



Disability Access Facilitation Plan V2.1

DARWIN INTERNATIONAL AIRPORT – DEC 2025

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Document Control

The Head of Airport Operations is the owner of the Darwin International Airport (DIA) Disability Access Plan (the Plan). The position is also responsible for monitoring the implementation of its requirements.

The Plan is reviewed at least biannually or as required by changing circumstances and changes in legislation.

The Head of Safety is responsible for the monitoring of legislation in relation to this Plan, providing advice to the Head of Terminal Operations and undertaking periodic inspections of the facilities.

Amendment History

Amendment No	Date	Description
Reissue	December 2020	Manual Revision
Version 2.0	April 2024	<ol style="list-style-type: none"> 1. Ground Transport options: -added public bus info at 2. Terminal Facilities updated: -added Check-in Assistance -added TV captions info -added Braille signage info -added First Aid room availability -added reference to Batteries redirect to CASA website 3. Communication and Feedback: -email updated at
Version 2.1	December 2025	<ol style="list-style-type: none"> 1. Prior to Arrival: Update phone and email 2. Kerbside Processing and Car Parking: <ul style="list-style-type: none"> - Disabled Parking: Update disabled park locations - Insert maps 3. Kerbside Pick up and Drop Off: <ul style="list-style-type: none"> - Update Change Notice due works. Relocation of Taxi lane 4. Ground Transport Operations: <ul style="list-style-type: none"> - Change Notice due works. Taxi lane relocation 5. International Flights & Border Security Processing Areas: update web links <ul style="list-style-type: none"> - Add Non-Visible/Hidden Disabilities 6. Toilet Facilities: update locations for showers and toilets. <ul style="list-style-type: none"> - Add link to terminal map. 7. Battery Powered mobility items: update CASA information link. 8. Communication and Feedback: Update phone and email 9. Attachment A – update site map

Disability Access Facilitation Plan

This Disability Access Facilitation Plan is intended to assist guests at Darwin International Airport with disabilities. The Plan aims to communicate the service measures that are undertaken to ensure access for passengers with a disability.

The plan considers the following key elements

- Prior to travel
- Kerbside processes
- Security screening
- Airport Terminal infrastructure
- Other information

Prior to Arrival at Darwin International Airport Terminal

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 additional assistance needs required at the airport. This will enable the airline to assist you and, where required, make suitable arrangements at the airport or during the flight to assist you.

For assistance with car parking, pick up or drop off please contact us on toll free 1800 814 823 or email parking@darwinairport.com.au

Please note, it is our policy that staff are not permitted to assist with the lifting or movement of people.

Each airline has different guidelines on the carriage of disabled persons 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 [at Airlines | Darwin International Airport](#)

Kerbside Process and Car Parking

Disabled Parking Bays

Disabled parking bays are available across all car parks within the terminal precinct and are clearly signposted and marked. These bays are conveniently located near both the arrivals and departures areas of the public car parks, as well as within the Staff/Permit and Eastern Contractor parking areas.

3 x Bays are available in the Short-Term Car Park (*Refer to Image 1*). Parking is free for the first 10 minutes here, for full list of pricing please see our website Parking | Darwin International Airport -

4 x Bays are available in the Long Stay Plus Car Park (Access via Fenton Crt). *Refer to images 1 & 2.*

Note, a valid disabled parking permit must be clearly displayed when using these spaces to avoid possible infringement notices.

Please email parking@darwinairport.com.au with any queries, or phone 0437 472 297.



Image 1 – credit Nearmap



Image 2.0 - Long Stay Plus car park access route

Long Stay Saver

3 x Disabled Bays are allocated within Long Stay Saver Car Park and are closest to General Aviation services. Access is via Pederson Rd. *Refer to Image 2.3*



Image 2.3

Staff



Image 3.0 – Staff Car Park

Contractors



Image 4.0 – Eastern Contractor/ Permit Car Park

Kerbside Pick Up and Drop Off

CHANGE NOTICE: DIA is updating the Terminal Forecourt. From 12th January 2026, Taxi Pick Up will be temporarily relocated to the Long Stay Plus car park.

Terminal Kerbside comprises of a Passenger Pickup & Drop Off Lane, which is also used by taxi and share ride services to drop off guests.

