



# Disability Access Facilitation Plan FOR DARWIN INTERNATIONAL AIRPORT

# DISABILITY ACCESS FACILITATION PLAN FOR DARWIN INTERNATIONAL AIRPORT

## Prior to Arrival

To assist in the provision of the best service available and to request assistance, passengers should advise their airline or travel agent when making a reservation of any disability or assistance required at the airport. This will enable the airline to inform you and, where required, make suitable arrangements at the airport or during the flight to assist you.

Each airline has different guidelines on the carriage of disabled person(s) and the requirements for special assistance. Please refer to your airline's Conditions of Carriage for all information relating to passenger assistance.

Web links to airlines that operate at Darwin International Airport can be found on [www.darwinairport.com.au](http://www.darwinairport.com.au)

## Kerbside Process and Car Parking

### **DISABLED PARKING**

Disabled parking is located in the public car park and is clearly signposted. There are areas at both arrivals and departures ends of the public car park. The disabled parking is located at the closest point in the car park

to the Terminal. An appropriate disabled permit sticker must be displayed to park in these spaces.

### **KERBSIDE PICK UP AND DROP OFF**

Terminal kerbside comprises three through lanes for various activities. The first two lanes are restricted access and are not available for use by general public vehicles. The third lane is for public drop off and pick-up with a 2 minute limit. Vehicle displaying a disabled permit sticker are permitted 15 minutes at the pickup/drop off area.

Drivers dropping off or picking up disabled person(s) kerbside at the front of the terminal must remain with the vehicle. This is due to increased security procedures implemented at all airports throughout Australia. Darwin International Airport must abide by the security regulations determined by the Commonwealth Government.

Drivers of vehicles displaying a disabled permit sticker must still remain with their vehicle; they cannot leave their vehicle unattended. Should the driver need to leave the vehicle to assist the passenger, a number of alternative options are available:

1. Arrange for a third person to travel to the airport with the driver to escort the disabled person(s) into the Terminal

whilst the driver remains with the vehicle.

2. Park your vehicle in the disabled parking position located in the car park within close proximity to the Terminal. Car parking is free for the first 10 minutes however your ticket still needs to be validated inside the terminal at a Pay Station. Once validated you have 15 minutes to vacate the car park.

Tactile ground surface indicators are used outside the Terminal at the pedestrian crossings to the public drop-off and pick-up lanes and to the car park to provide the visually impaired with indication of changes of condition. Ramps from paths to the road pavement are available at the major pedestrian crossings.

During busy times, a Darwin International Airport Customer Service Officer is on duty and their duties include providing assistance to disabled person(s) when they are available. They can be recognised by a lime green jacket with Darwin International Airport logo.

### **GROUND TRANSPORT OPTIONS**

There is no public bus service to the airport and valet parking is not available at the airport.

Ground transport for arriving passengers is easily accessed outside the Terminal. The taxi rank is located at the arrivals end of the Terminal in the second through lane. Taxis that can accommodate wheelchairs can be

arranged with the taxi company or by assistance from the drivers at the taxi rank.

The airport shuttle bus is operated by Darwin Airport Shuttle Bus and is located in the first through lane at the arrivals end of the Terminal. Please contact Darwin Airport Shuttle Bus on 1800 600 975 or (<http://www.darwinairportshuttle.com.au/>) directly to arrange for wheelchair transportation on this service.

### **SECURITY SCREENING**

Security screening for disabled persons can require more time than the average traveller. All passengers must undergo the same level of security checks.

### **LOCATION**

The security screening point is located in the centre of the Terminal on the ground floor. Prior preparation by passengers is essential to ensure smooth security processing.

Please liaise with the security staff 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. (e.g. pacemakers and cochlear implants). The security screening staff undergo specific training in assisting passengers and visitors with disabilities using screening practice guidelines issued by the Office of Transport Security.

