INFORMATION FOR GUEST WITH SPECIAL NEEDS

DISABILITY ACCESS FACILITATION PLAN

Mount Isa AIRPORT

A Queensland Airports Limited Company

> PRIOR TO ARRIVAL

To request assistance, please contact your airline directly when making a reservation and advise them if you have any special needs requirements. This will enable the airline to inform you and, where required, make suitable arrangements at the airport or during the flight to assist you.

Please refer to your airline's Conditions of Carriage for all information relating to passenger assistance.

> ACCESSIBLE PARKING

Accessible parking for the mobility impaired is provided within all public carparks at Mount Isa Airport. These spaces are reserved for disabled parking and may only be used by those who are genuinely disabled. For this reason, vehicles parking in these designated areas must display a valid Disability Parking Permit on the vehicle while parked.

There are three (3) disabled parking bays in the Mount Isa Airport car parks, located in the short term car park.

> TERMINAL KERBSIDE ACCESS (PICK UP AND DROFF OFF ZONE)

Departures and arrivals pick up and drop off is in front of the terminal.

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. Mount Isa Airport must abide by the security regulations determined by the Commonwealth Government.

Mount Isa Airport is a 'Restricted Parking Zone' – no parking area unless otherwise authorised. Passenger drop off and collection at the terminal is restricted to the following:

> Passenger set down is allowed at the front of the terminals as per signage.

> Australian Road Rule 168 for 'No Parking' signs, states drivers must remain with their vehicles and are to drive on within the required time of one (1) minute.

> Vehicles displaying a disabled permit sticker are permitted double the time in the pickup/ drop off area (as per Australian Road Rule 206) – meaning drivers with a disabled sticker can park for two (2) minutes at the passenger set down area (instead of the one (1) minute allocation given to other vehicles).

> Drivers of vehicles displaying a disabled permit sticker must still remain with their vehicle; they cannot leave their vehicle unattended.

> The regulations surrounding 'Bus Zones' (Australian Road Rule 183) and 'Loading Zones' for authorised vehicles (Australian Road Rule 179) remain consistent for all vehicles – there are no exceptions for drivers displaying a disabled permit sticker.

> There are clearly marked spaces for vehicles displaying disabled permit stickers in the short-term car parks at Mount Isa Airport. They are located closest to the walkways.

Should the driver need to leave the vehicle to assist the passenger, a number of alternate options are available:

Option 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.

Option 2: Parking your vehicle in the disabled parking positions located in the car park within close proximity to the terminal. The short-term car park is free.

> GROUND TRANSPORT OPTIONS

Taxis services are located at the front of the terminal immediately in front of the exit from secure area and in close proximity to the baggage collection.

> SECURITY SCREENING

Security screening for disabled travellers can require more time than the average traveller. All passengers are legally required to undergo the same level of security checks. 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 (eg you have a pacemaker).

If you are confined to a wheelchair, you should remove any loose items on your possession and place them on the conveyor belt through the X-Ray machine and then you simply travel forward through the metal detectors.

 These metal detector systems are designed to cater for most wheelchairs. If you have artificial joints, and you are able to pass through the security metal detectors without activating it then no additional provisions are required.

Mount Isa 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 after the passenger travels through the metal detector.

Wheelchairs and prams can be taken through the security screening area. Loose items including baby pouch must be placed on the conveyor belt through the X-Ray machine. Physical assistance dogs with an appropriate badge on their harness or coat also walk through the screening area and are not required to remove their harness. Like many aspects of flying with a disability, simply allow a little more time to pass through security.

> ACCESS WITHIN THE TERMINAL

The Mount Isa Airport terminal is single level. There is easy access to public facilities such as check-in, security screening, toilets and the departure lounge. The terminal is compliant to the Building Code of Australia on disability access and facilities.

> BAGGAGE COLLECTION

When arriving at Mount Isa Airport, passengers should follow 'Arrivals' signage to the southern end of the terminal to the baggage carousel. If you require a wheelchair or other assistance on arrival, please contact your airline prior to your flight. Oversize luggage can be claimed from a designated and clearly marked area in the terminal.

> TERMINAL FACILITIES FOR THOSE PASSENGERS WITH SPECIAL NEEDS

Mount Isa Airport wants to ensure their special needs passengers are able to travel as comfortably and hassle-free as possible. Facilities available for disabled travellers in the terminals are:

Toilet Facilities

Toilet facilities for the disabled are located throughout the terminal. For passenger convenience, there are accessible toilets located inside the terminal and departure lounge. (See diagrams for locations).

Wheelchairs

Passengers requiring a wheelchair to get to their aircraft will need to contact their airline directly. Most airlines have wheelchairs available adjacent to check-in areas.

Rampways and Tactile Indicators

Kerbside rampways are provided to assist people with disabilities to move from carparks and the street to the sidewalk into the terminal building. Tactile ground surface indicators are provided to assist with directional guidance.

Hearing Loop

There is no hearing loop nor tele typewriter in Mount Isa Airport terminal.

