How we will make air travel more accessible for passengers

Aviation White Paper

Easy Read version

How to use this document

The Australian Government wrote this document.

When you read the word 'we', it means
the Australian Government.

We wrote this document in an easy to read way.

We use pictures to explain some ideas.

We wrote some important words in **bold**.

This means the letters are thicker and darker.

We explain what these bold words mean.

There is a list of these words on page **17**.

This is an Easy Read summary of another document.

This means it only includes the most important ideas.

You can find the other document on our website.

www.infrastructure.gov.au/AviationWhitePaper

You can ask for help to read this document.

A friend, family member or support person
might be able to help you.

What's in this paper?

About the Aviation White Paper

The Aviation White Paper is our plan to make the **aviation sector** better.

In this document, we call it the White Paper.

The aviation sector includes all work to do with **aircraft**.
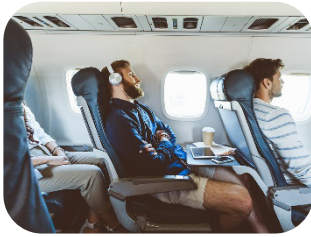
For example, when people:

- fly aircraft

- fix aircraft

- manage airports.

Types of aircraft can include planes and helicopters.

In this document, we explain how we will improve **air travel** for people with disability.

When you use air travel, you fly in an aircraft.

We want to make air travel more **accessible** for everyone.

When something is accessible, it is easy to:

- find and use services

- move around.

You can learn more about the White Paper on our website.

www.infrastructure.gov.au/AviationWhitePaper

What we heard from the community

We asked the community for **feedback** to help us write the White Paper.

When you give feedback, you tell someone what they:

- are doing well

- can do better.

We heard that people with disability can have many issues with air travel.

For example, some people with disability:

- did not receive enough information or support before flights

- waited a long time to check into flights

- were not allowed to bring their assistance animals onto the aircraft.

We also heard there have been issues with:

- the number of wheelchairs allowed per flight

- the support available when flights are cancelled

- accessible flights to and from places far away from cities.

What we will do

We want to make sure the aviation sector protects the **rights** of people with disability.

Rights are rules about how people must treat you:

- fairly

- equally.

We will work with people with disability to create new rules for the aviation sector.

We will also talk to the aviation sector about the new rules.

The new rules will support the aviation sector to be more accessible.

This includes:

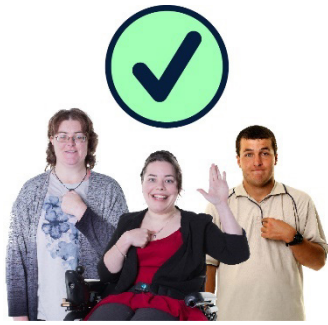- the information they provide to passengers

- how they must treat passengers.

We will also share reports about how well the aviation sector follows these new rules.

We will ask the organisations that manage airports to follow the rules when they work on new airport projects.

These organisations must show us how their projects will meet the needs of people with disability before we agree to them.

We will ask the aviation sector to make sure they support people with disability for their whole journey.

For example, from the information they receive about their flight to the time they leave the airport.

We will ask airlines to create a way to record the support needs of different passengers.

Then the airline can offer to store this information for passengers, so they don't have to repeat it every time they use air travel.

This will make things easier and faster for people to get support in the future.

We will talk to the aviation sector about the rules on how many people who need extra support can be on a flight.

We will try to change these rules so more people with disability can be on a flight if it is safe to do so.

We will create guides to tell people about their rights when they use air travel.

This includes the laws and rules the aviation sector must follow to support their rights.

We will look at ways to increase how much money people get to fix or replace their wheelchair if something happens to it when they use air travel.

We will have a new **Ombudsperson**.

An Ombudsperson checks to see if an organisation managed a complaint well.

They can also tell organisations how to fix the complaint.

The Ombudsperson will:

- share reports about how well the aviation sector is supporting passengers

- give us advice to about how to better protect the rights of passengers.

They will also:

- share information about what the aviation sector must do to support passengers

- report organisations in the aviation sector that are not following the rules.

The Ombudsperson will explain what is fair for everyone when something goes wrong.

For example, what an airline must do to support passengers if their flight is delayed or cancelled.

Word list

This list explains what the **bold** words in this document mean.

Accessible

When something is accessible, it is easy to:

- find and use services

- move around.

Aircraft

Types of aircraft can include planes and helicopters.

Air travel

When you use air travel, you fly in an aircraft.

Aviation sector

The aviation sector includes all work to do with aircraft.

For example, when people:

- fly aircraft

- fix aircraft

- manage airports.

Feedback

When you give feedback, you tell someone what they:

- are doing well

- can do better.

Ombudsperson

An Ombudsperson checks to see if an organisation managed a complaint well.

Rights

Rights are rules about how people must treat you:

- fairly

- equally.