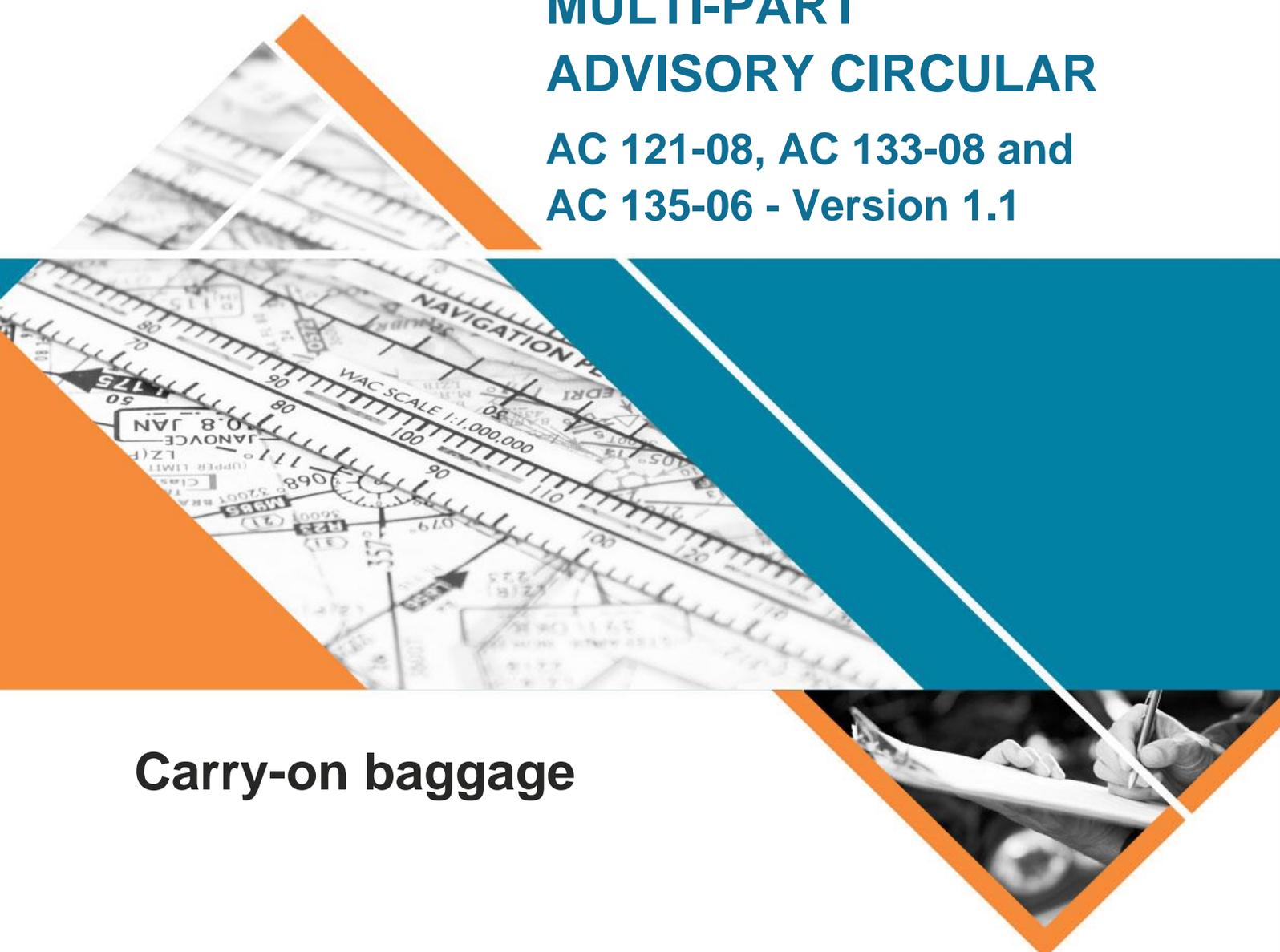




MULTI-PART ADVISORY CIRCULAR

**AC 121-08, AC 133-08 and
AC 135-06 - Version 1.1**



Carry-on baggage

Date September 2024
File ref D24/387437

Advisory circulars are intended to provide advice and guidance to illustrate a means, but not necessarily the only means, of complying with the Regulations, or to explain certain regulatory requirements by providing informative, interpretative and explanatory material.

Advisory circulars should always be read in conjunction with the relevant regulations.

