

Our **DYNAMIC**
Fraser Coast

**HERVEY BAY AIRPORT
DISABILITY ACCESS FACILITATION PLAN**



DISABILITY ACCESS FACILITATION PLAN

NAME OF AIRPORT:	<i>Hervey Bay Airport</i>
OPERATED BY:	<i>Fraser Coast Regional Council ("FCRC")</i>

This plan has been written following consultation with:

Australian Federation of Disability Organisations

Australian Human Rights Commission

Australia for All Alliance Inc.

Civil Aviation Safety Authority

Deafness Forum of Australia

Department of Infrastructure and Transport

National Disability Services (Australian Blindness Forum)

Physical Disability Australia

QantasLink

Qantas Security

Virgin Australia

CONTENTS

1.	Purpose	3
2.	Key elements	3
3.	Responsibilities	3
4.	The Plan.....	4
4.1	Prior to Arrival.....	4
4.2	Kerbside Processes & Car Parking.....	4
4.3	Security Screening.....	5
4.4	Airport Terminal.....	5
4.5	Direct Assistance.....	6
4.6	Service Delivery.....	7
4.7	Communication Strategies.....	7
4.8	Expected Improvements.....	7
5.	Plan - Hervey Bay Airport Terminal Service Locations	8

1. PURPOSE

The primary purpose of the Disability Access Facilitation Plan is to advise passengers with disabilities of:

- the service measures Hervey Bay Airport will take to ensure access for passengers with disabilities, and;
- how passengers with a disability can assist the airport and/or the airline to be best placed to provide an appropriate service (e.g. provision of information prior to travel).

The measures in the plan are to provide detail on the airport's approaches to enable access to each stage of the journey for passengers with a disability.

2. KEY ELEMENTS

- Prior to Arrival
- Kerbside Processes
- Security Screening
- Airport Terminal
- Direct Assistance
- Service Delivery
- Communication Strategies
- Expected Improvements

3. RESPONSIBILITIES

This document applies to those areas of Hervey Bay Airport that Fraser Coast Regional Council has direct control over.

Where an airline, screening authority or government agency has the prime accountability, any special assistance requirements are the responsibility of that airline or agency.

4. THE PLAN

4.1 PRIOR TO ARRIVAL

To assist in the provision of the best service available, passengers are asked to advise the airline or travel agent when making a flight booking of any condition which may affect their ability to fly, disability or assistance required at the airport. The airline or travel agent can then make any necessary arrangements, for example book a wheelchair or reserve a specific seating requirement for an assistance dog. It is also important to check if medical clearance is required by the airline for any specific circumstance.

Each airline has different guidelines on carriage of people with reduced mobility and requirements for special assistance. FCRC does not receive information from airlines in relation to the needs of passengers with a disability. It is recommended that you speak to your airline in advance and at the time of booking.

If you will require staff assistance on departure or arrival, this will need to be pre-arranged. Please always arrive with plenty of time prior to your flight departure. Your airline will advise you of the correct check-in time requirements.

Website information – www.frasercoastairport.com.au

The airport website offers links to airlines and offers important information about the facilities at Hervey Bay Airport including disabled car parking, transport, security screening and other terminal facilities.

4.2 KERBSIDE PROCESSES & CAR PARKING

Tactile ground surface indicators are used both within the terminal and outside the terminal to provide the visually impaired indication of changes of condition. Locations include ramps and stairs.

Hervey Bay Airport is a designated Off-street regulated parking area. Relevant Disabled Parking permit conditions apply at all times. Drop-off/ pick-up is available close to the front of the terminal, longer stay parking (more than 20 minutes) is available in the main car park. Inclined access is available from the road to pavement at walkway access points where required.

Dedicated disabled parking is available at a number of locations adjacent to the terminal, all of which are clearly sign posted. Current locations include:

- Three dedicated drop-off/pick up spaces (20 mins only) close to the front of the terminal within the Drop Off zone.

- Four spaces in the main car park. The disabled parking within the main car park is located at the closest point to the terminal entrances.
- Two spaces adjacent to the entry/exit point to the gated car park.