## **PRAMS, STROLLERS AND WHEELCHAIRS**

Prams, strollers and wheelchairs are allowed entry to the 1<sup>st</sup> floor departure lounge (sterile area) however they must go through the security screening process. Staff are very familiar with the movement of passengers who are confined to a wheelchair. You should remove any loose items on your possession and place them on the conveyor belt to go through the x-ray machine. The security staff will then facilitate you directly to a private screening area, where you will be required to undergo screening by way of a pat down search by a security officer of the same sex.

Prams and strollers are also required to be screened.

You should liaise directly with the airline regarding the carriage of prams or strollers on board the aircraft.

## **ARTIFICIAL LIMBS/PROSTHESES**

If you have artificial limbs/prostheses, and you are able to pass through the security metal detectors without activating it then no additional provisions are required. However if you are more comfortable with a private screening please advise the security staff of your condition and a separate screening will be arranged.

## **WALKING AIDS**

Walking aids must be screened and as such may require X-Ray or Explosive Trace

Detection. Screening points have chairs available for you during this process.

## **PRIVATE SCREENING FACILITIES**

Darwin International Airport also has private screening facilities in place for visitors with special needs, should they request this service or if security staff are required to complete additional screening as the visitor travels through the screening point. Please speak to security staff if you require this service.

Like many aspects of flying with a disability, simply allow a little more time to pass through security.

## **TERMINAL FACILITIES**

The Darwin International Airport terminal building comprises a ground floor for check-in, security screening, collection of baggage, and a first floor comprising the sterile domestic and international departure lounges and domestic arrivals. International arrivals processing is split across the ground and first floors.

## **ACCESS WITHIN THE TERMINAL**

Access to the first floor is through the screening point and then either via escalator, stairs or lift.

Access to the ground floor domestic baggage reclaim from the first floor is via either a lift, escalator or stairs.

Access to the ground floor international baggage reclaim is via either a lift or escalator located past immigration processing.

#### **DIRECT ASSISTANCE TO AIRCRAFT**

Passengers requiring assistance to get to their aircraft will need to contact the airline directly as this service is provided by each individual airline. This includes if you require the use of a wheelchair to get to the aircraft.

#### **ACCESS TO AIRCRAFT**

Access to and from the aircraft is available by aerobridges, or where aircraft are parked on stand-off bays the airlines provide specialised equipment for assisting you on and off aircraft. This needs to be pre-arranged and it is advised that you contact the airline prior to arrival at the airport to pre arrange this service.

#### **BOARDING INFORMATION**

Boarding information is provided by both display screens throughout the Terminal for all aircraft information, and auditory announcements for arrivals, boarding, and gate allocations in the departure lounges.

#### **EMERGENCY ANNOUNCEMENTS**

In the unlikely event of a terminal emergency, emergency response is provided by audible alarms and public address announcements. Passengers and visitors

will be directed to the emergency assembly areas outside the terminal by appropriately trained fire wardens.

#### **TOILET FACILITIES**

Dedicated disabled toilet facilities are located at the arrivals end (western end) of the Terminal on the ground floor, in the domestic departure lounge on the first floor and also in the International arrivals and departures areas. The location of the toilets is shown on the attached plan. *Showers* are also available in the domestic departure and international departure lounges.

#### **PUBLIC TELEPHONES**

Public telephones are located on both the ground and first floors.

#### **ASSISTANCE DOGS**

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with a disability are welcome inside the Terminal, under the Guide, Hearing and Assistance Dog Act 2009. Certified assistant dogs should be wearing the appropriate badge on their coat or harness and people accompanied by a dog, including trainers, must also carry an identify card. Physical assistance dogs will need to pass through the security screening point if they are going to the sterile departure and arrival area on the first floor. Physical assistance dogs are visually inspected by screening point staff, there is no requirement to remove the dog's

harnesses. Gardens outside the Terminal provide comfort areas for animals.

## **INTERNATIONAL FLIGHTS AND BORDER SECURITY OPERATIONAL AREAS**

If you are arriving or departing on an international flight, you will be subject to additional screening and border security processes.