Audience

This Advisory Circular (AC) applies to:

- operators and owners of passenger aircraft
- pilot(s) in-command (PIC) and other crew members
- passengers.

Purpose

This AC provides guidance regarding the requirements for carry-on baggage. The purpose of the AC is to provide general information relating to carry-on baggage and features that should be considered in an operator's carry-on baggage programme, to assist with the development of policy and procedures.

For further information

For further information, contact CASA's Operations Standards (telephone 131 757).

Status

This version of the AC is approved by the Branch Manager, Flight Standards.

Note: Changes made in the current version are annotated with change bars.

Version	Date	Details
v1.1	September 2024	Minor referencing and definition updates.
v1.0	May 2021	Initial AC.

Unless specified otherwise, all subregulations, regulations, Divisions, Subparts and Parts referenced in this AC are references to the *Civil Aviation Safety Regulations 1998 (CASR)*.

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1 Reference material

1.1 Acronyms

The acronyms and abbreviations used in this AC are listed in the table below.

Acronym	Description
AC	advisory circular
CAA UK	Civil Aviation Authority United Kingdom
CASA	Civil Aviation Safety Authority
CASR	<i>Civil Aviation Safety Regulations 2018</i>
CSB	Cabin Safety Bulletin
CRS	child restraint system
EASA	European Union Aviation Safety Agency
FAA	Federal Aviation Administration
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
PIC	pilot-in-command
TCCA	Transport Canada Civil Aviation

1.2 Definitions

Terms that have specific meaning within this AC are defined in the table below. Where definitions from the civil aviation legislation have been reproduced for ease of reference, these are identified by 'grey shading'. Should there be a discrepancy between a definition given in this AC and the civil aviation legislation, the definition in the legislation prevails.

Term	Definition
cabin crew member	A crew member who performs, in the interests of the safety of an aircraft's passengers, duties assigned by the operator or the pilot in command of the aircraft but is not a flight crew member.
carry-on baggage	means baggage or personal effects taken into, or to be taken into, the cabin of an aircraft, for carriage on the aircraft, by: <ol style="list-style-type: none"> a. a person (including a crew member of the aircraft) travelling on the aircraft; or b. a member of the personnel of the operator of the aircraft on behalf of a person mentioned in paragraph (a).
crew member	a person is a crew member of an aircraft if the person is carried on the aircraft and is: <ol style="list-style-type: none"> a. a person: <ol style="list-style-type: none"> i who is authorised by the operator of the aircraft to carry out a specified function during flight time relating to the operation,

Term	Definition
	<p data-bbox="644 275 1390 365">maintenance, use or safety of the aircraft, the safety of the aircraft's passengers or the care of security of any cargo which may affect the safety of the aircraft or its occupants, and</p> <p data-bbox="592 371 1238 405">ii who has been trained to carry out that function; or</p> <p data-bbox="539 412 1254 445">b. a person who is on board the aircraft for the purpose of:</p> <p data-bbox="592 452 1305 506">i giving or receiving instruction in a function mentioned in subparagraph (a)(i); or</p> <p data-bbox="592 512 1318 566">ii being tested for a qualification associated with a function mentioned in subparagraph (a)(i); or</p> <p data-bbox="539 573 1406 663">c. a person authorised by CASA under these Regulations, or by the operator, to carry out an audit, check, examination, inspection or test of a person mentioned in paragraph (a) or (b).</p>
dangerous goods	<p data-bbox="485 701 1401 813">Articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in these Instructions, or which are classified according with the ICAO Technical Instructions.</p> <p data-bbox="539 835 1398 889">Note: There is also a legal definition of dangerous goods in subsection 23(3) of the Civil Aviation Act 1988.</p>
emergency exit	<p data-bbox="485 913 1251 967">means an external door, hatch or window on an aircraft intended for use by passengers or crew in an emergency.</p> <p data-bbox="539 990 1230 1023">Note: This definition is contained in regulation 90.008 of CASR.</p>
exposition	<p data-bbox="485 1037 1050 1070">For an Australian air transport operator, means:</p> <p data-bbox="539 1077 1385 1131">a. the set of documents approved by CASA under regulation 119.075 of CASR in relation to the operator; and</p> <p data-bbox="539 1137 1390 1236">b. if the set of documents is changed under regulation 119.085, 119.105, or in accordance with the process mentioned in regulation 119.100 - the set of documents as changed.</p> <p data-bbox="539 1249 1385 1326">Note: Essentially the exposition is a document or set of documents describing how an organisation operates safely (often referred to as the operations manual).</p>
flight crew member	<p data-bbox="485 1361 1382 1415">A crew member who is a pilot or flight engineer assigned to carry out duties essential to the operation of an aircraft during flight time.</p>
flight	<p data-bbox="485 1440 576 1473">means:</p> <p data-bbox="539 1480 1398 1592">a. in the case of a heavier-than-air aircraft, the operation of the aircraft from the moment at which the aircraft first moves under its own power for take-off until the moment at which it comes to rest after being airborne</p> <p data-bbox="539 1599 1382 1720">b. in the case of a lighter-than-air aircraft, the operation of the aircraft from the moment when it becomes detached from the Earth's surface, or from a fixed object on the Earth's surface, until the moment when it becomes attached to either of these again.</p>
lithium batteries	<p data-bbox="485 1753 1401 1807">Lithium batteries fall into two broad classifications; lithium metal batteries and lithium ion batteries:</p> <ul data-bbox="501 1814 1401 2002" style="list-style-type: none"> <li data-bbox="501 1814 1401 1904">• lithium metal batteries are generally non-chargeable and contain metallic. They are commonly used to power devices such as watches, calculators, cameras, temperature data loggers, car key fobs and defibrillators. <li data-bbox="501 1910 1401 2002">• lithium ion batteries contain lithium which is only present in an ionic form in the electrolyte and are rechargeable). Lithium-ion batteries are generally used to power devices such as mobile telephones, laptop