Ground transport is easily accessed at the front of the terminal. The taxi rank is located opposite the terminal adjacent to the arrivals hall with drop-off bays kerbside at the check-in entrance. The taxi rank is staffed during busy periods by a taxi concierge who is able to assist as necessary. Taxis that can accommodate wheelchairs can be requested via the taxi concierge, although there may be a short wait. During periods where the taxi concierge is not available, taxis can be ordered using the free taxi telephone located within the terminal.

Direct assistance from the front of the terminal to check-in can be made available if agreed with the airline in advance.

Direct assistance from the baggage collection area to the front of the terminal can be made available if agreed with the airline in advance.

4.3 SECURITY SCREENING

MSS Security is the Screening Authority at Hervey Bay Airport.

Prior preparation, including advising security staff of any disabilities and removing any metallic jewellery, belts, shoes and other apparel that might set off a metal detector, by passengers will assist in ensuring smooth security processing.

Security screening personnel undergo specific training in assisting passengers/visitors with disabilities using screening practice guidelines issued by the Office of Transport Security.

No dedicated private screening rooms are available however arrangements can be made if required.

4.4 AIRPORT TERMINAL

Toilet facilities

Public toilets are located throughout the terminal, with disabled facilities available inside the departure lounge and adjacent to the ladies toilets in the main terminal area. Braille is included on toilet doors and signs to assist the vision impaired locate the correct facility.

Public telephones

The public telephones throughout the terminal have volume control and are at a height allowing access for people using a wheelchair.

Access to/from aircraft

Ramps allow easy access between the departure lounge and the aircraft and the aircraft and the arrivals hall. Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In some cases, lift access is also available.

Flight Information and Displays

The terminal has Flight Information Display Screens (FIDS) located throughout the public areas to communicate flight arrival and departure times, boarding calls and 'flight landed' information. Public address announcements are also made by airline staff.

Guide, Hearing or Assistance Dogs

Certified Guide, Hearing or Assistance dogs are permitted inside the terminal. The grassed area to the left of the terminal entry roundabout may be used for animal toileting. Solid waste should be bagged and placed in the bins away from the terminal area.

Emergency Response

In the event of an emergency, flashing emergency lights will appear in affected public areas and announcements will be made by Fire Wardens. Please follow any instructions given to you by the Fire Wardens, who will be identifiable by their white or red helmets.

4.5 DIRECT ASSISTANCE

Airline responsibility

The airlines are directly responsible for offering assistance with and information about your travel. Please contact your airline of choice to ask any questions or arrange assistance to and from the aircraft, gate and baggage areas.

Airport Operations

FCRC Airport Operations Officers are present during operational hours and provide customer service to all passengers and visitors. The Airport Operations Officers wear yellow high-visibility vests featuring the Hervey Bay Airport logo and are more than happy to answer any questions you may have.

4.6 SERVICE DELIVERY

Security Environment

Please be aware that a heightened threat level applied to an airport or the industry as a whole could lead to challenges to the delivery of the level of disability access described in this plan.

Performance monitoring

FCRC ensures that its service delivery to all of its facility users is monitored and where appropriate remedial actions are undertaken within a reasonable time frame.

FCRC is committed to providing a work environment free from discrimination against people with disabilities, consistent with our Equal Employment Opportunity Management Policy.

All staff at Council have a responsibility to ensure that equal opportunity principles are followed when dealing with people with disabilities, whether they are other employees, customers, members of the travelling public or their associates.

The performance of all staff at the Hervey Bay Airport is monitored through Council's comprehensive complaints monitoring and reporting system.

4.7 COMMUNICATION STRATEGIES

For further information, or to provide feedback, contact Hervey Bay Airport reception between 8.00 am and 5.00 pm Monday to Friday on (07) 4194 8100 or email info@frasercoastairport.com.au

To make a complaint, please contact FCRC on 1300 79 49 29 or email enquiry@frasercoast.qld.gov.au

4.8 EXPECTED IMPROVEMENTS

Future expansions, developments or alterations to infrastructure will be undertaken in accordance with relevant building and disability standards applicable at the time.

5. PLAN - HERVEY BAY AIRPORT TERMINAL SERVICE LOCATIONS