The pickup & drop off lane has 1 x designated disabled parking area for drop off and pickup of disabled persons only as shown in *Image 1*. A valid disabled parking permit must be clearly displayed when using these spaces to avoid possible infringement notices.

It is important that vehicles **must not be left unattended at any time** in the pickup and drop off lane for Security purposes.

If you need to drop off your passenger and would like added assistance, please contact us prior to arrival and request one of our team to accompany the waiting passenger while you park your car*.

Alternatively, you may choose to use the Short-Term Car Park located near the Terminal (*Refer to Image 1*). Parking is free for the first 10 minutes in the short-term car park and for up to 30 minutes in Long Stay Saver.

Tactile ground surface indicators are used outside the Terminal at the pedestrian crossings to the public drop-off 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 Precinct Services Officer (PSO) is on duty, and their tasks include assisting disabled person(s) when available. Please be aware that our staff are not permitted to lift or carry disabled persons by policy.

To contact us prior to arrival to avoid waiting, please phone 1800 814 823 or email parking@darwinairport.com.au

Ground Transport Options

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.

Change Notice: From 12th January 2026 the Taxi Pick Up will be temporarily relocated to the Long Stay Plus car park.

Valet parking is not available at Darwin International Airport.

Security Screening

The security screening point is located at the Eastern end of the Terminal. All security screening staff undergo specific training in assisting passengers, visitors and staff with disabilities in line with regulatory requirements.

Staff also receive customer experience training to ensure customer needs are managed appropriately whilst maintaining security compliance.

To reduce the possibility of misplaced items during security screening, it is recommended all valuables are placed in hand luggage prior to reaching the security screening point.

To contact us regarding security screening before or after your visit, please phone +61 (0) 8 8920 1851 or email InformationDarwin@adgnt.com.au

International Flights and Border Security Operational Areas

If you are departing on an international flight, you will be subject to additional screening and Border Security processes.

International travel has strict rules regarding the carriage of powders, liquids, aerosols and gels onboard the aircraft as part of your hand luggage. This includes restrictions on medications.

Further information can be obtained from the Department of Home Affairs website: [What you can and can't bring](#)

Border Agencies are equipped to cater for passengers with additional needs.

Please liaise with the security staff on duty about any concerns you may have, including advising if you have a medical condition that you are concerned may be affected by the screening process. (e.g. pacemakers and cochlear implants).

Prams, Strollers and Wheelchairs

Prams, strollers and wheelchairs are permitted entry to the Terminal first floor departure lounge; however, they must go through the standard security screening process.

You should follow the instructions and remove any loose items on your possession and place them on the under the flap in the x-ray trays to go through the x-ray machine, including any belts. You will be required to undergo secondary screening by either Through Metal Detector Screening, Handheld Metal Detector search & or frisk search. You may also be subject to Explosive Trace Detection (ETD). This screening can be done in a private area if requested.

Prams and strollers are also required to be screened by means of a physical search and explosive trace detection.

Please contact your airline directly regarding the carriage of prams or strollers on board the aircraft.

Prosthetic Devices / Medical Equipment

If you have prosthetic devices (artificial limb) or medical equipment (insulin pump or pacemaker) that is approved by the manufacturer for use with the Body Scanning Equipment, you may proceed with standard screening which will only require additional screening in response to any alarms from the scanning equipment.

If a prosthetic device or the medical equipment is not approved for Body Scanning Equipment or additional screening is required in response to an alarm, a privacy room is available to conduct the additional screening.

The screening staff will present this option before conducting additional screening however you may request this room at any time during the screening process.

Walking Aids

Walking aids must be screened and as such may require X-Ray or Physical Search/ETD screening.

Screening points have chairs available 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 additional needs, simply allow a little more time to pass through security.

Non-Visible/Hidden Disabilities

Airports can often feel overwhelming and hectic, particularly if you're uncertain about what to expect on the day of travel. This experience can be even more challenging if you or someone you're with has a non-visible disability - commonly referred to as a hidden disability. These can include conditions such as autism, anxiety, dementia, mental health disorders, chronic illnesses, visual impairments, or hearing loss.

Darwin International Airport is a proud partner of the Hidden Disabilities Sunflower Program. Wearing a sunflower lanyard when you are at Darwin International Airport is a discreet way for you to indicate to our team that you may need a little extra help, guidance or time with the airport processes.

