



TRAVELLING WITH MITO

Travel is a necessary part of life and can be exciting. However, for patients or their carers, it can be daunting. Planning will ensure your travel is as enjoyable as possible, and this factsheet is designed to help you plan a successful trip. Please also refer to the *Travelling with Equipment* and *Travelling with Medications* fact sheets for additional information.

ORGANISING TRANSPORT

The first step is to consider transport options – whether to book in advance, what your requirements are and what is available. If you need to travel any great distance or if you need to travel to and from the airport/train station, it's worth considering booking your transport in advance. Under the Disability Discrimination Act 1992, taxi services must have accessibility for those with a disability.

TAXI SERVICES

Taxis must provide wheelchair access and will have a centralised booking system to book a wheelchair accessible car. For anyone with a hearing or visual disability, the easiest way to make taxi bookings is online or via a mobile phone app.

Each state has a *Taxi Subsidy Scheme* which may allow you to claim taxi costs if you can't use public transport due to a severe and permanent disability. For more information and how to apply, head to the links below:

- [NSW Taxi Subsidy Scheme](#)
- [ACT Taxi Subsidy Scheme](#)
- [QLD Taxi Subsidy Scheme](#)
- [SA Taxi Subsidy Scheme](#)
- [TAS Taxi Subsidy Scheme](#)
- [VIC Taxi Subsidy Scheme](#)
- [WA Taxi Subsidy Scheme](#)
- [NT Taxi Subsidy Scheme](#)

LIFT SHARE/RIDE SERVICES

Other car services include Uber, which is often cheaper and more flexible than a taxi. Download the Uber app onto your phone to make bookings. It's compatible with VoiceOver iOS, Android, TalkBack and Wireless Braille Display which will make booking easier. Uber welcomes riders with service animals and provides wheelchair accessibility as an option when booking. For more information on Uber's accessibility options, click [here](#).

PUBLIC TRANSPORT

Most states have public transport services with wheelchair accessible options and are often more cost effective than a taxi. It is advisable to confirm the availability of accessible services with the provider prior to your journey. Accessing these services will likely be more difficult if you are travelling from or to a rural area.

Knowing your transport plan ahead of time may prevent any unexpected delays. There are planning tools available including apps and websites that can provide information on available services, including wheelchair accessible vehicles.

- [TripView app](#) (NSW)
- [NextThere App](#) (Sydney, Brisbane)
- [Public Transport Victoria](#)
- [Translink](#) (Queensland)
- [Adelaide Metro](#)
- [Trans Perth](#)

AIR TRAVEL

Bookings

By booking with the airline directly, you can discuss your specific needs. Some experienced travel agents also may be able to assist when booking.

Disability Access

Under the Disability Discrimination Act 1992, airports must provide for people with disabilities i.e. disabled parking close to the terminal and options to leave your car unattended to escort a disabled traveller. Foreign airports will differ in their disability access policies, so it's a good idea to do some research before you go. USA airports, for example, have a program called *Transport Security Administration (TSA) Cares*. Visit the website [here](#).

Airport Assistance

Keep in mind you may have to stand in long lines when waiting for security, customs, border security and to get onto the plane. Most international and domestic airports will provide special assistance if you book ahead, such as an airline representative to escort you in a wheelchair, but these may vary among airlines.

Airport Security

Ensure that your medications don't exceed the maximum volume of liquid allowed in your carry-on luggage. Check allowance information on the airport website. There are regulations that allow medicines and hypodermic needles or solutions to be in your carry-on luggage but have supporting documentation from a medical professional. See the *Travelling with Medications* fact sheet.

If you have medical implantation devices such as pacemakers, cochlear implants, central lines or any other devices, advise the aviation security officer before walking through the security scanner. Have supporting documentation from a medical professional in case you have to answer questions about them.

Allow yourself extra time when accessing the airport as it's likely the security process will be lengthy when carrying medications or a medical device.

Carers or companions

If you can't care for yourself during a flight, you must travel with a carer or a companion. These circumstances include when you are unable to self-toilet, feed yourself or administer necessary medications. Sometimes airlines (e.g. QANTAS) will provide a fare reduction for carers for domestic flights. To enquire about a fare-reduced booking for a carer, it's advisable to book directly with the airline and have your Carer Concession Card ready. To find out more about the Carer Concession Card and QANTAS concessions, click [here](#).

VACCINATIONS

Your destination may require certain vaccinations, so check the Smart Traveler [Health Checks and Vaccinations](#) website. Check with your GP or specialist for more information and advice about your personal health requirements.

CENTRELINK

Centrelink has regulations that will affect your payments if you are out of the country for a certain length of time. Check on the Centrelink website [here](#).

PASSPORTS FOR PEOPLE WITH DISABILITIES

If a person has a disability which impacts taking a standard passport photo as set out by the [Australian Passport Office Guidelines](#), medical certificates may be required for passport approval. For useful tips, read the following blog post by [Have Wheelchair Will Travel](#).

TRAVELLING WITH CHILDREN WHO HAVE MITO

Consider your child's daily needs - nappies, specialised food, medication, equipment and more. Pack as much as you will need for the time you will be away plus extra, unless you are confident you will be able to get what you need at your destination. If a child can't communicate effectively, it's best to have a printed summary of their medical and wellbeing needs with them at all times in case of an emergency.

Be practical and consider the likely impact of the activities and the schedule on your child's routine. It may be necessary to factor in extra time to maintain a regular routine or to have opportunities to rest.

Plan for contingencies such as flight delays, bad weather, soiling of clothes, as it will be far less stressful to deal with the unexpected.

Don't be afraid to ask for assistance. Most people are very willing to help and make your holiday go as well as possible. If you need assistance while travelling, reach out to people who can support you such as service staff at your accommodation, airports and other transport providers.

OTHER CONSIDERATIONS

- You may be able to use concession cards, companion cards and a disability permit across Australia and overseas.
- Talk to your specialist/GP prior to leaving as they may have useful suggestions and may help prepare supporting documentation as mentioned above.