

Rare Disease Disability Toolkit



rare voices
AUSTRALIA®

Navigating Air Travel with Rare Disease Disability

Introduction

This guide is part of the nationally codesigned Rare Disease Disability Toolkit (the Toolkit). It is designed to help individuals living with rare disease disability, and those who support them, to travel by plane safely and confidently in Australia.

Toolkit development was codesigned with people living with rare disease disability and facilitated by Rare Voices Australia (RVA). The Toolkit was funded

by the Australian Government through the [Peer Support and Capacity Building grant](#) for the National Disability Insurance Scheme (NDIS).

This resource is accurate at the time of publishing (February 2026). The information provided does not necessarily represent the views of RVA or imply endorsement. RVA is not liable for any loss, damage, or consequences arising from the use or misuse of this resource.

What Is a Rare Disease?

A disease is a condition with a specific pattern of clinical signs, symptoms, and findings, and is considered rare if it affects fewer than, or equal to, 5 in 10,000 people¹.

Rare Disease Disability

Nearly all of the estimated 2 million Australians living with a rare disease experience long-term impacts daily – impacts that meet the Australian Government's definition of a disability^{2,3}. The disability impacts of living with a rare disease often aren't recognised by policymakers. There are at least 7,000 known rare diseases, with new diseases being discovered regularly.

To address the challenge of responding to more than 7,000 different rare diseases, RVA has created the following 5 broad rare disease disability categories.

1. **Neurological/neurodevelopmental** – conditions that affect the brain, nerves, or how the brain develops.
2. **Progressive/degenerative** – conditions that get worse and more serious over time.
3. **Episodic/fluctuating** – the impacts come and go, and can change from day to day.
4. **Children with delayed development** – children who take longer to learn and do things.
5. **Undiagnosed rare disease conditions** – there is currently no name or explanation for the condition.

A disease is rare if it affects less than

5 in
10,000
people

There are

7,000+
rare diseases

An estimated

2 Million

Australians live with
a rare disease

How to Use This Guide

The guide can be used by individuals, families and caregivers to help plan and navigate air travel with rare disease disability.

It includes the following:



Guide

- Navigating Air Travel with Rare Disease Disability – this describes your rights when travelling with rare disease disability and the range of accessibility supports and adjustments you can ask for.



Checklist

- Checklist – [Air Travel with Rare Disease Disability](#) to help plan your air travel based on your individual needs.
- Checklist – [Air Travel for Rare Caregivers](#) for practical tips on supporting someone with rare disease disability during air travel.
- Checklist – [Air Travel and PEG Feeding](#) to help plan for travelling with PEG feeding pumps and supplies on flights within Australia.
- Checklist – [Air Travel with Oxygen](#) to help plan for travelling with oxygen on flights within Australia.
- Checklist – [Disability Air Travel Complaint Process](#).



Fact Sheet - Medical Practitioner Letter – Air Travel with Rare Disease Disability

- For your medical practitioner to prepare before any air travel.



Airport Screening Notification Card

- A discreet way to notify airport screening staff of your additional screening support needs.

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Rare Disease Disability and Air Travel

Air travel can be challenging for people with rare diseases, especially individuals with high support needs. These challenges often involve physical, medical, sensory, communication, and systemic barriers that can make travel stressful or inaccessible without proper planning and support.

Passengers may need to travel with essential medical equipment such as feeding pumps, mobility aids, or continence supplies. They often also rely on communication supports to interact with airport and airline staff. Common issues include:

- Inaccessible screening procedures.
- Inconsistent airline policies around medical supplies.
- Restrictions on battery-powered devices.

Boarding, managing airline transfers, and navigating unfamiliar environments can also be difficult without appropriate assistance.



A Rights Based Approach

People with disability have the right to travel safely and with dignity. These rights include access to services, facilities, and reasonable adjustments, regardless of the type or visibility of the disability.

Disability rights are human rights. People with disability have the right to:

- Participate fully in society, including travel.
- Access services and facilities on an equal basis.
- Use assistive technology and support aids.
- Receive reasonable adjustments to accommodate their needs.

