the point of booking to organise and communicate their disability related needs. Yet when they arrived at check in, they were required to communicate most of this information again. Additionally with the shift to self-check in kiosks, many people reported locating a staff member to assist with checking in as challenging. This lack of available assistance cause people anxiety about their travel needs being met. Specific barriers included:

- Airline staff at check in communicated inconsistent processes for carrying lithium-ion wheelchair batteries on planes.
- Staff requesting passengers pay additional baggage to check in mobility equipment.
- Airline staff at check in not being able to locate passengers' disability related travel information (submitted at booking).
- Consequently hoist (eagle lift) not being available.
- People with vision impairment not being able to locate or use the self-check in kiosk as it doesn't have functionality for blind and vision impaired users.
- Person with intellectual disability not able to manage self-check in due to the written language prompts.
- Check in staff stating there isn't provision for seats toward the front of the plane to accommodate access on and off the plane and proximity to the toilets.
- Plane size changing prior to departure, requiring persons travelling with powered wheelchair to dismantle chair to fit in baggage or having to wait for another aircraft.

Case example: Johan*, powered wheelchair user.

Johan is a 39-year-old graphic design and branding professional who is required to travel to Sydney and Melbourne regularly for work. If Johan is flying with a support person, he is required to call to make the booking, however he sometimes chooses to fly independently to reduce additional costs of taking a support worker and their additional fare. When travelling independently Johan books online then follows up the booking with the airlines online 'request mobility assistance' form. The online form allows him to communicate his mobility equipment specifications and to organise the 'eagle lift' for transferring him to this seat. Johan explained that because he has provided the airline with his mobility equipment and assistance information, they should be 'expecting him and ready to accept him'. However, Johan stated every time he checks in, the airline asks him all the questions again, about his powered wheelchair, its size, weight, the battery and how he would like to transfer. This causes delays to his check in, which can impact the time he has available to toilet and prepare for the flight. Johan stated he allows three hours for domestic check in due to the unknown amount of time it will take for him to reoffer his disability information, locate an eagle lift, transfer him to his seat, then explain to the staff how to operate his wheelchair to put in baggage. Johan stated that based on experience, he only travels during 9am - 6pm, as this is when trained staff are more likely at check in and available to operate the eagle hoist. Johan acknowledged this often means he must stay overnight to get a daytime flight, however he was more comfortable absorbing the cost of accommodation knowing there would be an increased likelihood of experienced staff checking in his wheelchair and hoisting him safely. Johan described the video he has made to help educate aviation staff on how to hoist him and how to operate his powered chair.

**Not real name*

7.3 Communication

Some people reported challenges with airlines and airports not offering information in clear, straightforward or alternate format, for example:

- Person with intellectual disability reported not knowing if a flight was delayed or changed because he can't read the emails or text messages from the airline.
- People stated complaints were difficult to make and the airport and airline did not have an adequate process to receive complaints from passengers with disability in person, when experiencing distressing situations.
- When people have submitted complaints retrospectively and in writing, the response has been slow and lacking accountability from the airport or airline.
- Passenger with disability reported the only way to get an adequate response from airlines and airports was to report on social media.

7.4 Airport environment

People reported some airports are designed more accessibility than others. Getting from the set down areas through the airport to the plane seat varied among Australian airports. Some airports were reported to have good accessible facilities such as a 'changing places' facilities but lacked effective linkages to taxis and rail transfer options.

Helpful accessibility considerations that were discussed included:

- Set down area easily allowing people with disability to transfer to inside the airport.
- Airport or airline staff providing wayfinding assistance through the airport from set down to check in, and to the gate.
- Providing options for mobility assistance from check in to the gate (example wheelchair available from check in).
- Good accessible toilet facilities including 'changing places' facilities.

Consultation participants reported the following accessibility challenges:

- Timed set down zones (example Perth airport, 6-minute timed set down), not giving people with disability sufficient time to unpack and be supported into the airport.
- No provision at set down for people with disability. Example, Perth airport, requires use of short term ACROD parking. If the person departs carrying

their ACROD with them for their travel, how does the driver claim the 'reasonable time' as per the provision by Perth airport. See response from Perth airport Appendix B.