There are strict rules regarding the carriage of liquids, aerosols and gels on international services. This includes restrictions on medications. Further information can be obtained from the Office of Transport Security website <http://travelsecure.infrastructure.gov.au/international/lags/index.aspx>

As with domestic flights, assistance to and from the aircraft must be arranged with the airline in advance and should be mentioned when making a booking.

Border agencies are equipped to cater for passengers with a disability.

## [Communication and Feedback](#)

If you would like to speak to a DIA staff member, please visit the Terminal Control Centre (TCC) located adjacent to gate 6 in the Terminal Building. TCC operating hours are from 0800 to 1300 Monday to Friday or

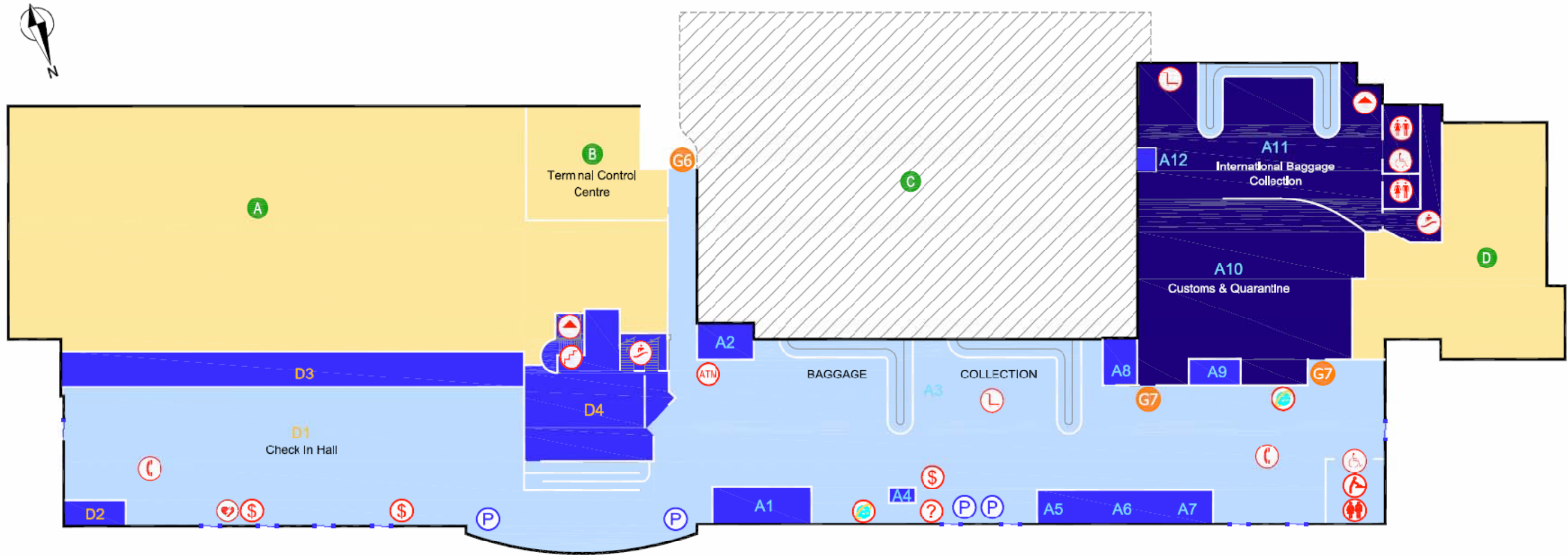
phone 08 8920 1855. DIA have staff available 24 hours a day.