Term	Definition
	computers, tablets, power tools and e-bikes.
operator	<p>of an aircraft, means:</p> <ol style="list-style-type: none"> if the operation of the aircraft is authorised by an AOC, a CASR Part 141 certificate or an aerial work certificate-the holder of the AOC or certificate, or otherwise-the person, organisation or enterprise engaged in aircraft operations involving the aircraft.
pilot-in-command	In relation to a flight of an aircraft, means the pilot designated by the operator of the aircraft as being in command and charged with the safe conduct of the flight.
seat belt	A webbing-based restraint consisting of two anchor points restraining the pelvis. It is also referred to as a lap belt.
smart luggage	Luggage that has built-in electronics for one or more purposes e.g. USB charging ports, built-in scale. Smart baggage may contain integrated lithium batteries, motors, power banks, GPS, GSM, Bluetooth, RFID or Wi-Fi technology.

1.3 References

Legislation

Legislation is available on the Federal Register of Legislation website <https://www.legislation.gov.au/>

Document	Title
Part 91 of CASR Subpart D.7	Safety of persons on aircraft and cargo requirements
Part 133 of CASR Division D.7 Subpart J	Passenger transport and medical transport Weight and balance
Part 135 of CASR Division D.7 Subpart J	Passenger transport and medical transport Weight and balance
Part 121 of CASR Division D.7 Subpart J	Passenger transport and medical transport Weight and balance
Part 92 of CASR	Consignment and carriage of dangerous goods by air

International Civil Aviation Organization documents

International Civil Aviation Organization (ICAO) documents are available for purchase from <http://store1.icao.int/>

Many ICAO documents are also available for reading, but not purchase or downloading, from the ICAO eLibrary (<https://elibrary.icao.int/home>).

Document	Title
ICAO Doc 10002	Cabin Crew Safety Training Manual (second edition)
ICAO Doc 10086	Manual on Information and Instructions for Passenger Safety (first edition)
ICAO Doc 9284	Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions)

Advisory material

CASA's advisory materials are available at <https://www.casa.gov.au/publications-and-resources/guidance-materials>

Document	Title
Multi-Part AC 121-05, 133-04 and 135-08	Passenger, crew and baggage weights
AC 92.A-01	The consignment and carriage of dangerous goods on all aircraft in Australian Territory and on Australian aircraft overseas: An overview of the legislative framework and procedures
AC 92-01	Dangerous Goods Training for Employees
AC 92-02	Dangerous Goods Manuals
AC 92-03	Dangerous Goods Training Courses and Instructors

Other

Document	Title
EASA (Regulation (EU) No. 965/2012	Easy Access Rules for Air Operations (IR + MC/GM & CS/GM)
FAA Air carrier operations bulletin No. 1-94-10	Carry-on baggage
IATA	Cabin operations safety - Best practices guide, 9th edition, January 2024
IATA	IATA Dangerous Goods Regulations (IATA DGR)
TCCA AC703-004	Use of segmented passenger weights by commercial air operators under subpart 703 of the Canadian Aviation Regulations

2 Introduction

2.1 Carry-on baggage

The overriding consideration for operators is to ensure that carry-on baggage, including crew baggage and clothing, is properly stowed in approved locations and is protected from all forces of flight in a manner that does not hinder or interfere with the rapid evacuation of an aircraft in an emergency.

