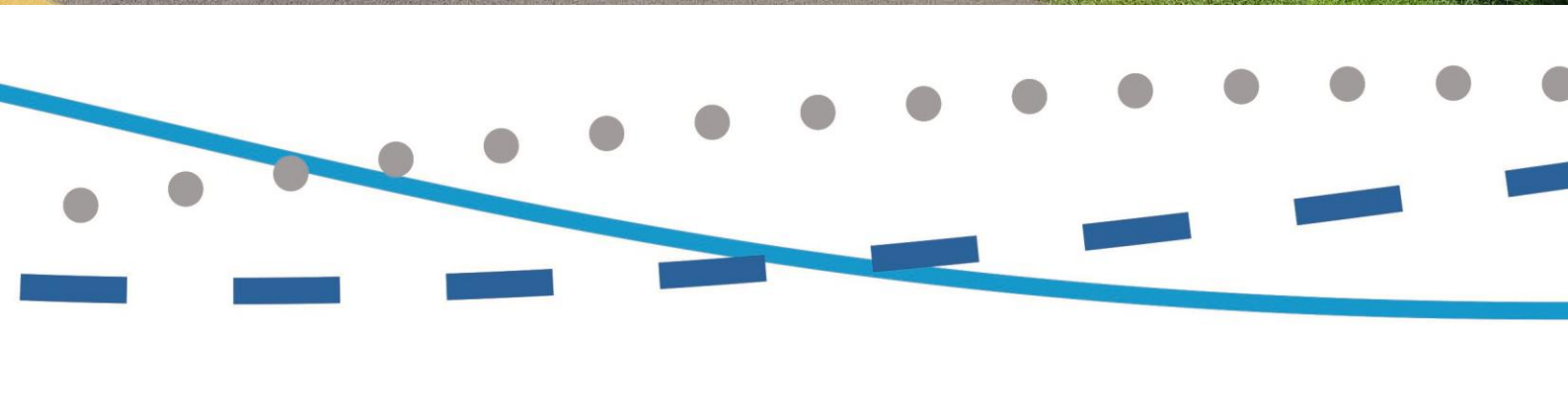




# DISABILITY ACCESS FACILITATION PLAN

## Information for Guests with Special Needs

Author: Tony Schulz - Airports Manager  
Date: 01 March 2020



## TABLE OF CONTENTS

<b>1. About Us</b>	<b>3</b>
<b>2. Passenger Feedback</b>	<b>3</b>
<b>3. Contact Us</b>	<b>3</b>
<b>4. Consultation</b>	<b>4</b>
<b>5. Prior to Arrival</b>	<b>4</b>
<b>6. Accessibility Parking</b>	<b>4</b>
<b>7. Terminal Kerbside Access</b>	<b>5</b>
<b>8. Security Screening</b>	<b>5</b>
1.1 Medical Implants	5
1.2 Artificial Limbs/Prosthesis	5
1.3 Doctor's Letter	5
1.4 Walking Aids	6
1.5 Wheelchairs	6
1.6 Prams/Strollers and Baby Carriers	6
1.7 Physical Assistance Dogs	6
<b>9. Terminal Facilities</b>	<b>6</b>
1.8 Toilet Facilities	6
1.9 Wheelchairs	6
1.10 Ramps and Tactile	6
1.11 Hearing Loop	7
1.12 Language Assistance	7
1.13 Flight Information Displays	7
1.14 Physical Assistance Dogs	7
1.15 Dietary Requirements	7
1.16 Emergency Announcements and Signage	7
<b>10. Children or Babies</b>	<b>8</b>
<b>11. Baggage Collection</b>	<b>8</b>
<b>12. Ground Transportation</b>	<b>8</b>
Taxis	8
Buses	8
<b>13. Boarding or Disembarking the Aircraft</b>	<b>8</b>
<b>14. Contacts for Airline Assistance</b>	<b>9</b>
Virgin Australia	9
Jetstar	9

# 1. About Us

Whitsunday Coast Airport is a solely owned and operated business unit of Whitsunday Regional Council.

Whitsunday Coast Airport is committed to meet or exceed the current requirements of the Disability Standards for Accessible Public Transport and/or Australian Standard 1428-1 and the Disability Discrimination Act Transport Standards 2002, in regards to building accessibility, signage and other information, services and facilities required to assist people with special needs.

Whitsunday Coast Airport, in conjunction with Whitsunday Regional Council, will ensure that any future building extensions, alterations and refurbishments to the existing airport infrastructure will be undertaken in consultation with disability service groups and key stakeholders, and will comply with all relevant Acts, Regulations and Standards applicable at the time.