Australia is a signatory to the [United Nations Convention on the Rights of Persons with Disabilities](#) (CRPD), which affirms:

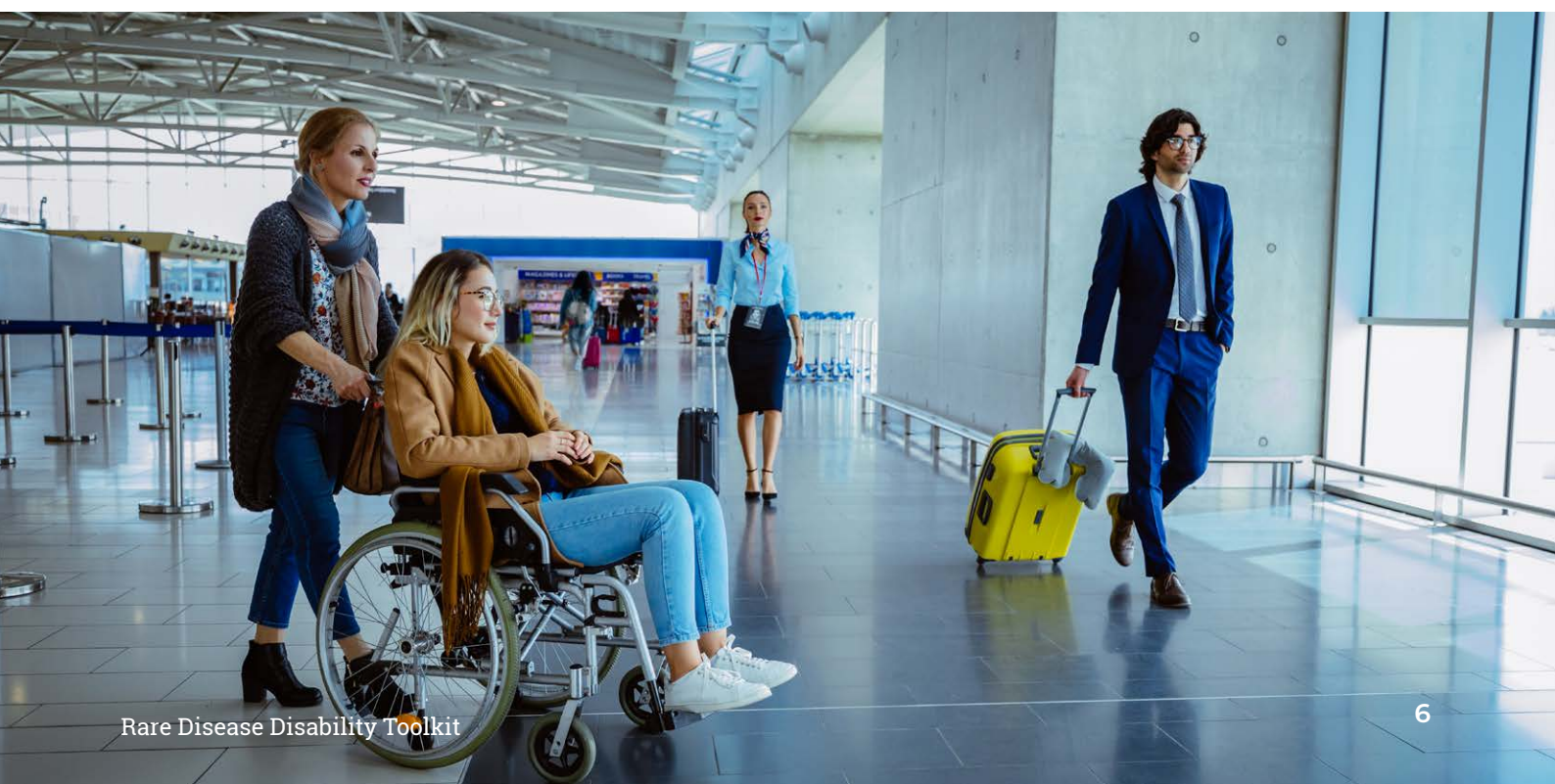
- The right to freedom of movement.
- The right to accessible transportation.
- The right to live independently and be included in the community.

These rights apply regardless of the type or visibility of the disability.

The [Disability Discrimination Act 1992](#) makes it unlawful to discriminate against a person because of their disability in areas including:

- Access to services (e.g. airlines, airports).
- Provision of facilities (e.g. toilets, boarding ramps).
- Public transport.

Discrimination includes being treated less fairly or being denied reasonable adjustments.