- Blind and vision impaired people not being able to wayfind to check in and not being provided with support by the airport or airline.
- Not being able to meet a person's access needs due to equipment or staff unavailable, for example wheelchair availability, assistance to gate or eagle hoist availability.
- Not having easy access to airport infrastructure maps, to allow a person to plan their journey and what assistance they may require. Example, walking distances.
- Insufficient airport seating available for people with mobility needs.
- Lack of safe, quiet spaces within in the airport to wait, should a flight be delayed or changed, for those with sensory needs.
- Security not communicating effectively with people, for example demanding to 'take belt off, remove shoes', was reported as frightening to person with intellectual disability.
- Security personnel not being familiar with assistive devices, such as a braille reader.
- Taxis not picking up passengers using mobility equipment.
- Lack of assistance animal toileting areas.

7.5 Aircraft environment

People who participated in this consultation consistently commented on the flight crew's willingness to try and meet the needs of passengers with disability. Most issues passengers faced were operational system barriers. These issues result in passengers not having a reliable and consistent travel experience. The availability of appropriate seating, transfer support and toileting assistance varied according to flight crew experience and equipment availability, such as an eagle hoist to transfer or isle chair in flight to access the toilet. These inconsistencies were reported by passengers as a significant cause of anxiety and distress during air travel.

Passengers who travelled with a guide dog reported airline crew in Australia were

generally experienced in guide dog accommodations. There were no participants in this consultation who used other assistance animals. For example, some people with Autism use an assistance animal and it was not clear to participants of this consultation how this is accommodated by airlines.

Challenges associated with travel on the plane included:

- Staff not appropriately trained in use of hoist (eagle hoist) resulting in unsafe and undignified transfers.
- Baggage staff not trained in how to move mobility equipment, resulting in unsafe practice such as brakes not applied while in storage, increasing likelihood of damage to mobility equipment.
- Support people not travelling on the plane, not allowed to support a person to transfer to their seat (must stay at gate). This means the passenger with disability must either pay for the support person to fly with them and / or seek assistance from airline staff.
- Some planes do not carry aisle wheelchairs, resulting in undignified access to toilet or no access at all.
- People with non-apparent (non-visible) disability not being permitted to preboard, resulting in painful queuing.
- Onboard electronic call systems not being accessible to visually impaired passengers, as there is no audio description (example call button being electronic on screen).

Case example: Freya*, young, powered wheelchair user and her parents

Freya is 17 years old, who travels with her parents from Karratha in regional Western Australia regularly. Since Freya was very young, she travelled by plane to attend medical appointments in Perth. Freya's family have a finely tuned process for ensuring her disability needs are known to the airline and that her powered wheelchair is transported with minimal impact. The family report always allowing additional time, always following the process to request special assistance in advance and always carrying the appropriate clearances for Freya and her powered wheelchair. On flight QF1834 from Perth to Karratha in October 2023, the airline advised that the families normal process of transferring Freya to her plane chair was not possible and that an eagle hoist would be used. The family was hesitant and asked questions why their usual process could not occur, the airline staff explained the use of the eagle hoist was now the process. At the plane, airline staff put Freya

into the slings and attempted to hoist her, the positioning was poor and Freya slid, her parents assisted with repositioning. Ground crew and cabin staff then attempted the hoist when realising a belt was missing, they located another belt, positioned it on the hoist and reattempted the lift. When Freya was raised out of the wheelchair with the hoist she was tilted into an unsafe and undignified position, reclined with her legs splayed out. Freya and her parents were very distressed and stated the staff did not appear experienced or willing to listen to them about what was in Freya's best interest. The flight was delayed for 30 minutes, adding further embarrassment. The family submitted a written complaint to the airline on October 11th 2023 and as of 13th November have not received a response. **Not real name*

7.6 Transporting equipment

All people with disability who use equipment reported some issues with how equipment is managed and handled by airports and airlines. These issues broadly fell into the categories of process issues and lack of staff training and awareness.

- Passengers with battery powered mobility devices experienced extra scrutiny and are required to follow specific procedures which are time consuming, even if they had already provided detailed information at booking.
- Disability equipment is often reported damaged during transit, resulting in further challenges for people when arriving at their destination.
- People reported being charged extra baggage for their mobility equipment, despite explaining to airline staff that it is disability equipment.

8. Discussion

The lack of accessibility and inclusion in the Australian aviation sector and regulatory framework results in the burden of responsibility being placed on the person with disability. People are required to self-advocate during flying and report this to be a tiring exercise. The impact of this on the person with disability and their supporter is:

Financial impact: people with disability are often required to travel with a support person because of a lack of assistance within airports and by airlines, specifically with transferring to an aircraft seat and disassembly/assembly of mobility equipment. The additional cost of purchasing a support person fare, places unfair financial burden on the person with disability.