Our team have been trained to recognise the lanyard and provide the assistance and support you may need. Some of our Airport staff will also be wearing a Sunflower badge on their shirts or lanyards to help you feel a little more at ease.

If you, or someone you are travelling with has a hidden disability, you can request a hidden disability Sunflower lanyard – free of charge - by visiting our Terminal Control Centre (TCC), down the end of Gate A corridor on the ground floor (opposite Charlie's Cafe), or the Oversize Baggage Counter if the TCC is closed.

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 (security screened) 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 Eastern Security Screening Point and then either via escalator, stairs or lift.

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

Access to the ground floor international baggage reclaim could be via either lift, stairs or escalator located past immigration processing.

We recommend those with prams, wheelchairs or have mobility issues utilise the lifts available for easy access.

Check-in Assistance

Check-in assistance at automated kiosks and bag drops is available directly with Airlines. Passengers requiring assistance should contact Airline staff at check-in points.

Direct Assistance to Aircraft

Passengers requiring assistance to get to their aircraft will need to contact their airline directly as this service is provided by each individual airline. This includes the provision 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 the aircraft. It is advised that you contact your airline prior to arrival at the airport to pre-arrange this service.

Boarding Information

Aircraft 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.

Closed captions have been activated on Darwin International Airport televisions where possible.

Signage

To facilitate Passengers with disability requirements, there is appropriate signage throughout the Terminal indicating directions and access to specific Facilities.

Braille Signage available at Exit door Ground Floor, Exit door Level 1, Parents room and Accessible Adult Change Facility door.

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 on the ground floor, in the domestic departure lounge on the first floor and in the international arrivals and departures areas.

The location of the toilets is shown on the attached map. Showers are also available on the ground floor near to the Security Screening Point, in the domestic departure and international departure lounges.

[DIA Terminal Map Updated.png \(4960x3507\)](#) - view online

Public Telephones

A public telephone is located on the ground floor near the International Arrivals auto doors

Assistance Animals

Certified guide dogs, hearing dogs or other assistance dogs that help a person with a Disability are welcome inside the Terminal, under the Guide, Hearing and Assistance Dog Act 2009.

Certified 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.

Physical assistance dogs will need to pass through the Security Screening Point if they are entering the 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. Persons with an assistance animal will be subject to Secondary Screening, please indicate to the security team if you prefer a private screening area.

Gardens outside the Terminal provide comfort areas for animals.

Oversize Baggage Drop Off and Collection

You should contact your airline directly regarding booking and carriage of wheelchairs on board the aircraft.

A wheelchair is considered an oversize item of baggage and is not permitted to be sent through the Baggage System, or on the Baggage Carousels.

During the Check-In process, wheelchairs are to be sent to the Oversize Baggage Counter near the number 2 Arrivals Carousel (see attached map).

Personal wheelchairs can be collected from either of the three Oversize Baggage areas located next to the Carousel your checked luggage will arrive on (see attached map).

Talk to your airline prior to your flight about arranging a wheelchair service.

Battery-Powered Wheelchairs and Mobility Aids

For safety reasons, the carriage of battery-powered wheelchairs and mobility aids by airlines is regulated under National and International Laws.

These Laws outline specific procedures for the transportation of batteries, which typically cannot travel as baggage within the baggage hold, however exemptions apply for battery-powered wheelchairs, where certain requirements can be met by the airline.

These requirements are in place to prevent fire due to heat or sparks should the battery be short circuited and to reduce as far as is possible the risk of spillage of battery electrolyte during loading, flight and unloading and possible corrosion damage to the aircraft, baggage and cargo.

The procedures the airlines must follow are time consuming and delays may be experienced. However, this can be reduced by making advance arrangements with your airline as early as possible before the proposed flight and allowing sufficient time for any necessary preparation of the wheelchair for flight prior to boarding.

Passengers are advised to carry details of the type of battery installed within their mobility aid and notify the airline when planning as this will allow the airline to adequately prepare the flight.

Please note, after arriving off a flight, all Battery-Powered Wheelchairs must be collected from the main 'Oversize Baggage Collection' area near Carousel number 2 on the ground floor.

