



Disability Access Facilitation Plan DARWIN INTERNATIONAL AIRPORT

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DISABILITY ACCESS FACILITATION PLAN FOR DARWIN INTERNATIONAL AIRPORT

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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 assist 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

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 third lane is for public drop off with a two minute limit. Vehicles displaying a disabled permit sticker are permitted pickup or drop off in this area, but vehicles must not be left unattended at any time.

Drivers dropping off or picking up disabled person(s) kerbside can do so at the designated bay at the departure (eastern) end of the terminal. Drivers must remain with the vehicle at all times. 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, the best alternative option is to use the Short Term Car Park:

1. 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 15 minutes.

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 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 pink fluorescent vest with a Darwin International Airport logo.

GROUND TRANSPORT OPTIONS

There is a limited public bus service to the airport with a stop approximately 500m from the Terminal. The bus is operated by Northern Territory Bus Service 4 times daily. 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 directly to arrange for wheelchair transportation on this service or visit their website, www.darwinairportshuttle.com.au.

Security Screening

Security screening for disabled persons can require additional time, particularly during peak periods. 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 1st 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. You will be required to undergo secondary screening by way of a frisk search. This screening can be done in a private area if requested.

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 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 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 aircraft. 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 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 identity 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.

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

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

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: +61 8 8920 1811

Email: info@ntairports.com.au