



Australian Government

Department of Infrastructure,
Transport, Regional Development,
Communications and the Arts

Aviation Green Paper

Making air travel more accessible

We want to know what you think

Easy Read version



How to use this paper



Australian Government
Department of Infrastructure,
Transport, Regional Development,
Communications and the Arts

The Australian Government wrote this paper.

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



We wrote this paper 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 **27**.



This is an Easy Read summary of one part of another paper.

This means it only includes the most important ideas.



You can find the other paper on our website.

www.infrastructure.gov.au/department/media/publications/aviation-green-paper-towards-2050



You can ask for help to read this paper.

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

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About this paper



This paper is part of the Aviation Green Paper.
We just call it the Green Paper.



The Green Paper is a document about how we want to improve the Australian **aviation sector**.



The aviation sector includes everyone who works with **aircraft**.

For example, airlines and airports.



Types of aircraft include:

- planes
- helicopters.



We want to make the aviation sector:

- safer
- more connected to the rest of the world
- better for the environment.

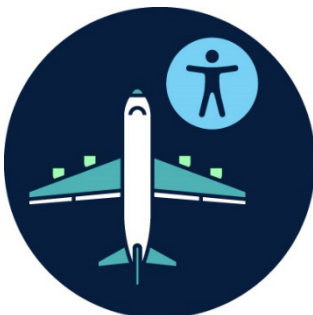


We also want to protect people who use **air travel**.

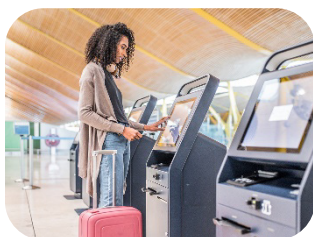
When you use air travel, you fly in an aircraft.



This paper explains issues that affect people with disability when they use air travel.



It also explains how we want to make air travel more **accessible**.



When something is accessible, it is easy to:

- find and use services
- move around.

We want to know what you think



We want to know what you think about how we can make air travel better.



We will use your ideas to write the Aviation White Paper.

We just call it the White Paper.



The White Paper will explain our plan for how to make the aviation sector better.



It will include new laws we think will help.



Our plan will run until 2050.



After we get everyone's ideas, we will publish some of them on our website.



You can tell us if you don't want us to:

- publish your ideas
- include your name with your ideas.



We will publish the White Paper mid-2024.

How to tell us what you think



We have included some questions for you to think about.

They are at the end of each section.

You can answer:



- all of our questions



- some of our questions.



You can share your ideas on our website.

www.infrastructure.gov.au/have-your-say/aviation-green-paper



You can send us your ideas in an email.

aviationgreenpaper@infrastructure.gov.au

You can send us your ideas in a letter.



Director, Aviation White Paper Project Office
Aviation White Paper
Department of Infrastructure, Transport,
Regional Development, Communications
and the Arts
GPO Box 594
Canberra ACT 2601



Please send us your ideas by
Thursday 30 November 2023.



We will also run sessions for you to share your ideas.



We will run them in:

- October 2023
- November 2023.



These sessions will be:

- in person
- online.



There will be an online session about how we can make air travel more accessible.

It will be on Friday 10 November 2023.



But you can take part in any of our sessions.



You can tell us which sessions you want to take part in on our website.

www.infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-green-paper/eoi

Standards about being accessible



Airlines and airports need to follow **standards** about how to make air travel accessible.



Standards are rules about how to do things well.

You can:

- meet standards
- go above standards.



Airlines and airports need to follow the *Disability Standards for Accessible Public Transport 2002*.

In this paper we call them the Transport Standards.



The Transport Standards explain how **providers** need to make sure public transport services are accessible.



Providers support people by delivering a service.



Public transport includes:

- buses
- trains
- trams
- planes.



The Transport Standards have rules about:

- public transport, like planes
- places where you catch public transport, like airports.

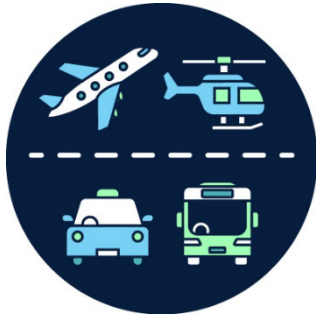


Airports also need to follow the *Disability (Access to Premises – Building) Standards 2010*.

In this paper we call them the Premises Standards.



The Premises Standards explain how to make new public buildings and places accessible.



Using air travel is different from using other types of public transport.



This is because airlines and airports need to think more about:

- safety
- security.