Further information can be obtained from Department of Civil Aviation Safety Authority website at <https://www.casa.gov.au/non-legislative-instrument/dangerous-goods-carriage-spare-battery-mobility-aid-instrument-2024> <https://www.casa.gov.au/non-legislative-instrument/dangerous-goods-carriage-spare-battery-mobility-aid-instrument-2024>

Communication and Feedback

If you would like to speak to a Darwin International Airport staff member, please visit the Terminal Control Centre (TCC) located adjacent to Gate A on the ground floor (opposite Charlie's Cafe).

TCC operating hours are 0800 to 1400 Monday to Friday or phone +61 8920 1811.

Our intention is to ensure all passengers, visitors and staff have a safe and enjoyable time while at Darwin International Airport.

To provide feedback or comments about the Terminal facilities, please contact us:

Mail: Darwin International Airport
PO Box 40996
Casuarina NT 0811

Phone: 08 8920 1822 (option 2)

Email: InformationDarwin@adgnt.com.au



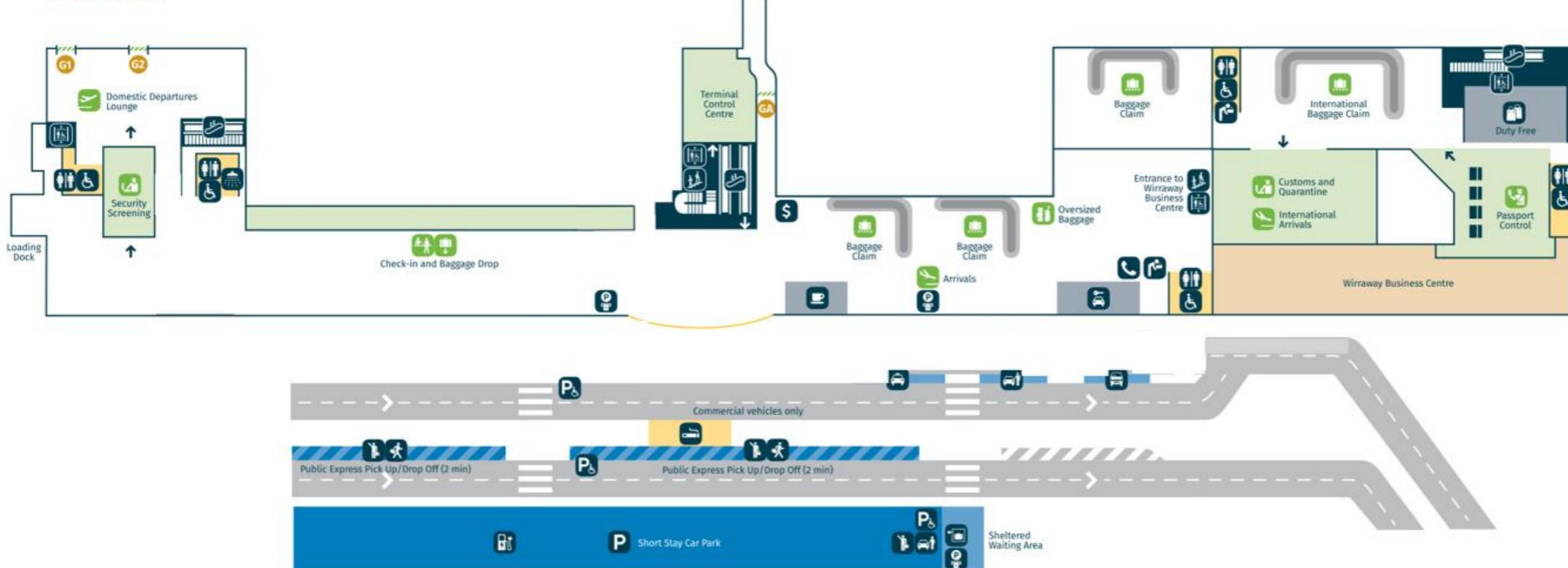
Terminal Floor Plan and Facilities Map

LEGEND

Passenger Information:

- Check-in
- Baggage Drop
- Baggage Claim
- Oversized Baggage
- Security Screening/Customs
- Passport Control
- Departures
- Arrivals
- Gate Number

GROUND FLOOR



FIRST FLOOR