Note: The same is true for items such as catering supplies, and any other amenities.

2.1.1 Potential hazards that can be caused by carry-on baggage in aircraft include, but are not limited to:

- overweight or oversize items taken into the cabin
- excessive amounts of baggage taken by individuals or collectively by all passengers
- the exceedance of weight or volume limitations of overhead stowage
- items not stowed in the correct locations or in a correct manner
- inappropriate items placed under seats.

2.1.2 Each of these hazards can contribute to the risk of injury to passengers or crew and could result in the potential to obstruct rapid escape from the aircraft cabin should an emergency evacuation be required, impeding access to emergency equipment, objects falling out of overhead lockers and trip hazards.

2.1.3 The PIC has the authority to refuse carriage of baggage or cargo that may represent a potential hazard to the safety of the aircraft or its occupants¹.

2.1.4 Any baggage that cannot be stowed in an approved stowage location in the cabin of the aircraft and is relocated to the aircraft's hold must be appropriately accounted for by the operator's loading system².

¹ Regulation 91.220 of CASR.

² Regulation 121.440, 133.350, 135.360 of CASR.

3 Carry-on baggage allowances

3.1 Carry-on baggage size and weight limitations

3.1.1 Considerations relevant in determining limitations for carry-on baggage include:

- aircraft type(s) and cabin configuration(s)
- available stowage space by weight and volume
- certification basis of stowage locations on the aircraft (e.g. maximum weight of contents, structural provisions for the restraint of items, fire containment)
- operator's loading system
- accommodating oversized or odd-sized items.

3.1.2 Operators may choose to vary carry-on baggage allowances according to the cabin configuration (e.g. where a reduced number of seats in one section of the cabin provides an increased ratio of overhead stowage space per seat).

3.1.3 If the operator is considering increasing the permitted weight of carry-on baggage from an existing weight limitation and standard or exposition-derived passenger weights are used by the operator, the implications of any allowance increase on the loading system weights will need to be considered. Refer to Multi-part AC 121-05, AC 133-04 and AC 135-08 – Passenger, crew and baggage weights for further information.

3.1.4 Where it is either not possible or practicable to stow carry-on baggage in an overhead locker or other approved stowage location due to the item's size, value or fragility, an operator may choose to transport special items of carry-on baggage secured in passenger seats.

3.1.5 Considerations for the stowage of carry-on baggage on passenger seats include:

- if the item is contained in a case or is covered to avoid injury to passengers
- the size, weight, packaging and dimensions of the item
- if the item is secured with a method of restraint (e.g. seat belt or other approved means³) to ensure no movement is possible from all forces of flight and emergency landing conditions⁴
- if the item is located in a position that restricts access or use of any emergency equipment or exit or it would hinder the evacuation of the aeroplane in an emergency
- if the weight of the item (including the case or covering) exceeds the load limit of the seat, floor structure or any applicable weight restriction for the aircraft
- the maximum allowable number of such items for carriage, taking into consideration the cabin configuration of each aeroplane type
- if the item obstructs any sign, placard, or screen where safety information is displayed to passengers.

3.1.6 If a location in the cabin of the aircraft, including the lavatory, is intended for the stowage of carry-on baggage or waste, it must meet the applicable requirements of the

³ The design of the restraint and installation must be approved by a Part 21M of CASR authorised person, Part 21J of CASR ADO or a Part 21.435 of CASR delegate.

⁴ 14 CFR 25.561 and 25.562.

aircraft certification⁵ (e.g. the structural requirements pertaining to the restraint of the contents, fire containment).