Personal safety: due to the variability in staff training and equipment availability (such as an aisle chair), people with disability are placed in unsafe situations that can harm them physically and psychologically. People with physical disability reported issues and incidents with staff operating the eagle hoist, not allowing people to operate their own equipment in their preferred manner and not listening to the preference of the person with disability.

Damage to equipment: Disability equipment is often reported to be damaged, broken and at time misplaced. This is particularly the case for people who are required to disassemble their mobility equipment to meet transport specifications. Passengers from regional and remote areas generally travel on smaller aircraft which required they disassemble their larger mobility equipment such as a powered wheelchair.

Administrative and communication burden: the process for booking a flight, registering disability equipment or requesting assistance is a time consuming, multiple-step activity that needs to be recompleted very flight, even if an individual's support requirements remain the same. The current process requires calling the airline, speaking to multiple call operators and communicating the same information to an officer who may or may not understand how to accommodate the person's disability needs. The time impact of this takes away from a person's ability to engage in employment, parenting and other important life activities. People report making complaints when things are discriminatory or unsafe to airline and airport staff when in transit is confronting and distressing. There doesn't appear to be an access and inclusion officer who can hear the concerns and work towards a solution that could mitigate incidents and distress.

9. Recommendations

The Aviation Green Paper (1) requests the voice of travellers with disability comment on how they can be better served in their interactions with the aviation sector. This consultation conducted by PWdWA for the purpose of this submission, provides feedback on how this may be achieved:

What further improvements can be made to the Disability Standards for Accessible Public Transport to accommodate the unique requirements of air travel?

- The requirement for all airline and airports to have a Disability Access Facilitation plan in line with the revised Disability Standards for Accessible Public Transport.
- A minimum of one changing place facility at every Australian airport.
- Airline booking systems to be accessible for visually impaired people using screen reader to WCAG 2.0 AAA standard.
- Efficient single step airline booking systems to accommodate disability access and equipment requirements.
- Sector standardisation of processes for carrying lithium-ion wheelchair batteries on aircraft.
- An independent Public Transport Complaints Commissioner to accept and mediate complaints from set down through to inflight travel in accordance with the standards.
- Alternate accessible communications for people who communicate verbally, in plain English or visually.
- The requirement for visual signage throughout airports. Example leading into and at security to communicate requirements (example, image suggesting removing shoes).
- Standardisation of what constitutes a support worker and carer for subsidised fare eligibility.
- Provision of a support worker and carer fare and capped cost (example percentage of full fare).
- Aviation sector standards to accept the national Companion Card scheme for support worker or carer subsidised fare.

- Provision of a number of aircraft seats per flight in an accessible position, quarantined as priority for people with disability.
- Aviation sector standards for carriage of assistance animals and mobility aids.
- Airports required to provide adequate set down for dropping off passengers with disability, separate to the ACROD bays in carparks.

What improvements can be made to aviation accessibility that are outside the scope of the Disability Standards for Accessible Public Transport?

- Recommendation for an electronic disability air travel access profile, where passengers with disability can upload their information.
- Airlines required to be prepared at check-in to accommodate people with disability and their support needs.
- Requirement of a disability access and inclusion officer for airlines and airports to resolve in person travel issues.
- Standardised disability and inclusion training for staff across the aviation sector.
- Staff to be aware of disability communication schemes such as the ‘Sunflower’ for non-apparent disabilities and the National Assistance Card (see word list for links to further information).
- Escalation process for responding to equipment loss and damage, including assisting with interim supports.
- Priority tracking system for essential equipment such as wheelchair and breathing systems.
- Provide airport access maps with booking including information such as distances, facilities and help desk.
- Standardise process for travelling with support person, including seat allocation.
- Improve technology associated with booking through to inflight, to be accessible to people with different disabilities.
- Develop the airport environment in line with universal access to be more disability and access friendly.

- Airports and airlines to engage with disability advocacy organisations to consider access and inclusion in the physical environment and processes.
- Improve visual communication and signage around airports to facilitate wayfinding, inclusion and access.

What are the specific challenges faced by people with disability wishing to travel by air in regional and remote areas?