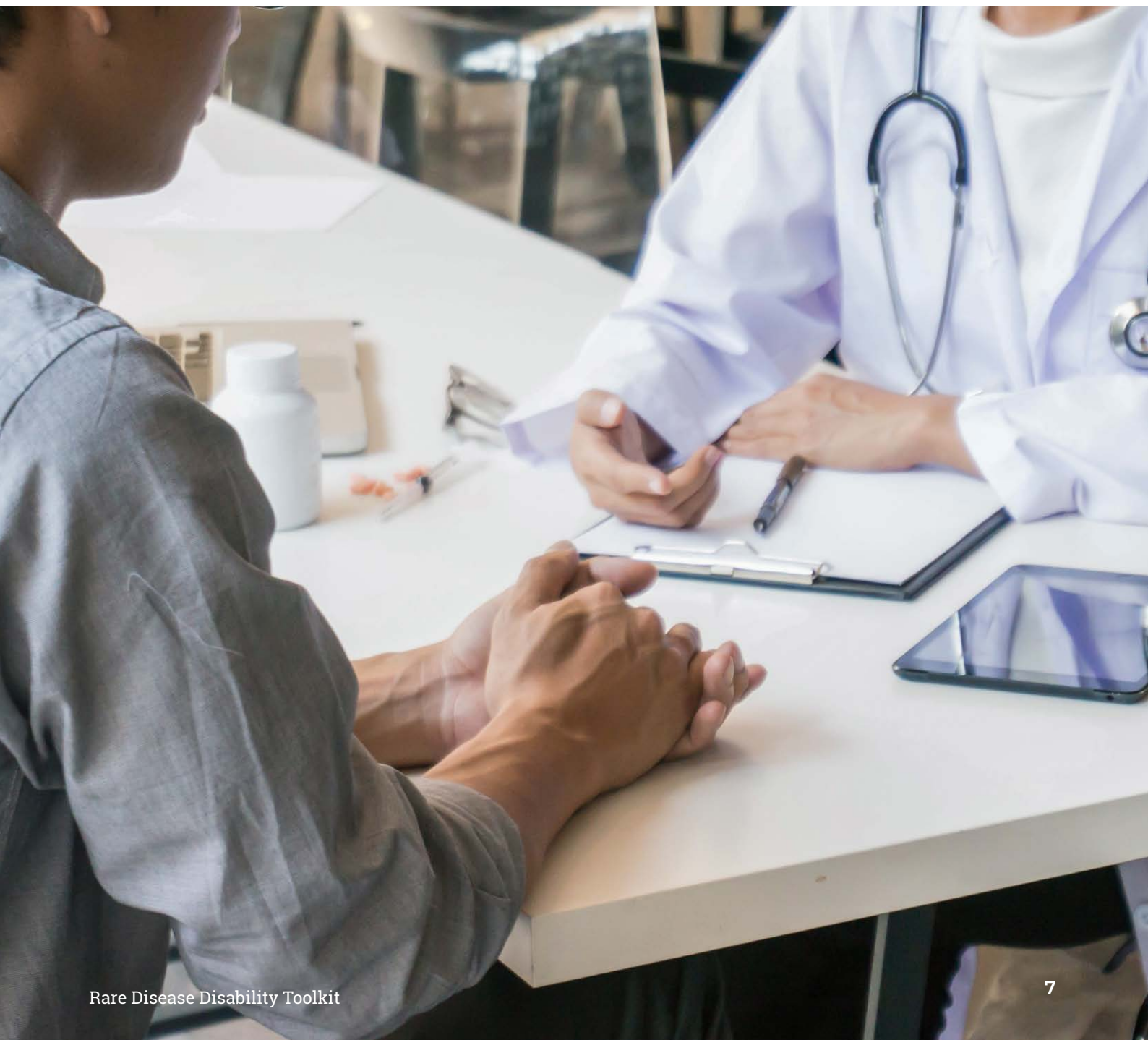


Resources

[Australian Government Department of Home Affairs: People with special circumstances](#)

[Australian Government Smartraveller: Advice for travellers with a disability](#)

[Civil Aviation Safety Authority: Passengers with disability and reduced mobility](#)



Accessibility Resources

Airports and airlines offer a range of supports to help make travel more accessible and inclusive. While they may vary based on the size of the airport and the type of aircraft, it is good to explore if the following resources are available at your departure and/or destination airport or on board your aircraft.

These resources can help reduce stress, improve safety, and support independence throughout your journey:

- **Accessibility and Sensory Maps**

Highlight quiet zones, accessible toilets, ramps, and other features to support planning and reduce sensory overload.

- **Accessible Toilets and Showers and Changing Places Facilities**

High-support, adult-accessible facilities with hoists, adult-sized change tables, and privacy for complex care needs.