3.2 Dangerous goods in carry-on baggage

- 3.2.1 Passengers and crew must not carry dangerous goods unless they are those goods included in the ICAO Technical Instructions described at Table 8-1: Provisions for dangerous goods carried by passengers or crew (or the industry equivalent IATA Dangerous Goods Regulations Table 2.3.A)⁶. General industry practice is to follow the IATA Dangerous Goods Regulations (IATA DGR), and if so, compliance with the IATA DGR should result in compliance with the ICAO Technical Instructions.
- 3.2.2 An operator can choose to be more restrictive than the requirements of the ICAO Technical Instructions. This includes employing further restrictions on the carriage of certain items containing dangerous goods by passengers (e.g. portable medical devices or electronic cigarettes that contain lithium batteries). Any additional restrictions must be documented by the operator within the dangerous goods section of their operations manual⁷. Additional information can be found in AC 92-2 – Dangerous Goods Manuals.
- 3.2.3 Provided further additional restrictions are met, there are some limited dangerous goods that passengers and crew are permitted to carry in or as carry-on baggage. Some of these limited dangerous goods may require prior approval of the operator to ensure that all restrictions have been met⁸. The complete list of dangerous goods that require operator approval is included in ICAO Technical Instructions or the IATA DGRs.
- 3.2.4 In accordance with the operator's policy, it is recommended that personnel who have initial contact with the passenger seek confirmation that they are not carrying dangerous goods that are not permitted for carriage. It is imperative that personnel seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted e.g. toolbox.
- 3.2.5 IATA provides additional information on their dangerous goods website for use by operators and passengers regarding the carriage of lithium batteries, smart luggage, small lithium battery-powered vehicles (e.g. electronic baggage tags, electronic locks, GPS tracking devices with or without GSM capability, mobile phones, tablets, laptops) and battery-powered Mobility Aids.
- 3.2.6 Further information regarding operator responsibilities and the carriage of dangerous goods in passenger or crew baggage is contained within Part 7 and 8 of the ICAO Technical Instructions, available on the ICAO website⁹, or Section 2 of the IATA DGR on the IATA website¹⁰.

⁵ 14 CFR 25.787, 25.853(h).

⁶ Regulation 92.030 of CASR.

⁷ Regulation 92.045 of CASR

⁸ Table 8-1 of the ICAO Technical Instructions or Table 2.3.A of the IATA DGRs.

⁹ Technical Instructions For The Safe Transport of Dangerous Goods by Air (Doc 9284).

¹⁰ Dangerous Goods Regulations page.

4 Management of carry-on baggage

4.1 Developing procedures based on risk

- 4.1.1 Applying a risk-based approach when developing carry-on baggage procedures will help operators to ensure their program meets the applicable safety obligations and operational needs.
- 4.1.2 A risk assessment relating to the carriage of dangerous goods will assist in determining whether they can be safely accepted for carriage and any mitigation that might be required. This is particularly applicable to those dangerous goods that require approval of the operator¹¹.
- 4.1.3 Appendix A to this AC contains an example of a safety risk assessment of carry-on baggage¹² that may be considered by operators when developing procedures for their aircraft fleet.

4.2 Responsibilities for the management of carry-on baggage

- 4.2.1 It is common for responsibilities relating to carry-on baggage to be attributed to several groups of operational safety-critical personnel across different stages of the management process (e.g. crew, check-in staff, ground handlers). To ensure a co-ordinated and effective approach, it is recommended that the procedures clarify the duties applicable to each classification of personnel, highlighting the interdependencies of each stage in the process.
- 4.2.2 Relevant duties may include but are not limited to:
- identifying and verifying the size, weight and amount of carry-on baggage
 - identifying and managing dangerous goods not permitted for carriage
 - identifying and managing excessive carry-on baggage
 - labelling carry-on baggage that has been accepted for carriage
 - ensuring carry-on baggage can be safely and effectively stowed in the cabin
 - facilitating the loading of carry-on baggage removed from the cabin
 - ensuring that last minute changes (LMC) are accounted for in accordance with the operator's loading system.

4.3 Excess carry-on baggage

- 4.3.1 Generally, the most effective way to control carry-on baggage is at check-in and the departure gates. It is at these points that excessive, overweight, or oversize cabin baggage can be more easily identified and redirected to the aircraft hold.
- 4.3.2 Early interception of excess items will increase the likelihood of these items being identified and the appropriate actions being taken by the operator's personnel, as time pressures are not as prevalent.

¹¹ Table 8-1 of the ICAO Technical Instructions.

¹² Source document: IATA Cabin Operations Safety Best Practices Guide.

- 4.3.3 Personnel are also more likely to have access to equipment, such as scales and baggage test units at these locations, to assist in ensuring that only baggage that meets the operator's criteria is taken into the aircraft cabin.
- 4.3.4 It is recommended that excess carry-on baggage (including items purchased after check-in) that cannot be stowed on board the aircraft be handled, labelled, and recorded as checked baggage and stowed in the cargo hold for the purposes of weight and balance.
- 4.3.5 Considerations before removing excess carry-on baggage include:
- verifying the contents and ensuring that items that must be carried on the person are retained (e.g. passport or identity documents, medication).
 - removing dangerous goods, such as spare lithium batteries or other items not permitted in checked baggage.