# 2. Passenger Feedback

Whitsunday Regional Council employees based at the Whitsunday Coast Airport adhere to the Council's Complaint Management Process for feedback. The airport intends to provide a level of service and facilities that does not attract complaints, but acknowledges the right of persons to provide feedback, both positive and negative.

Passengers can provide feedback, compliments and suggestions in person, electronically, by mail or by telephone through the Whitsunday Regional Council.

# 3. Contact Us

➤ In person	➤ By Mail
Whitsunday Regional Council	Whitsunday Regional Council
Customer Contact Centre	Chief Executive Officer
83-85 Main Street	PO Box 104
Proserpine QLD 4800	Proserpine QLD 4800
➤ By Phone	1300 WRC QLD (1300 972 753)
➤ By Email	<a href="mailto:info@whitsundayrc.qld.gov.au">info@whitsundayrc.qld.gov.au</a>
➤ Via Facebook	<a href="http://www.facebook.com/whitsundaycoastairport">www.facebook.com/whitsundaycoastairport</a>

## 4. Consultation

The information provided in the Whitsunday Coast Airport “Disability Access Facilitation Plan” outlines the current facilities and services available. This plan has been prepared by Whitsunday Regional Council in consultation with Airline Partners, Security Screening providers, Office of Transport Security, The Department of Infrastructure and Transport, The Australian Human Rights Commission, Department of Main Roads – Passenger Transport and the “Disability Parking Permit Scheme”.

## 5. Prior to Arrival

To request assistance, please contact your airline directly when making a booking and advise them if you have any special needs requirements. This will enable the airline to inform you and, when required, make suitable arrangements at the airport or during the flight to assist you.

Please refer to your airline’s Conditions of Carriage for all information relating to passenger assistance

## 6. Accessibility Parking

Whitsunday Coast Airport has accessible parking for the mobility impaired provided within their public carpark. These spaces are reserved for disabled parking and may only be used by those who are genuinely disabled. For this reason, vehicles parking in these designated areas must display a valid Disability Parking Permit on their vehicle while parked. These parking spaces are located closest to the walkway and pedestrian crossing.





## 7. Terminal Kerbside Access

Whitsunday Coast Airport is a “Restricted Parking Zone”

This is due to security procedures implemented at all Australian Airports.

Should the driver of a vehicle not displaying a valid Disability Parking Permit need to leave the vehicle to assist their passenger, a number of alternate options are available:

- Arrange a third person to travel to the airport with the driver to escort the mobility impaired passenger in or from the terminal while the driver parks the vehicle in the public carpark
- Park the vehicle directly into the public carpark which is less than 100 meters away from the terminal. The first hour of parking is FREE
- There is public transportation that can transfer you to and from the airport and drop you at the front of the terminal from your door.

## 8. Security Screening

Security screening for special needs passengers can require more time than average. All passengers are legally required to undergo the same level of security checks within a security controlled Australian Airport

Please liaise with Security Screening Officers on duty about any concerns you may have, including advising them if you have a medical condition that you are concerned may be affected by the screening process. The Security Screening Officers undergo specific training in assisting passengers / visitors with special needs using screening practice guidelines issued by the Office of Transport Security

Whitsunday Coast Airport has a private screening facility in place for passengers with special needs, should they request this service. The screening will be conducted by a same sex Screening Officer.

### 1.1 Medical Implants

Passengers are to advise the Security Screening Officer of their condition and request separate screening to avoid passing through any machines that may affect them, e.g. Pace makers, Cochlear implants

### 1.2 Artificial Limbs/Prosthesis

Passengers with artificial limbs or prosthesis will need to transit the walk-through metal detector or body scanner successfully, if the metal detector alarms, secondary screening methods (physical search) will be applied

### 1.3 Doctor's Letter

Where passengers have medical implants, artificial limbs, prosthesis and the like, it is highly recommended that a medical certificate or Doctor's letter be carried and presented to Security Screening Officers. Such

documentation will assist the Security Screening Officers to determine the most appropriate method of screening

#### **1.4 Walking Aids**

Walking aids must be screened and as such may require X-ray or Explosive Trace Detection. The security screening area has chairs and a substitute walking cane to assist passengers during the short time needed by the officers for the appropriate screening method

#### **1.5 Wheelchairs**

If you are confined to a wheelchair, you should remove any loose items on your possession and place them on the conveyor belt through the X-ray machine and then travel forward through the metal detectors (Primary Screening Method). Should this method not be suitable, security screening officers will need to perform Secondary screening methods (physical search and Explosive Trace Detection)

#### **1.6 Prams/Strollers and Baby Carriers**

Prams, strollers and baby carriers can be taken through the security screening area subject to Primary or Secondary screening methods. Babies and/ or Toddlers must be taken out of these items and carried through the metal detector as part of the security screening process. All loose items including toys and/or blankets must be placed on the conveyor belt through the X-ray machine

#### **1.7 Physical Assistance Dogs**

Physical assistance dogs with an appropriate badge on their coats or harness can also walk through the security screening area and are not required to remove their harness.