- **Accessible Drop-Off Zones and Curb Side Assistance**

Designated areas with staff assistance for passengers with mobility or cognitive impairments.

- **Aircraft Aisle Chairs**

A narrow, specially designed wheelchair used to transport passengers with limited mobility within the aircraft cabin.

- **Airline and Airport Guest Services – Accessibility Support (Phone and In-Person)**

Dedicated teams that provide tailored assistance for booking, navigating the airport, and boarding.

- **Airport Journey Videos and Audio Navigation Apps**

Visual guides and audio navigation apps to help with cognitive, sensory, or anxiety-related needs.

- **Assistance Animal Relief Areas**

Designated outdoor or indoor areas for guide dogs and support animals to relieve themselves before or after flights.

- **Carer Concession Card Discount Flyer Program**

Some airlines offer discounted airfares for eligible carers travelling with a person with disability.

- **Communication Boards and Social Stories**

Visual tools and story-based guides that help neurodivergent passengers understand and manage each step of the airport journey.

- **Mobile Boarding Ramps and Bridges**

Enable safe and respectful boarding for passengers using wheelchairs or mobility aids, especially at regional airports.

- **Hearing Loops**
Assistive listening systems installed in terminals to support passengers with hearing impairments.
- **Hoists**
Mechanical lifting devices that safely transfer passengers with high support needs from their wheelchair to an aircraft seat.
- **Priority Check-In and Baggage Drop**
Reduces wait times and stress by allowing passengers with disability to check in and drop bags through a dedicated service lane.
- **Sensory/Quiet Rooms**
Calm, low-stimulation spaces for passengers with sensory sensitivities or anxiety to rest before or after flying.
- **Separate or Private Screening Areas**
Some airports offer private and low sensory input options during security checks for passengers with physical, sensory, or psychosocial needs.
- **Seating Systems**
Airline pre-approved children and adult seating systems for those needing additional seating support.
- **Sling, Slide Board and/or Mobility Belt**
Designed to support passengers with limited mobility during boarding, seat transfers, or movement within the aircraft.
- **Therapy Dogs and Support Animals**
Provide emotional regulation and comfort for passengers with anxiety, PTSD, autism, or other psychosocial disabilities.
- **Upper Torso Harness**
Approved airline safety supports designed to help a person stay upright and secure in their seat during a flight.
- **Wheelchairs**
Airports and airlines can provide passengers with mobility needs with complimentary wheelchair services upon request. They may also provide an attendant to support people through security, and to/from the aircraft gate.

National Assistance Cards and Programs

- **Hidden Disabilities Sunflower Lanyard Program** – provides travellers requiring assistance with the help they may need. Wearing a sunflower lanyard signals hidden disabilities to staff, prompting extra patience, support, and understanding. Lanyards can be collected from the Guest Services/Information desks at participating airports.
- **National Access Card and Lanyard** – signals discreet assistance is needed and outlines the nature of the assistance required.
- **National Assistance Card** – a personalised card that can be used in everyday or emergency situations where a cardholder needs assistance or support. The card is currently available to autistic people and individuals with a brain injury.

Before Travelling

Independent Travel

Airlines use specific criteria to decide whether a person with disability can travel alone or if they need to travel with a carer or support person.

To travel without a carer or support person, you must be able to:

- Manage personal hygiene.
- Eat and drink independently.
- Take medication.
- Transfer between mobility aids and seats using approved methods.
- Understand safety instructions.
- Communicate with airline staff using preferred methods—speech, sign language, communication boards, lip reading, or electronic devices.

Experience While Travelling

Before travelling, you can explore how you may be supported on your trip through airport ‘accessibility planners’. These help you pre-plan your trip with information and images of facilities and services available for travellers.

Before travelling independently, you may like to do a trial run to see if the parking and transportation options available are suitable. This includes trialling the accessibility of airport shuttle buses from terminals and carparking facilities.



Resources

[Checklist – Air Travel with Rare Disease Disability](#)

[Checklist – Air Travel for Rare Caregivers](#)

Travelling with Assistive Technology and Medical Needs

If you have special needs due to a medical condition, and use mobility aids or medical equipment, it is important to know what documentation and approvals may be needed before travelling. For example, airlines often need advance notice and supporting documents for battery-powered devices, oxygen tanks, and feeding equipment.

You may also need **medical clearance** to fly, along with a letter from your doctor explaining the need for medications and essential supplies.

Check airline requirements early and allow enough time to gather and submit any necessary paperwork.