Our intention is to ensure all passengers, visitors and staff have a safe and enjoyable time while at Darwin International Airport. However, should you wish to share any feedback or have any comments about the terminal facilities, please address your concerns to:

Mail: Darwin International Airport  
PO Box 40996  
Casuarina NT 0811

Phone: +61 8 8920 1811

Email: [info@ntairports.com.au](mailto:info@ntairports.com.au)



**A ARRIVALS**  
Ground Floor

- A1 Velluto Espresso Bar
- A2 Unclaimed Baggage
- A3 Domestic Baggage Collection
- A4 Darwin Airport Shuttle Bus Counter
- A5 Tourism Top End/Tourist Information
- A6 Travelex
- A7 Car Rentals
- A8 Oversize Baggage Drop Off
- A9 Customs & Quarantine Enquiry Counter
- A10 Customs & Quarantine Processing
- A11 International Baggage Collection
- A12 Unclaimed Baggage

**D DEPARTURES**  
Ground Floor

- D1 Check In Hall
- D2 Airline Ticket Sales Counters
- D3 Check In Counters
- D4 Security Screening Point

**FACILITIES**

- Escalators
- ATM
- Change Machine
- Public Phones
- Public Toilets
- Disabled Toilet
- Stairs
- Lift
- Trolley Stand
- Parking Pay Stations
- Internet Stations
- Baby Change Station
- AED (Automated External Defibrillator)
- Survey Station

**GATES**

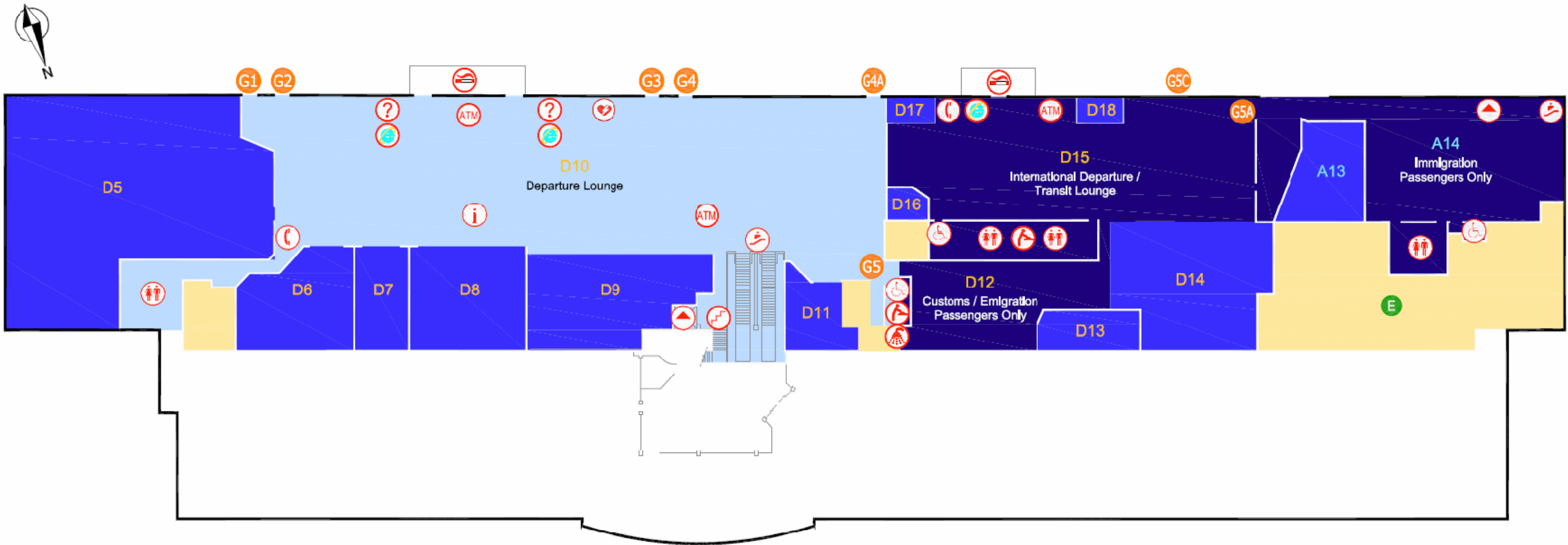
- GATE 6
- GATE 7 (International Arrivals)

**GENERAL**

- Airline Offices
- Terminal Control Centre/ Airport Information
- Baggage Handling Area
- Tenant Offices