## **9. Terminal Facilities**

Whitsunday Coast Airport wants to ensure their special needs passengers can travel as comfortable as possible within the Terminal. Facilities available for special needs passengers are:

#### **1.8 Toilet Facilities**

Toilet and facilities for special needs passengers are located near the Arrivals Hall and in the Departure Lounge (through security). Braille is included on this signage to assist the vision impaired to locate the correct facility

#### **1.9 Wheelchairs**

Passengers requiring a wheelchair to get to or from their aircraft will need to contact their airline directly prior to the flight

#### **1.10 Ramps and Tactile**

Kerbside ramps are provided to assist people with special needs to move from carparks and the street to the sidewalk into the terminal.

Tactile ground surface indicators are provided for directional guidance.

### **1.11 Hearing Loop**

Hearing loops are available throughout the terminal. They are located in the Check-in / Arrivals and Departure areas

### **1.12 Language Assistance**

The signage and information within the Whitsunday Coast Airport is written in English

### **1.13 Flight Information Displays**

Numerous Flight Information Display screens are located in the Check-in / Departure and Arrivals area. They are utilised to communicate flight arrival and departure times, boarding status, flight landed information and gate numbers. Public address announcements are also made by airline staff in relation to check-in time, closures, boarding flights, flight delays, flight diversions and flight cancellations

### **1.14 Physical Assistance Dogs**

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with special needs and reduce their need for support are welcome in all areas of the Whitsunday Coast Airport, under the Guide, Hearing and Assistance Dog Act 2009.

Certified physical assistance dogs should be wearing the appropriate badge on their coat or harness and people accompanied by a dog, including trainers, must also carry an identity card. If the dog is not wearing the accredited badge or if identification cannot be produced, the dog is not permitted in the Airport

Certified guide dogs, hearing dogs or other assistance dogs will need to pass through the passenger screening point if they are going into the sterile Departure Lounge. Their harnesses are not to be removed during the security screening process.

### **1.15 Dietary Requirements**

Whitsunday Coast Airport has a café within the Departure Lounge. Please speak with Café staff directly on food and beverage choices that suit your dietary requirements.

### **1.16 Emergency Announcements and Signage**

In the unlikely event of an emergency within the Airport, audible alarms will sound, and general announcements made over the public address system. Emergency signage is provided within the terminal identifying "you are here". The Flight Information Display screens also have the capacity to provide emergency warning information in the event of an incident or emergency in the terminal. This is to ensure that passengers and visitors with hearing difficulties can receive visual messaging

## 10. Children or Babies

For passengers travelling with children and babies, many airlines will allow pre-boarding of a flight

For passengers travelling with prams and strollers, most airlines will require you to check these in prior to boarding, either at the check-in counter or at the departure gate. Please check with your airline directly on their check-in and safety requirements of prams and strollers being taken on board the aircraft

Prams, strollers and baby carriers can be taken through the security screening area. Babies and/ or Toddlers must be taken out of these items and carried through the security screening process. All loose items must be placed on the conveyor belt through the X-ray machine

If children are travelling alone, please consult with your airline at the time of booking. Some airlines do not allow children to travel without a parent or adult guardian.

## 11. Baggage Collection

When you have landed at Whitsunday Coast Airport, passengers should follow the “Arrivals” signage to the terminal baggage collection carousels. If you require a wheelchair or other assistance on arrival, please contact your airline prior to the flight to ensure provisions can be made to assist

## 12. Ground Transportation

Ground transportation is easily accessible from the Whitsunday Coast Airport through the arrivals end of the terminal.

### ➤ Taxis

The Airport taxi rank is located directly opposite the arrival’s door via a pedestrian crossing with the provision of ramps and tactile indicators installed. To specifically book a taxi with wheelchair capabilities phone Whitsunday Taxis 131 008.

### ➤ Buses

The bus parking bays are located to the side of the terminal through an automatic door displaying “Coaches” overhead.

## 13. Boarding or Disembarking the Aircraft

Most airlines can provide special arrangements for people with walking or mobility assistance needs including boarding and disembarking access via a special mobile lift. Please advise your airline when booking if you require this assistance.



# 14. Contacts for Airline Assistance

➤ **Virgin Australia**

Phone 136 789 [www.virginaustralia.com.au](http://www.virginaustralia.com.au)



➤ **Jetstar**

Phone 131 538 [www.jetstar.com.au](http://www.jetstar.com.au)