Guest Services

Notify your airline of any special requirements **at the time of booking**. You can request assistance with boarding, seating, and transporting medical items, and ask about the [Accessibility Resources](#) available. They may then contact you to request additional specific information.

It's also good practice to call your airline two (2) to three (3) days before departure to re-confirm your disability support needs.

Medical Clearance

Airlines will require a medical clearance if you have conditions affected by changes in cabin pressure and oxygen levels.

For other conditions (e.g. anaphylaxis, asthma or epilepsy) they may require you to carry management plans to inform staff on how to respond if needed.

In cases where a condition is chronic, medically stable, and managed by a specialist, a **Long-Standing Medical Clearance** may be appropriate.

A **Medical Clearance Form** may also be required for certain equipment. Further details are provided in the following sections.

Baggage Allowance

Special arrangements for bringing medical aids and equipment in baggage must be made in advance with your airline.

Most airlines allow:

- Medical supplies and equipment in addition to standard baggage.
- Extra baggage allowances for life-dependent medical items at no extra cost.
- Mobility aids to be checked in without counting toward baggage limits.
- Essential medical items to be carried in the cabin if needed during the flight.

Label medical items clearly and keep them in original packaging when possible.

Mobility Equipment and Power Wheelchairs

When travelling with mobility aids and batteries, notify your airline as early as possible. Devices with batteries are subject to national and international safety rules. Provide the airline with the following information:

- Battery type (e.g. non-spillable gel, sealed lead acid, or lithium-ion).
- Whether the device is collapsible.
- Instructions for disassembly and reassembly.
- Dimensions and weight.

Keep original safety labels and device manufacturer instructions for travel to assist with airline approvals.

Equipment Dimensions

Airlines have size and weight limits for mobility aids, which vary between carriers. Check with your airline before flying to ensure your equipment can be stored and used safely on board.

Transfers

Passengers using wheelchairs or mobility aids must be able to transfer, either independently or with assistance, to a standard aircraft seat. Passengers **cannot remain in a personal wheelchair** during the flight due to aviation safety regulations.

Airlines may provide transfer aids such as aisle chairs, slings, or hoists for boarding. You must advise airline staff if you need to use these devices onboard the aircraft during the flight.

Insurance

You are responsible for arranging insurance for your mobility aids during travel.

Alternative Screening

You may also need special considerations when going through airport security. Some medical devices should not go through X-ray scanners.

If you require alternative screening, carry a letter from your medical practitioner explaining your condition and the need for specific procedures.

You may wish to use the Airport Screening Notification Card.

Percutaneous Endoscopic Gastrostomy (PEG) Feeding Pumps

Passengers who use Percutaneous Endoscopic Gastrostomy (PEG) feeding pumps during air travel must follow specific procedures to ensure safety and compliance with airline and aviation regulations.

Most airlines require passengers to:

- Contact the airline in advance, usually **at least five (5) days** before travel, to arrange necessary approvals.
- Submit a **Medical Clearance Form** completed by a qualified medical practitioner to confirm fitness for travel.
- Follow the requirements and restrictions for using feeding pumps onboard the aircraft.

Onboard Oxygen Pumps

Passengers who need to bring oxygen equipment, such as portable oxygen concentrators (POCs) or oxygen cylinders, must follow specific airline and safety regulations. POCs are generally permitted if they meet airline-approved specifications and battery requirements.

Most airlines require passengers to:

- Contact the airline in advance, usually **at least five (5) days** before travel, to arrange necessary approvals.
- Submit a **Medical Clearance Form** completed by a qualified medical practitioner to confirm fitness for travel.

Ensure you have enough oxygen and battery power for the entire journey, including potential delays. Airlines do not provide oxygen concentrators, though some may offer oxygen cylinders for a fee on select flights.

Resources

[Australian Government Therapeutic Goods Administration: Travelling with medicines and medical devices](#)

[Civil Aviation Safety Authority: Wheelchairs and mobility aids with non-spillable batteries](#)

[Checklist – Air Travel with Oxygen](#)

[Checklist – Air Travel and PEG Feeding](#)

[Fact Sheet - Medical Practitioner Letter – Air Travel with Rare Disease Disability](#)

[Airport Screening Notification Card](#)

Travelling with Assistance Animals

Airlines may allow certain assistance animals, including service dogs (guide, hearing, or assistance dogs), onboard if they meet the airline's criteria.

Notify the airline at the time of booking and confirm that your assistance animal is accompanying you **at least fourteen (14) days** before travelling.