And these things aren't included in the:

- Transport Standards
- Premises Standards.



For example, airport staff need to check whether people are carrying anything dangerous before they fly on a plane.



There are rules about how airport staff can do this with people who need extra support.

For example, people with disability.



But people with disability can still face issues when airport staff check whether they are carrying anything dangerous.

We think we need to:



- make the Transport Standards better

or



- create new standards just for air travel.

Questions to think about



How can we make the Transport Standards better so that air travel is safe and accessible for everyone?



What other ways can we make air travel more accessible?

For example, things not covered by the Transport Standards.



Issues people with disability face



Even though there are standards to make air travel accessible, many people with disability still face issues when they fly on planes or helicopters.



For example, airlines sometimes ask people to get to the airport a long time before their plane will leave.



Airlines sometimes don't share enough information about how they will make air travel accessible.



And they might not share information in an accessible way.

This includes ways to make a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Airlines sometimes don't let people who have assistance animals use air travel.

And sometimes:



- people can't bring batteries for their mobility aids with them



- their mobility aids get damaged during air travel.



There aren't many options for people who use wheelchairs to use air travel.

This is because planes can't fit many wheelchairs on them.



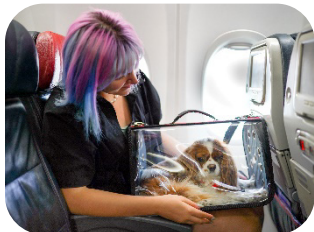
There are even less options when people use air travel in **regional and remote areas**.

Regional and remote areas are places far away from any cities or towns.

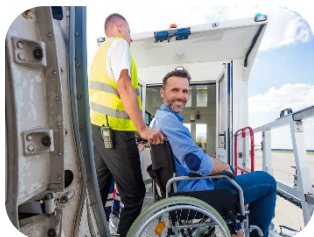


We think people in the aviation sector will need to spend more money to make sure air travel is accessible.

This includes making sure people can use air travel with:



- assistance animals



- mobility aids.



It also includes making rules that everyone needs to follow about how to safely transport batteries for mobility aids.



We think people in the aviation sector will also need to use money to make sure they share information in an accessible way.



And to make it easier for people to make a complaint.




We think airlines and airports should provide more training to their staff about how to support people with disability.

Question to think about



What issues do people with disability face when they want to use air travel in regional and remote areas?



Disability Access Facilitation Plans



Disability Access Facilitation Plans (DAFPs) include information about how airlines and airports make their air travel accessible.

For example:



- the ways they can support people with disability



- accessible services on their planes and in their airports.



Airlines and airports should work together to support people with disability.



But there is no law that says airlines and airports need to have a DAFP.



This means sometimes they aren't sure what their staff need to do.

And no one knows who is in charge of supporting people with disability during each part of their air travel journey.



For example, a person with disability might need support to get from the plane to inside the airport.

But the airline and airport staff don't know who is in charge of helping them.

So the person doesn't get any support.



We think airlines and airports should create DAFPs.



And they should work together to decide who needs to support people with disability during each part of their air travel journey.

Question to think about



How can airlines and airports make better DAFFPs?



Aviation Access Forum



The Aviation Access Forum (AAF) is a group of people who give us advice.

This advice is about making sure air travel is accessible for people with disability.

The AAF includes:



- people with disability



- airlines and airports



- the Australian Government.



AAF members have shared that they think the AAF isn't working as well as it should.



For example, their advice isn't being used to make air travel more accessible.

We think we should check to see what parts of the AAF:



- work well



- need to be better.

Questions to think about

How can we change how the AAF is set up so that it:



- works better?

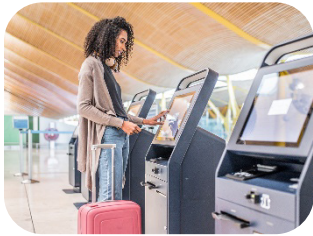


- helps fix the issues that people with disability face when they use air travel?

A large, empty rounded rectangular box with a dark blue border, intended for writing answers. In the top right corner of the box, there is a small icon of a hand holding a pen, indicating that this is a writing area.

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.



Air travel

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



Aircraft

Types of aircraft include:

- planes
- helicopters.



Aviation sector

The aviation sector includes everyone who works with aircraft.

For example, airlines and airports.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Providers

Providers support people by delivering a service.



Regional and remote areas

Regional and remote areas are places far away from any cities or towns.



Standards

Standards are rules about how to do things well.

You can:

- meet standards
- go above standards.



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