4.4 Carry-on baggage in an evacuation

- 4.4.1 Passengers may endeavour to collect their personal belongings before evacuating the aircraft, particularly when the danger to life is not immediately evident. The operator needs to be prepared for this eventuality and have a strategy in place to mitigate the risks involved with passengers removing carry-on baggage during an evacuation. Such strategies may include:
- reinforcing and emphasising the requirement to leave personal items behind by including it in the passenger announcements made as part of the pre-flight safety briefing¹³, briefing in an emergency and before landing on every flight.
 - clear illustrations on the passenger safety briefing card, emphasizing that carry-on baggage must not be taken in an emergency
 - simple, clear cabin crew commands to leave carry-on baggage behind during an evacuation
 - training of crew members in human response during emergency situations and how to influence passenger behaviour.
- 4.4.2 It is recommended that operators identify the accepted action for the crew members to take if passengers ignore their instructions. Considerations regarding crew actions and risk include:
- forcibly removing carry-on baggage at the exit:
 - o build-up of items subsequently blocking exit routes
 - o slowed rate of egress due to confrontation
 - o injury to crew members from hoisting baggage over seatbacks away from the exit
 - o physical confrontation with passengers preventing the continuation of evacuation procedures.
 - throwing carry-on baggage outside the aircraft:
 - o injury to persons outside the aircraft
 - o injury to crew members performing the task

¹³ Section 8.03(8) of the Part 121 MOS.

- o damage to ground equipment or means of assisting the evacuation such as the slide.
- allowing passengers to take items that they insist on taking:
 - o slowed rate of egress
 - o injury to passenger or others using the slide
 - o injury to persons assisting at the bottom of the slide
 - o damage to the slide
 - o build-up of debris at the bottom of the slide.

5 Carry-on baggage procedures

5.1 Considerations

- 5.1.1 When establishing procedures required for the management of carry-on baggage¹⁴, it is recommended that consideration be given to:
- assessment of available stowage space by weight and volume to determine the maximum amount of stowage space that can be used by passengers and shared among the collective carry-on baggage limits
 - stowage at emergency exit rows and access to exits
 - accounting for carry-on baggage weights in the operator's loading system
 - identifying passenger touchpoints within the operator's carry-on baggage management process e.g. online, check-in, boarding gate, onboard
 - proactive management of carry-on baggage by personnel at check-in, boarding gates and onboard
 - automated check-in systems that limit the opportunity to manage carry-on baggage e.g. the first interaction between passenger and operational safety-critical personnel may be at the departure gate
 - providing personnel with the necessary tools and process to enforce the operator's carry-on baggage policies e.g. scales, baggage test units
 - identifying dangerous goods where the function of a device is not obvious e.g. smart luggage
 - methods for identifying carry-on baggage that has been verified and validated as acceptable
 - offloading procedures for carry-on baggage that is removed from the cabin for stowage in the hold
 - ensuring dangerous goods originally intended for carriage in the cabin are not inadvertently carried in the hold
 - third-party providers engaged by multiple operators working with varying procedures
 - accounting for new and emerging technologies
 - personnel access to updated and current information regarding acceptable carry-on baggage
 - passenger education and awareness.

5.2 Information recommended to be included

- 5.2.1 Information recommended to be included in the documented procedures for carry-on baggage includes:
- A description of the term 'carry-on baggage'

Note: Child restraint systems (CRS) may be included as carry-on baggage if they are to be stowed in the cabin rather than being used for restraint during the flight.

¹⁴ Regulation 121.255, 135.255, 133.215 of CASR.

- The number of items accepted as carry-on baggage and the total allowable weight for each passenger. Operators may also stipulate the maximum dimensions of these items as appropriate to ensure proper stowage.
- A description of how passengers will be prevented from bringing baggage on board that does not meet the criteria of the operator's carry-on baggage requirements, and the personnel responsible for this, for example:
 - o at check-in when the operator's personnel have contact with passengers
 - o the airline's private lounge if the operator uses this type of facility
 - o at the departure gate prior to the commencement of boarding
 - o while passengers are boarding the aircraft, including at the gate and onboard the aircraft
 - o other methods as deemed appropriate by the operator.
- Approved stowage locations on board the aircraft and applicable limitations.