Note: The pilot-in-command (PIC) or the airline may refuse carriage of an animal if they believe it poses a safety risk. That said, any decision must comply with the relevant provisions of the [Disability Discrimination Act 1992](#), which protects the rights of passengers travelling with assistance animals.



Resources

[Civil Aviation Safety Authority: Advisory Circular AC 91-03](#) – Carriage of assistance animals in the aircraft cabin.

[Civil Aviation Safety Authority: Travel with assistance animals](#)



At the Airport

Navigating an airport can be challenging for people with rare disease disability, especially when dealing with unfamiliar environments, time pressures, and complex procedures. From check-in to screening and boarding, passengers may face physical, sensory, and communication barriers that require careful planning and support.

Airport Accessibility and Support

Airport maps can help you develop a journey planner to identify drop-off or accessible parking options, sensory maps, and quiet rooms.

You may be able to reserve or book disability drop off spaces directly outside the terminal to assist you with checking in luggage, accessing wheelchairs, or meeting with airline customer service officers.

Navigating the Airport

Several applications (apps) for smart phones and tablets are available to help people find their way around some Australian airports. Apps can provide live directions by text or audio for people with auditory or visual impairments and wheelchair friendly directions to ramps or elevators.

Travelling through a busy airport can be overwhelming, especially for neurodivergent people with sensory sensitivities. Some airports have quiet sensory rooms.

Check In

People with disabilities are often provided with **Priority Check In** by airlines. Airline customer service officers can provide support with self-checking kiosks, baggage drops and tagging mobility aids.

Request extra legroom seating and speak with airline staff at check-in about your seating needs, especially if you have mobility needs, require an aisle seat and can't move once seated. This can reduce discomfort during the flight and prevent situations where other passengers might need to climb over you.

You can request airline staff to provide wheelchair assistance to and from the gate. This can include assistance with transferring between personal mobility aids and airport-provided wheelchairs, navigating the terminal, and restrooms, and boarding gates.

Airline staff can help you with baggage handling, especially for mobility aids or medical equipment, and coordinate with ground staff to ensure support continues through boarding and disembarking.

If you are not independently mobile, airline staff must not leave you unattended for more than thirty (30) minutes.

Notify the airline **at the time of booking** and **again forty-eight (48) to seventy-two (72) hours before** your flight if you want to request this support.

If you are using your own manual wheelchair, you can advise staff that you will use it up to the aircraft door, where it will be checked and stowed as luggage.

Airport Security Screening – Medical and Disability Considerations

The airport screening process can be challenging for people with rare disease disability due to the range of physical, sensory and communication needs.

You may need special considerations when going through screening if you are travelling with:

- Prosthetics
- Medical devices
- Medical or disability equipment
- Prescription medications.

Some medications, aids and medical devices should not go through X-ray scanners.

You may need additional instructions and time to go through the screening process and to communicate your needs. Some airports offer **symbol communication boards** and **social stories** at screening locations for people with communication disabilities.

Before beginning the airport security screening process, inform the screening officer if you require assistance. You may like to use the **Airport Screening Notification Card**.

If you are travelling solo and use a wheelchair, be aware that you may be separated from your personal belongings during the screening process. Your belongings will typically go through the scanner while you undergo a manual check. This can take time and may leave your belongings unattended in a public area. You can request that airport staff safeguard your items until you are reunited with them.

Where possible, screening officers will allow passengers to retain assistive technology or support items during screening (e.g. noise-cancelling headphones).

However, wheelchairs, mobility aids, and vision support canes cannot pass through **body scanner screeners**. If you cannot be separated from these items, notify the screening officer so they can arrange an alternative screening method.

Alternative Screening

Under Australia's aviation security legislation, passengers cannot choose their preferred screening method. However, alternative methods may be available upon request.

If you require alternative screening, you need a letter from your medical practitioner explaining your condition, aids or equipment, and the need for specific screening procedures.

This may include for:

- **Ostomy supplies:** you may carry ostomy supplies (e.g. pouches and flanges) in your hand luggage. These will be screened as required.
- **Hypodermic needles:** your medical practitioner must confirm they are medically necessary for you or someone under your care.
- **Medicines:** passengers are permitted to carry a reasonable quantity of prescription and non-prescription medicines and medical items needed during the flight. This includes special dietary and therapeutic products. Your medical practitioner's letter should list any powders, liquids, aerosols, or gels, including items like ice or gel packs used to regulate temperature.

In general, bring only what you need for the flight, plus a small amount in case of delays.