Direct Assistance

Passengers requiring assistance to get to their aircraft will need to contact their airline directly as this service is provided by each individual airline. Mount Isa Airport has managers on duty for requests on how to get special or additional assistance. The Customer Service office is located to the northern end of the terminal. There is a phone number displayed if the office is unattended.

Language Assistance

The signage and information within Mount Isa Airport is written in English.

Physical Assistance Dogs

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with a disability and reduce their need for support are welcome in all areas of the Mount Isa Airport, under the Guide, Hearing and Assistance Dog Act 2009. Certified physical 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. If the dog is not wearing the accredited badge or if identification cannot be produced, the dog is not allowed in the Airport.

Certified guide dogs, hearing dogs or other assistance dogs will need to pass through the passenger screening point if they are going to the sterile departures and arrivals area. Their harnesses are not removed during the security screening. Toileting options - There is a grassed area adjacent to the car park for toileting assistance dogs.

Lounges and seating

Lounges and seating are available throughout the terminal.

Dietary Requirements

Mount Isa Airport has a cafe outlet in the terminal. Please speak to outlet staff directly on menu choices that suit your dietary requirements.

Emergency announcements

In the unlikely event of an emergency within the Airport, audible alarms will sound and announcements made over the public address system.

> BOARDING OR DISEMBARKING THE AIRCRAFT

For passengers travelling with children, many airlines will allow pre-boarding of a flight.

For passengers travelling with prams, most airlines will require you to check these in prior to boarding, either at the check-in counter or at the departure gate. Please check with your airline directly on their check-in and safety requirements of prams being taken onboard the aircraft.
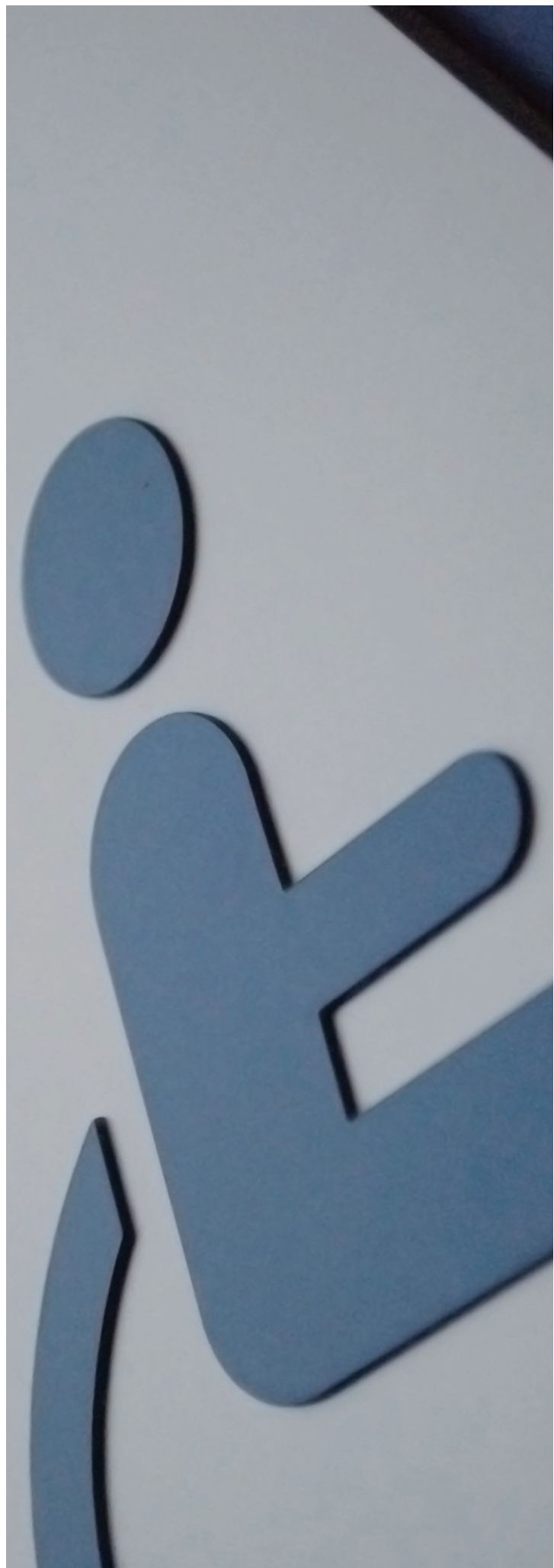
Prams can be taken through the security screening point, but all loose items have to be removed and put through the X-Ray machine. The pram can be pushed through the metal detectors.