Note: Carry-on baggage may be stowed in coat lockers or other compartments that have been certified accordingly.
- Details of what constitutes carry-on baggage being 'properly stowed' (e.g. the overhead stowage is closed and latched, or baggage is wholly contained underneath a seat, to ensure that:
 - o carry-on baggage does not obstruct passenger access to emergency exits
 - o carry-on baggage does not obstruct passenger movement to, from, or across the aisle
 - o carry-on baggage will not hinder the availability and use of emergency equipment
 - o items stowed in overhead lockers fit securely and the lockers can be closed without using force
 - o there is little or no chance of baggage and other articles falling out of overhead lockers when the lockers are opened.)
- An explanation of how carry-on baggage will be stowed properly relevant to the type(s) of aircraft used by the operator, the cabin configuration(s) and other space factors.
- An explanation of how canes or other personal assistance devices will be stowed in approved areas.
- Whether passengers with oversized or odd sized baggage (e.g. musical instruments) can be accommodated, and if so, details of how those items can be stowed safely.
- When an operator elects to allow the stowage of carry-on baggage in unoccupied seats, the information about this practice including the types of carry-on baggage that may be restrained in a seat, the location of the seat(s) where it may be stowed, the procedures to ensure it is safely restrained, and how it will be accounted for in the operator's loading system.
- Limitations of seat pockets, items that can be safely stowed in them, and any variance between aircraft types. It is recommended that seat pockets be used for small personal items and not carry-on baggage.
- If cabin crew are carried, the crew member(s) responsible for ensuring that carry-on baggage is properly stowed. While each crew member should ensure that carry-on baggage procedures are followed, it is recommended that a specific crew member

be identified as responsible for confirming that carry-on baggage is properly stowed for each cabin or each cabin area.

- Passenger entry door(s) closure procedures. It is recommended that at least one crewmember verify that each article of carry-on baggage is properly stowed before the entry door(s) are closed in preparation for taxi or pushback.

Note: The same procedure is applicable for stowing carry-on baggage before take-off and landing.

6 Provision of carry-on baggage information to passengers

6.1 Considerations and methods of providing information

- 6.1.1 Providing passengers with information about carry-on baggage requirements and restrictions can help decrease the risks associated with carry-on baggage (e.g. excess baggage, passengers taking their belongings in an evacuation).
- 6.1.2 Operators should consider their circumstances when determining the means of providing carry-on baggage information that is best suited to the type of operation and passengers carried and communicating the information effectively.
- 6.1.3 Every effort should be made to ensure the information is readily available to passengers and the potential shortcomings of each method is considered (e.g. inconsistent or limited access to the internet/operator's website). Traditional methods, such as inclusion on ticket wallets or timetables, may no longer be relevant or effective.
- 6.1.4 A multimodal approach to providing carry-on baggage information to passengers can help with accessibility, awareness, receptiveness to and retention of information.
- 6.1.5 Methods of providing carry-on baggage information to passengers include, but are not limited to:
- operator's website
 - operator's app
 - booking e-mails and text messages
 - automated e-mail advertising
 - frequent flyer communications
 - generated message during online check in process
 - generated message at self-service automated check-in machines
 - posters, leaflets and signage at other passenger touch points (e.g. check-in counters, boarding gates, airline lounges)
 - flight information displays at airports
 - on-board media such as magazines
 - in-flight entertainment messaging system
 - public address announcements at airports
 - content in safety demonstrations and on-board announcements
 - screening at check in and airline lounges to emphasise importance of operator carry-on baggage policy.
- 6.1.6 Encouraging passengers to confirm carry-on baggage needs at the time of booking, or as early as possible in advance of the flight, will assist operators in accommodating particular carry-on baggage requirements (e.g. oversized or fragile baggage, mobility aids, CRS).

6.2 Dangerous goods information

6.2.1 Dangerous goods regulations contain specific requirements¹⁵ relating to the provision of information to passengers in airport terminals and when issuing tickets.

6.2.2 At airport terminals the information:

- may be provided in text or pictorial form, electronically or verbally operator's website
- is to be sufficient in number and prominently displayed at specified locations (e.g. tickets issue, check-in, boarding gates, baggage collection locations).

6.2.3 Provision of information at airport terminals is commonly achieved through signage in the terminal, notices provided during the ticketing process (e.g. terms and conditions of the ticket, visual notices during the booking process), and verbal communication of information provided to the passengers by the operator's check-in and ground handling staff.