Resources

[Australian Government Department of Home Affairs: People with special circumstances](#)

[Australian Government Therapeutic Goods Administration: Travelling with medicines and medical devices - Airport security screening](#)

[Fact Sheet - Medical Practitioner Letter – Air Travel with Rare Disease Disability](#)

[Airport Screening Notification Card](#)

On the Aircraft

Airline staff can assist passengers with a range of mobility and accessibility needs during boarding and throughout the flight.

Priority boarding is typically offered to passengers with disabilities and their caregivers.

Disembarking is usually done after other passengers have left the aircraft to allow for more time and space.

Hygiene Considerations

Passengers with disability who are non-ambulant may spend significantly more time onboard than other travellers due to priority boarding and delayed disembarkation. This extended time can impact access to hygiene facilities and personal comfort.

Communicate with airline staff about the expected boarding time to help you plan an appropriate pre-flight bathroom break. This can also be important for passengers travelling with catheters.

Accessible toilets are only available on some aircraft, typically larger models such as the Boeing 787 or Airbus A330.

Cabin Crew Support

Cabin crew can help open packages, explain meal options, assist with getting to and from the aircraft lavatory, pack and retrieve mobility aids stored as carry-on items, and support the use of specialised equipment such as upper torso restraints. They are also responsible for ensuring you understand safety instructions and flight procedures. However, cabin crew are not permitted to help you eat, assist with toileting, or provide medical care during the flight.

Mobility Equipment

Airline staff at the aircraft boarding gate can support you with the boarding process. Accessible boarding options include ramps, jetways, and lifts.

If you have used your personal manual wheelchair to this point, they will check it at the aircraft door. Any loose items or attachments on the wheelchair, such as cushions, should be removed and carried onboard.

For passengers using wheelchairs, aisle chairs are typically provided to navigate the aircraft cabin. At selected airports, staff may also offer additional transfer support using equipment like slide boards, transfer slings, or Eagle lifts, depending on individual mobility needs.

If you require an aisle chair, either for boarding or to access the toilet during the flight, inform the airline in advance. You can also request an aisle seat with movable armrests, if available.

If you have selected an aisle seat, you may wish to ask the airline staff if passengers sitting in your row need to board with you so that you don't have to move again.

If you've requested an aisle seat but were not assigned one, you can ask a flight attendant to assist with a seat swap.

Small mobility aids, such as canes, can be stored in cabin spaces. Larger aids, like personal manual wheelchairs, are typically checked in at the gate and loaded directly onto the aircraft. These will be returned to you by ground staff upon arrival.

If you have a stopover (planned or unscheduled), ask cabin crew to return your equipment to you. This can help maintain independence while waiting for your next flight and reduce the risk of loss or damage.

Seating Systems and Harnesses

Only airline pre-approved harnesses and seating systems (including children's car seats) can be used. These devices must have the original safety label intact and be used according to the manufacturer's instructions, as they have been tested for fitment and compliance with in-flight safety standards.

Children aged two (2) years and older must have their own booked seat and cannot travel on a caregiver's lap.

Most airlines can provide an upper torso support harness suitable for adults and children. These must be booked at least seven (7) days before departure. You may be able to bring your own harness or seating system, but it must be approved by the airline. Check with your airline before travelling and note that additional approvals may take several weeks to process.

PEG and Oxygen Pumps

PEG feeding pumps should be packed in carry-on luggage if needed during the flight, along with feeding formula, syringes, and cleaning supplies. Use of the pump may be restricted during taxi, take-off, and landing, so confirm usage guidelines with your airline.

Equipment should be clearly labelled, stored in original packaging where possible, and carried in your cabin baggage if needed during the flight.

CPAP machines and oxygen devices must be airline-approved and labelled with manufacturer safety information. Ensure you carry enough battery power for the entire journey, including potential delays. Airlines do not supply CPAP or oxygen concentrators, though some may offer oxygen cylinders for a fee on select flights.

If you need help operating your device, you must travel with a carer as cabin crew cannot provide medical support.

Always follow your device manufacturer's instructions and carry a copy of these guidelines with you.

Blind or Vision Impaired Passengers

Safety cards in Braille format are available on most flights. After the safety briefing, you can request a Braille card from the flight attendant.

Crew can also read the meal menu aloud and describe the placement of food items on your tray upon request.

Deaf or Hearing-Impaired Passengers

Let cabin crew know how you prefer to communicate, including whether you'd like information written down.