**NOTE**

DESIGNATED SMOKING AREAS AVAILABLE OUTSIDE TERMINAL



**D DEPARTURES**  
First Floor

- D5 Qantas Club
- D6 Fannie Bay Ale House
- D7 Red Rooster
- D8 Aroma's Cafe
- D9 Runway News and Australian Way Gifts & Souvenirs
- D10 Domestic Departure Lounge
- D11 Viva La Body
- D12 Emigration (Including Secondary Security Screening)
- D13 Tourist Refund Scheme (TRS)
- D14 JR Duty Free (Departures)
- D15 International Departure Lounge
- D16 Velluto Espresso Bar
- D17 News Travels
- D18 Travelex

**A ARRIVALS**  
First Floor

- A13 JR Duty Free
- A14 Immigration

**FACILITIES**

- Escalators
- ATM
- Public Phones
- Public Toilets
- Disabled Toilet
- Stairs
- Lift
- Showers
- Internet Stations
- Baby Change Station
- Wireless Internet Hot Spot
- Smoking Areas (to be phased out)
- AED (Automated External Defibrillator)
- Survey Station

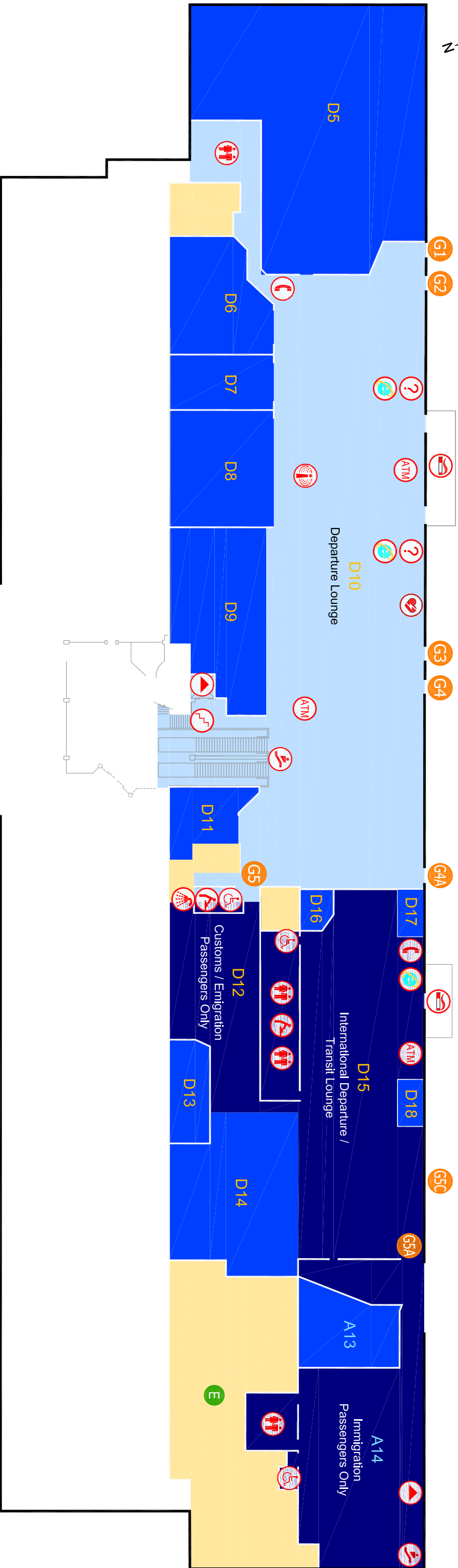
**Gates**

- GATE 1
- GATE 2
- GATE 3
- GATE 4
- GATE 4A
- GATE 5

**General**

- Tenant Offices





## DEPARTURES

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- GATE 4
- GATE 4A
- GATE 5

## General

- Tenant Offices

| REV | DATE | AMENDMENTS               |
|-----|------|--------------------------|
| A   |      | DOMINANT FOR INFORMATION |