6.2.4 Information with tickets:

- If the purchasing of a ticket, including the issuance of a boarding pass, can be completed by a passenger without the involvement of a representative of the operator, the notification system must include an acknowledgement by the passenger(s) that they have been presented with the dangerous goods information.
- The information must be provided to passengers at the point of ticket purchase or, if this is not practical, made available in another manner prior to boarding pass issuance; and at boarding pass issuance, or when no boarding pass is issued, prior to boarding the aircraft. For further information refer to AC 92.A-01.

6.2.5 Operators may choose to utilise the dangerous goods app CASA has produced to assist passengers and crew with what they can and cannot pack when travelling, and how to pack items safely.

Note: The CASA 'Can I pack that?' app can be accessed online through the CASA website and is available for download from the Apple App Store and Google Play.

6.3 Information recommended to be included

6.3.1 The following is recommended for inclusion in carry-on baggage information provided to passengers:

- size and weight limitations
- safe stowage of carry-on baggage on board
- dangerous goods and other restricted items in carry-on baggage
- passenger responsibilities
- the importance of leaving carry-on baggage behind during an emergency evacuation
- differences between the allowances that apply to the aircraft types within the operator's fleet
- differences with codeshare or partner airlines.

¹⁵ Regulation 92.200, 92.205 of CASR.

Appendix A

IATA carry-on baggage risk assessment

A.1 IATA carry-on baggage risk assessment

A.1.1 The following table is from the IATA Cabin Operations Safety Best Practices Guide and provides an example of a safety risk assessment of carry-on baggage which may be considered by operators when developing procedures for their aircraft fleet.

Event	Hazards	Risk
Baggage is thrown loose during turbulence.	<ul style="list-style-type: none"> Unsecured baggage during flight. Overhead lockers left open by passengers in unmonitored cabins. 	<ul style="list-style-type: none"> Crew or passenger injury/incapacitation.
Baggage is thrown loose during emergency landing/ditching.	<ul style="list-style-type: none"> Unsecured baggage or inappropriate stowage. 	<ul style="list-style-type: none"> Obstruction to egress during evacuation. Crew or passenger injury/incapacitation.
Passengers take baggage during emergency evacuation.	<ul style="list-style-type: none"> Inappropriate emergency response. Unfamiliarity with procedures or briefing. Unclear communication during briefings and evacuation commands. 	<ul style="list-style-type: none"> Obstruction to egress during evacuation and/or injury. Speed of evacuation may be reduced. Injury to passengers when opening overhead compartments to obtain baggage.
Baggage falls from stowage during normal operations.	<ul style="list-style-type: none"> Passenger stowing baggage incorrectly. Overfilled stowage locations. 	<ul style="list-style-type: none"> Crew or passenger injury/incapacitation.
Damage/structural failure to stowage compartments.	<ul style="list-style-type: none"> Overfilling with overweight, multiple or large items. 	<ul style="list-style-type: none"> Broken cabin components. Reduced stowage space Injury to crew and/or passengers.
Heavy carry-on baggage stowed above head height.	<ul style="list-style-type: none"> Inappropriate carry-on baggage policy. Ineffective enforcement of policy. 	<ul style="list-style-type: none"> Crew or passenger injury/incapacitation.
Excessive cabin baggage identified onboard the aircraft before departure.	<ul style="list-style-type: none"> Lack of stowage space. Inefficient stowing of baggage during boarding. Lack of available cabin crew. Passenger attempts to avoid charges for checked baggage due to operator policy. Seasonal climate variations on route resulting in different clothing being worn/carried 	<ul style="list-style-type: none"> Delay to departure. Departure with unsecured baggage. Non-compliance of cabin crew when enforcing correct and safe stowage.
Lifting excessive weights above head height	<ul style="list-style-type: none"> Heavy bags being lifted by cabin crew assisting passengers 	<ul style="list-style-type: none"> Crew injury or incapacitation

Event	Hazards	Risk
Obstruction of emergency equipment	<ul style="list-style-type: none"> • Excessive carry-on baggage • Emergency equipment stowed in overhead lockers 	<ul style="list-style-type: none"> • Delay to emergency response due to obstructed equipment
Excessive weight of pivoting overhead lockers	<ul style="list-style-type: none"> • Stowage of multiple heavy items 	<ul style="list-style-type: none"> • Crew injury during closure of lockers