Subtitles and captioning are available on some in-flight entertainment programs and movies.



Resources

[Civil Aviation Safety Authority: Travelling with children](#)

[Checklist – Air Travel with Oxygen](#) to help plan for travelling with oxygen on flights within Australia

[Checklist – Air Travel and PEG Feeding](#) to help plan for travelling with PEG feeding pumps and supplies on flights within Australia

[Checklist – Air Travel with Rare Disease Disability](#)

[Checklist – Air Travel for Rare Caregivers](#)



Airport Transfers and Connections

Connecting flights can be challenging for passengers with rare disease disability, especially when mobility, hygiene, or medical needs require additional time and planning. To reduce stress and avoid missed connections, it is important to raise your requirements early with airline staff.

Plan Ahead

Inform the airline of your connection requirements when booking and reconfirm at check-in. Request assistance from ground staff to help you transfer between gates and consider requesting the use of an airport buggy or wheelchair if available. Ask staff to call ahead to the next gate to advise you are on your way. This can help prevent your seat from being reassigned if boarding has commenced.

Boarding Considerations

While priority boarding is common, it may not be possible for passengers with rare disease disability connecting from other flights. Communicate with staff regarding your individual boarding needs, and if any adjustments need to be made if the flight is already fully boarded.

Hygiene and Supplies

Extended time between flights makes access to bathrooms and essential medical or personal supplies critical. Plan for a hygiene break before boarding and confirm the location of accessible toilets in the terminal. If you need to restock medical or feeding supplies, advise airline staff as early as possible so they can allow time before boarding. Clearly communicate your needs to ground staff and cabin crew to ensure you have adequate time for toileting, equipment checks, and any necessary preparations before the next flight.

Tips to Reduce Stress

Carry essential items (medications, feeding formula, catheters, cleaning supplies) in your cabin baggage for quick access. Keep airline and assistance contact numbers handy in case of delays or gate changes.

If you experience significant delays or risk missing your connection, ask staff to help you with rebooking options.



Resources

[Australian Government: Airline customer service - complaint process](#)

[Australian Human Rights Commission](#)

[Checklist – Disability Air Travel Complaint Process](#)

Advocacy

The Airline Customer Advocate (ACA) is an independent service that helps resolve complaints with major Australian domestic airlines. Before going to ACA, you must first try to resolve the issue directly with the airline. If you are unsatisfied, you can lodge a complaint with the ACA via their official website.

If your complaint involves disability discrimination, you can lodge a formal complaint with the Australian Human Rights Commission (AHRC) under the Disability Discrimination Act 1992. Complaints may relate to:

- Being denied boarding.
- Inaccessible facilities.
- Damaged mobility equipment.
- Inadequate support for communication or mobility.

The Australian Government is establishing a new Aviation Industry Ombudsman. As described in the Aviation White Paper: Towards 2050, the Ombudsman will:

- Provide an independent complaints mechanism.
- Develop an Aviation Customer Rights Charter.
- Help to mediate disputes and enforce compensation (where appropriate).



Resources

[Australian Government: Airline customer service - complaint process](#)

[Australian Human Rights Commission](#)

[Checklist – Disability Air Travel Complaint Process](#)



Resources

The following is a list of the external resources mentioned in this guide.

Advocacy and Complaints

[Australian Government: Airline customer service – The complaint process](#)

[Australian Human Rights Commission](#)

Australian Government Agencies and Travel Advice

[Australian Government Department of Home Affairs: People with special circumstances](#)

[Australian Government Department of Home Affairs: Travellers with special needs](#)

[Australian Government Smartraveller: Advice for travellers with a disability](#)

[Civil Aviation Safety Authority: Advisory Circular AC 91-03 – Carriage of assistance animals](#)

[Civil Aviation Safety Authority: Passengers with disability and reduced mobility](#)

[Civil Aviation Safety Authority: Travelling with children](#)

[Civil Aviation Safety Authority: Wheelchairs and mobility aids](#)

[Civil Aviation Safety Authority: Travel with assistance animals](#)

Disability Identification and Support Programs

[Australian Government National Assistance Card Australia](#)

[Hidden Disabilities Sunflower Lanyard Program](#)

[Invisible Disabilities Australia: Access Card and Lanyard – Toilet Card](#)

Medical and Therapeutic Resources

[Australian Government Therapeutic Goods Administration: Travelling with medicines and medical devices](#)

[Australian Government Therapeutic Goods Administration: Travelling with medicines and medical devices - Airport security screening](#)

References

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