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| INDEX TABLE |           |

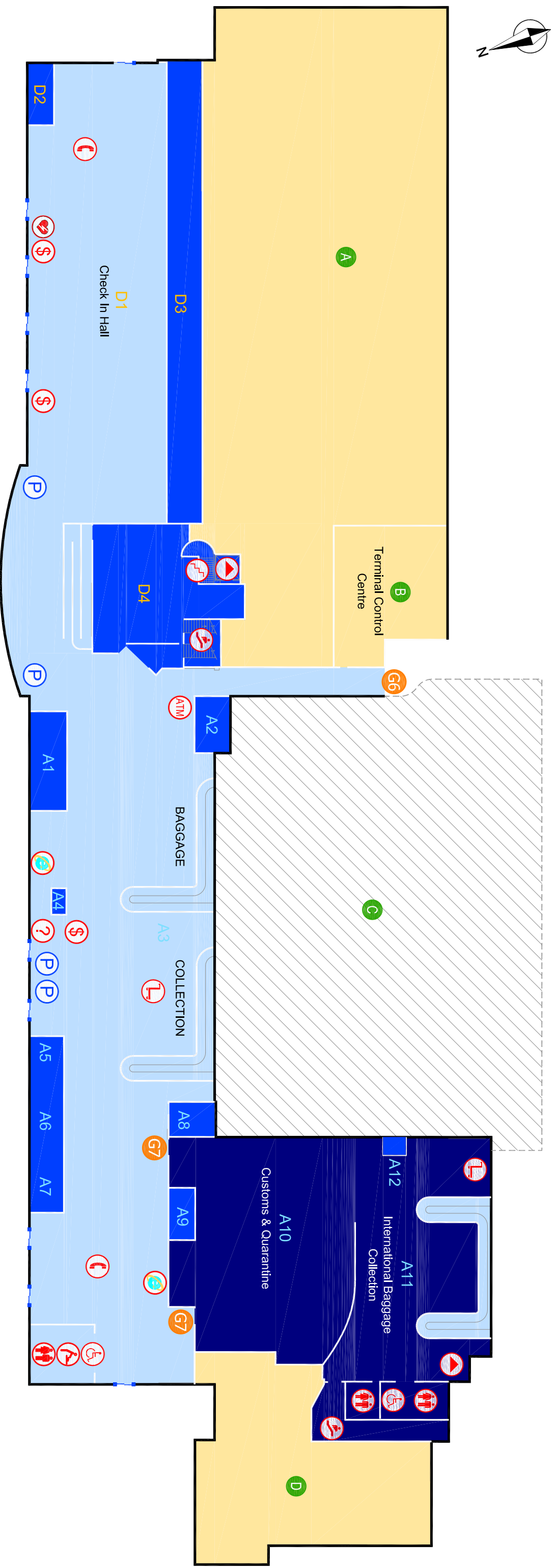
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| ORIGINATOR: K/AMERS        | DEPARTMENT: PLANNING |
| APPROVED:                  |                      |

**NORTHERN TERRITORY AIRPORTS PTY LTD**  
 DARWIN INTERNATIONAL AIRPORT  
 TERMINAL BUILDING  
 FIRST FLOOR  
 DISABILITY MAP

|             |              |
|-------------|--------------|
| SCALE       | NOT TO SCALE |
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Ground Floor

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**GATES**

- GATE 6
- GATE 7 (International Arrivals)

**GENERAL**

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- Terminal Control Centre/ Airport Information
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| REV | DATE | AMENDMENTS               |
|-----|------|--------------------------|
| A   |      | DOMINANT FOR INFORMATION |

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| DESIGNED: K/ALERTS          |
| ORIGINATOR: K/ALERTS        |
| DEPARTMENT: PLANNING        |
| APPROVED:                   |

**NORTHERN TERRITORY AIRPORTS PTY LTD**  
 DARWIN INTERNATIONAL AIRPORT  
 TERMINAL BUILDING  
 GROUND LEVEL  
 DISABILITY MAP

|             |                |
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| SCALE       | NOT TO SCALE   |
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