Regional and remote travellers in this consultation reported additional challenges specifically with transporting powered mobility equipment. Due to the smaller planes often used in regional and remote flights, powered mobility equipment is often considered too heavy or too large to transport. Some people were able to disassemble their mobility equipment into smaller parts, however this increased the risk of sections of their mobility equipment becoming lost or damaged in transit.

How can Disability Access Facilitation Plans by airlines and airports be improved?

For the purpose of this submission the Perth Airport and QANTAS Disability Access and Facilitation Plans (DAFP) were reviewed. Suggestions to improve DAFP's include:

- Standardisation of DAFP criteria across the aviation sector.
- Consulting with disability advocacy organisations to ensure DAFP are relevant and contemporary.
- Ensure DAFP's are consistent with the Disability Standards for Accessible Public Transport.
- Reviewing for compliance with the Australian Human Rights Commission, and the Civil Aviation Safety Authority (CASA).
- Providing clear, straightforward process for booking, support person booking, mobility assistance, disability equipment, assistance animals, lithium-ion batteries and complaints.
- Providing this information in simple, plain English.
- Providing an easy read version.

- Accountability of DAFP's by airlines and airports by submitting to statutory body for regular review and audit.

How should the Aviation Access Forum (AAF) be restructured to be more effective and better able to drive and enforce change to address issues faced by travellers living with disability?

- Clarification of the AAF's role and responsibilities by relevant statutory body.
- Ensure people with disability are active members on the AAF.
- AAF given statutory powers to review aviation sector DAFP's, conduct audits and provide compliance notices.

Community consultation mechanisms

People with disability represent a significant proportion of the domestic air travel market, with 20% of Australians living with some form of disability (2). With the revised Aviation White Paper in progress, the aviation sector has an opportunity to achieve improved access and inclusion, through working with the disability advocacy sector and people with lived experience of disability.

How can the existing consultation framework be improved to facilitate efficient planning and development, while preventing environmental harm and ensuring continued access for aviation users?

Future aviation consultation by governments, planners, regulators, airports, airlines and air service providers must include the perspective of people with different disabilities. This is important for the aviation sector regarding their social licence to operate, and for working towards a more accessible, efficient and inclusive sector. The existing consultation framework should be improved to require input from person led disability advocacy organisations, representing the priorities of people with a diverse range of disabilities, for example, cognitive, physical and sensory. On matters relating to the development or redesign of infrastructure, operations and services, the aviation sector must actively work with the disability advocacy sector to

inform better access and inclusion. People with lived experience of disability should be remunerated for their time involved in consultation efforts, acknowledging the value their lived experience provides.

Are CACGs working for the community?

These community consultation groups often fail to hear the specific needs of people living with disability. Many people with lived experience of disability and travel are not provided an opportunity to actively participate in community consultation. The terms of reference for any Community Aviation Consultation Groups (CACGs) must specify the inclusion of adequately qualified community representatives from person led disability advocacy organisations, to comment and seek disability specific input. For any matters relating to infrastructure and operational redesign, an access and inclusion subcommittee should be formed. Access and inclusion subcommittee members should have diverse experiences of different disabilities. These subcommittees should apply a co-design approach, facilitating the active involvement of people with lived experience of disability, who are remunerated for their participation.

10. Conclusion

Throughout the consultation conducted to prepare this submission, people with disability reported that airport and airline staff tried to assist but lack of training and accessible systems resulted in people with disability feeling burdensome and excluded from air travel. The Aviation Green Paper – toward 2050, along with the current review of the Disability Standards for Accessible Public Transport, provides the aviation sector an opportunity to better meet the needs of over 4 million Australians with disability. Achieving a more inclusive and accessible service is better for everyone, including older people, pregnant passengers and those with temporary injury and illness. We trust the consultation findings and recommendations provided in this submission support the development of Australia's aviation sector to embrace accessibility and become an inclusive service.

11. Word List

Disability Needs: assistance, equipment and adjustments to help a person with disability in their daily living and in their community.

Transport Standards: Disability Standards for Accessible Public Transport 2002.

The Disability Royal Commission: The Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability 2023.

Accessible: refers to environments, resources, or services that are designed or modified to be usable by people with disabilities.

Inclusive: people with disabilities are fully integrated and actively participate in all aspects of society without barriers.

Guide dog: a registered assistance dog that assist a vision impaired person.

Assistance Animal: a registered animal that provides a person with disability assistance, usually a dog.

Disability: This paper speaks to the social model of disability.

