



Disability Access Facilitation Plan Dec 2020

FOR DARWIN INTERNATIONAL AIRPORT

Contents

Prior to Arrival	3
Kerbside Process and Car Parking.....	6
Disabled Parking	6
Kerbside Pick Up and Drop Off	6
Ground Transport Options	6
Security Screening	7
Location.....	7
Prams, Strollers and Wheelchairs	7
Artificial Limbs/Prostheses	7
Walking Aids	7
Private Screening Facilities	7
Terminal Facilities.....	9
Access within the Terminal	9
Direct Assistance to Aircraft	9
Access to Aircraft.....	9
Boarding Information	9
Emergency Announcements.....	9
Toilet Facilities.....	9
Public Telephones.....	10
Assistance Dogs.....	10
International Flights and Border Security Operational Areas.....	10
Oversize Baggage Drop Off and Collection	10
Battery-Powered Wheelchairs and Mobility Aids.....	11
Communication and Feedback	12
Attachment A – Disability Access Facilitation Map.....	11

Document Control

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

The Aerodrome Safety & Standards Manager NT Airports is responsible for ensuring that the Darwin International Airport (DIA) Disability Access Plan is reviewed at least biannually or as required by changing circumstances and changes in legislation. The Health and Safety Manager will be responsible for the monitoring of legislation in relation to this Plan, providing advice to the Head of Operations and undertaking periodic inspections of the facilities.

Amendment History

Amendment No	Date	Page No	Description
Reissue	December 2020	All	Manual Revision

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 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.

If you require assistance from our customer service officer with car parking, pick up or drop off please contact us on +61 (0) 8 8920 1811. Please note our staff are not permitted to assist with the lifting or movement of people.

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 the 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. The short term car park is located adjacent to the terminal and may be the most convenient parking option. Valid disabled parking permit holders can contact the airport to access the short term car park at long term rates.

Please contact us at carparks@ntairports.com.au for further information.

Kerbside Pick Up and Drop Off

Terminal kerbside comprises three through lanes for various activities. The first and third lanes have designated disabled parking areas for drop off and pick up of disabled passengers only. Vehicles displaying a disabled permit sticker are permitted to pick-up or drop off disabled passengers in these areas, but vehicles must not be left unattended at any time. Darwin International Airport is designated as a security regulated airport by the Commonwealth Government. Drivers of vehicles displaying a disabled permit sticker must still remain with their vehicle and cannot leave their vehicle unattended. If you need to drop off your passenger, you can 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 in close proximity to the terminal. Car parking is free for the first 15 minutes in the short term car park.

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 Precinct Services Officer is on duty and their duties include providing assistance to disabled person(s) when they are available.

Please contact us prior to arrival to avoid waiting on +61 (0) 8 8920 1851.

Ground Transport Options

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.

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 Additional needs using screening practice guidelines issued by the Dept of Home Affairs - Aviation and Maritime Security Division.

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 your 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 body scanners 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 additional needs, 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 either the central or eastern screening points 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 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

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

A public telephone is located on the ground floor.

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 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 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 powders liquids, aerosols and gels on international services. This includes restrictions on medications. Further information can be obtained from the Dept of Home Affairs website: <https://www.homeaffairs.gov.au/about-us/what-we-do/travelsecure/carry-on-baggage/travelling-with-powders-liquids-aerosols-and-gels>

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

As with domestic flights, assistance to and from the aircraft must be arranged with your airline in advance.

Oversize Baggage Drop Off and Collection

You should liaise directly with your airline regarding the booking of 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).

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 making arrangements 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.

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 A in the Terminal Building. TCC operating hours are from 0800 to 1400 Monday to Friday or phone 08 8920 1811 for DIA have staff who are 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.

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

Attachment A – Disability Access Facilitation Map



Terminal Floor Plan and Facilities Map

LEGEND

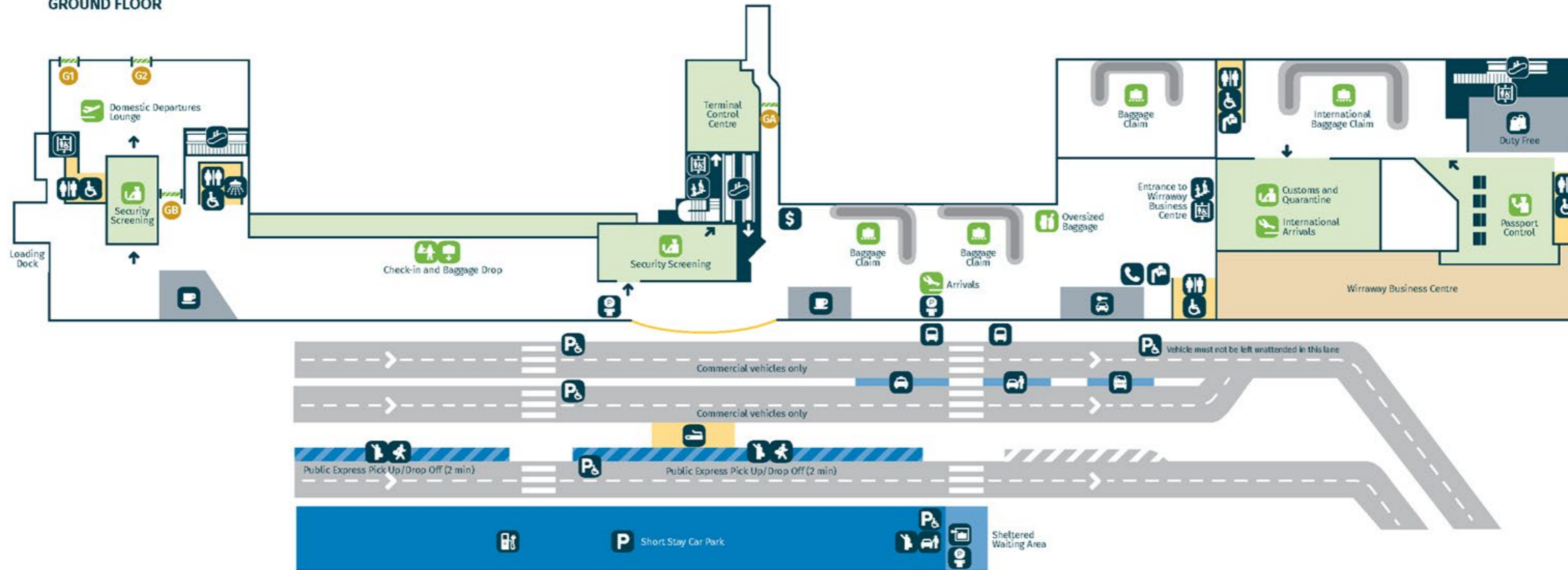
Passenger Information:

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

Facilities:

- Bar
- Café
- Restaurant
- Shopping/Retail
- Airline Lounge
- Prayer Room
- ATM
- Money Exchange
- Baggage Locker
- Vehicle Hire
- Drinking Water Fountain
- Public Toilet/Unisex
- Accessible Toilet
- Shower
- Parents' Room
- Public Pay Phone
- Elevator/Lift
- Escalator
- Stairs
- Car Park
- Car Park Pay Station
- Accessible Parking Bay
- Airport Shuttle Bus
- Taxi Rank
- Private Hire Car Rank
- Mini Bus Rank
- Ride Share
- Pick Up
- Drop Off
- Smoking Area
- Electric Vehicle Charging Stations

GROUND FLOOR



FIRST FLOOR