Mount Isa Airport has two (2) parent room facilities in the terminal. If children are travelling alone, please consult with your airline at the time of booking. Some airlines do not allow children to travel without a parent or adult guardian.
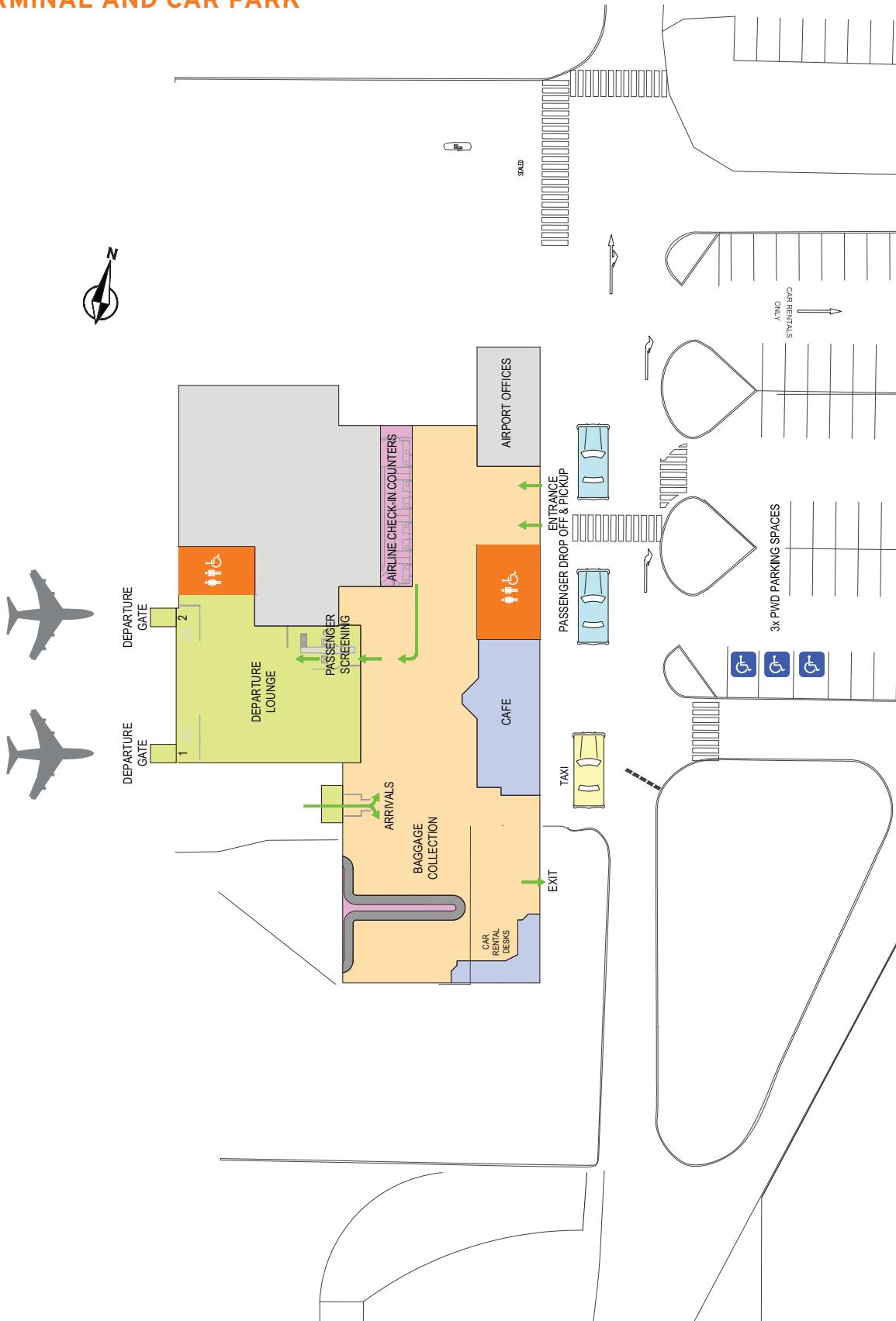
> COMMUNICATION AND FEEDBACK

For further information about Mount Isa Airport's Disability Access Facilitation Plan, phone (07) 4409 3000 between 8:00 am – 4:00 pm weekdays. You can also visit the Mount Isa Airport Management Centre, located at the northern end of the terminal.

If you would like to provide any feedback to Mount Isa Airport on this information or your experience within the airport, email info@mtisairport.com.au or phone our reception during office hours on (07) 4409 3000.

MOUNT ISA AIRPORT MAP

TERMINAL AND CAR PARK

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SEALED

CAR RENTALS ONLY

AIRPORT OFFICES

AIRLINE CHECK-IN COUNTERS

ENTRANCE
PASSENGER DROP-OFF & PICKUP

3x PWD PARKING SPACES

DEPARTURE GATE 2

DEPARTURE LOUNGE

PASSENGER SCREENING

DEPARTURE GATE 1

ARRIVALS

CAFE

TAXI

BAGGAGE COLLECTION

CAR RENTAL DESKS

EXIT

LEGEND

ACCESSIBLE CARPARKS

ACCESSIBLE TOILETS

AIRLINE CONTACTS

Qantas/QantasLink
Phone: 13 13 13
Web: www.qantas.com.au

Airnorth
Phone: 1300 627 474
Web: www.airnorth.com.au

Regional Express (REX)
Phone: 131 713
Web: www.rex.com.au

Virgin Australia
Phone: 13 67 89
Web: www.virginaustralia.com.au

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The information contained in the Mount Isa Airport disability access facilitation plan outlines the current facilities and services available.

This Disability Access Facilitiation Plan has been prepared by Mount Isa Airport Pty Ltd.