Carer: Friends or family who support the person with disability. Carers are people who provide support that is unpaid and not part of a paid work or community work arrangement.

Support Worker: A person employed or otherwise engaged to provide disability supports and services for people with disability.

Support Person: either a Carer or Support Worker

PWdWA: Western Australian disability advocacy organisation People with Disabilities WA

CRPD: Convention on the Rights of Persons with Disability

AHRC: Australian Human Rights Commission

DAFP- Disability Access and Facilitation Plans

CASA- Civil Aviation Safety Authority

AAF- Aviation Access Forum

CACG- Community Aviation Consultation Groups

National Companion Card: WA Provider www.wacompanioncard.org.au/apply-now

Sunflower Program: Program for identifying non apparent (hidden) disabilities

<https://hdsunflower.com/au/>

National Assistance Card: card to assist people with disability and health conditions in the community. <https://www.nationalassistancecard.com.au/>

12. References

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4. Disability Standards for Accessible Public Transport 2002 (Transport Standards), Disability Discrimination Act 1992, Commonwealth of Australia.
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6. Australian Human Rights Commission, Letter re: Aviation White Paper, 9th March 2023, Emeritus Professor Rosalind Croucher AM
7. Perth Airport Disability Access Facilitation Plan, Perth Airport (Date of publication: not specified)
8. QANTAS Qantas Disability Access Facilitation Plan, QANTAS (Date of Publication: November 2023)

Appendix A

Opportunity to comment on air travel

Hello PWdWA Members,

We have been asked to give information to the Government what our members experience when travelling by plane.

This information will help the Government make air travel for people with disability better.

If you can give 1 hour of your time for an online meeting, we would like to hear about your experience of air travel. We also have other ways you can tell us about your air travel experience.

Please provide us your details below by **12 noon Monday 16 October**. If you are selected, you will then be contacted to book in a time for a meeting.

If you are selected to attend a meeting, you will be provided a \$50 gift card for your participation. Please note, meeting places are limited so some people may not be selected for the meetings.

Please answer the questions below

Contact Information

1. Your name
2. Your age
3. What suburb you live in
4. What is the best way to contact you?
 - Phone
 - Email
 - Other
5. Where do you travel by plane?
 - Within Western Australia
 - To other states in Australia
 - International travel
6. Have you experienced challenges related to your disability when travelling by plane?
 - Yes
 - No

7. If yes, what were the challenges you experienced when travelling by plane?
8. Have you experienced good things related to your disability when travelling by plane?
- Yes
 No
9. If yes, what were the good things you experienced when travelling by plane?
10. Which online meeting time suits you best?
- Thursday October 19th at 1pm- 2pm
 Tuesday October 24th at 11am – 12 noon
 I can't do these times
 I can't meet online, I need another way to communicate. Please explain here
11. Do you need any support to share your air travel experience with us?
12. What most closely describes your disability(ies):
- Physical
 - Deaf/ Hard of Hearing
 - Blind/Low vision
 - Deafblind
 - Sensory
 - Cognitive
 - Neurodevelopmental
 - Psychosocial
 - Intellectual and Developmental
 - Acquired Brain Injury
 - Chronic Health Conditions
 - Other

Thank you, PWdWA will be in contact with you if we can offer you a meeting time to hear more about your experiences when travelling by plane.

Appendix B



Dear Danielle,

Thanks for contacting us.

I understand your concerns regarding time limits for people with a disability.

There is an express area at T1/T2 which allows drivers five minutes to complete pick-up or drop-off. This isn't introduced at T3/T4 at this stage, but it is coming soon.

We recommend visitors with an ACROD permit take advantage of the ACROD bays in short term parking, adjacent to the Terminal. This allows visitors to park for free for up to 10 minutes. Please find attached a map of the ACROD parking bays for your convenience.

As an ACROD permit holders, you're given a reasonable amount of time to enter and exit the drop-off/pick-up areas without being charged a fee.

Follow these steps to assist you with exiting:

- Drive up to the exit gate and press the call button to speak to our 24/7 operators. You may have to wait a moment while they assist other passengers
- Let them know you have an ACROD permit and quote the permit number
- They will review your time in the carpark and allow you to exit free of charge, if you were able to exit within a reasonable time.

Please let me know if there is anything else I can assist with.

Yours sincerely,

Kama

Customer Service

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Operating Hours

Monday to Friday (excluding Public Holidays) 7:00am - 6:00pm
(AWST)