



INFORMATION FOR GUESTS WITH SPECIAL NEEDS

DISABILITY ACCESS FACILITATION PLAN



> 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.

> DISABLED PARKING

Accessible parking for the mobility impaired is provided within all public carparks at Townsville 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 11 disabled parking bays in the Townsville Airport car parks, including 4 in the short-term car park and 6 in the long-term car park and 1 in the drop off zone.

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

Departures drop off is at the southern end of the terminal and arrivals pick up is at the northern end 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. Townsville Airport must abide by the security regulations determined by the Commonwealth Government.

Townsville 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 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 2 minutes at the passenger set down area (instead of the 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 both the short and long-term car parks at Townsville 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. If you enter and exit the car park within 10 minutes it is free.

Option 3: There are public transport vehicles that are able to transfer you to the airport and drop you at the front of the Terminal including taxis and hire cars.

> 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. Shuttle bus services are available at the front of the terminal.

> SECURITY SCREENING

Security screening for disabled travellers can require more time than the average traveller. All passengers must 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.

Townsville Airport also has private screening facilities in place for visitors with special needs, should they request this service; or if security staff is 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 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 Townsville Airport terminal is multi storey. There is easy access to public facilities such as check-in, security screening, toilets and the lower departure lounges. The level 1 departures lounge can be accessed by lifts located to the northern end of the ground floor departure lounge. The terminal is compliant to the Building Code of Australia on disability access and facilities.

> BAGGAGE COLLECTION

When arriving at Townsville Airport, domestic passengers should follow 'Arrivals' signage to the northern end of the terminal to the baggage carousels. 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.

Luggage trolleys are available at the drop off zone and at the entrance to the terminal.

> TERMINAL FACILITIES FOR THOSE PASSENGERS WITH SPECIAL NEEDS

Townsville 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 disabled toilets located at the north and south end of the Arrivals area, 1 located in the secure area of the terminal and 1 in the ITB departure area. (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 inside Townsville Airport.

Flight Information Display Screens (FIDS) are located throughout the terminal. These screens will provide the most up-to-date flight information for guests in the Airport.

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. Townsville Airport has Customer Service Officers on duty for requests on how to get special or additional assistance. The Customer Service office is located to the southern end of the terminal. There is a mobile phone number displayed if the office is unattended.

Language Assistance

The signage and information within Townsville 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 Townsville 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.

Lounges and seating

Lounges and seating are available throughout the terminal. There is also a Qantas Club business lounge, located in the central departures area on the ground floor.

Dietary Requirements

Townsville Airport has a number of food and beverage outlets. Please speak to outlet staff directly on menu choices that suit your dietary requirements.

Retail

Townsville has a number of retail outlets operating. Staff can assist disabled guests within their stores.

Emergency announcements

In the unlikely event of an emergency within the Airport, audible alarms will sound and announcements made over the public address system. Information and clear instructions will also be displayed on the flight information display screens throughout the terminal.

> BOARDING OR DISEMBARKING THE AIRCRAFT

Most airlines can provide special arrangements for people with walking or mobility assistance needs including boarding and disembarking access via a special mobile lift. Please advise your airline on booking if you require this assistance.



> CHILDREN AND BABIES

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.

Townsville Airport has 4 parent room facilities in the terminal. Our Parents Rooms are compliant with Australian Standard AS1428 and include features such as baby change tables, seating, microwave ovens and privacy screens to assist breastfeeding mothers.

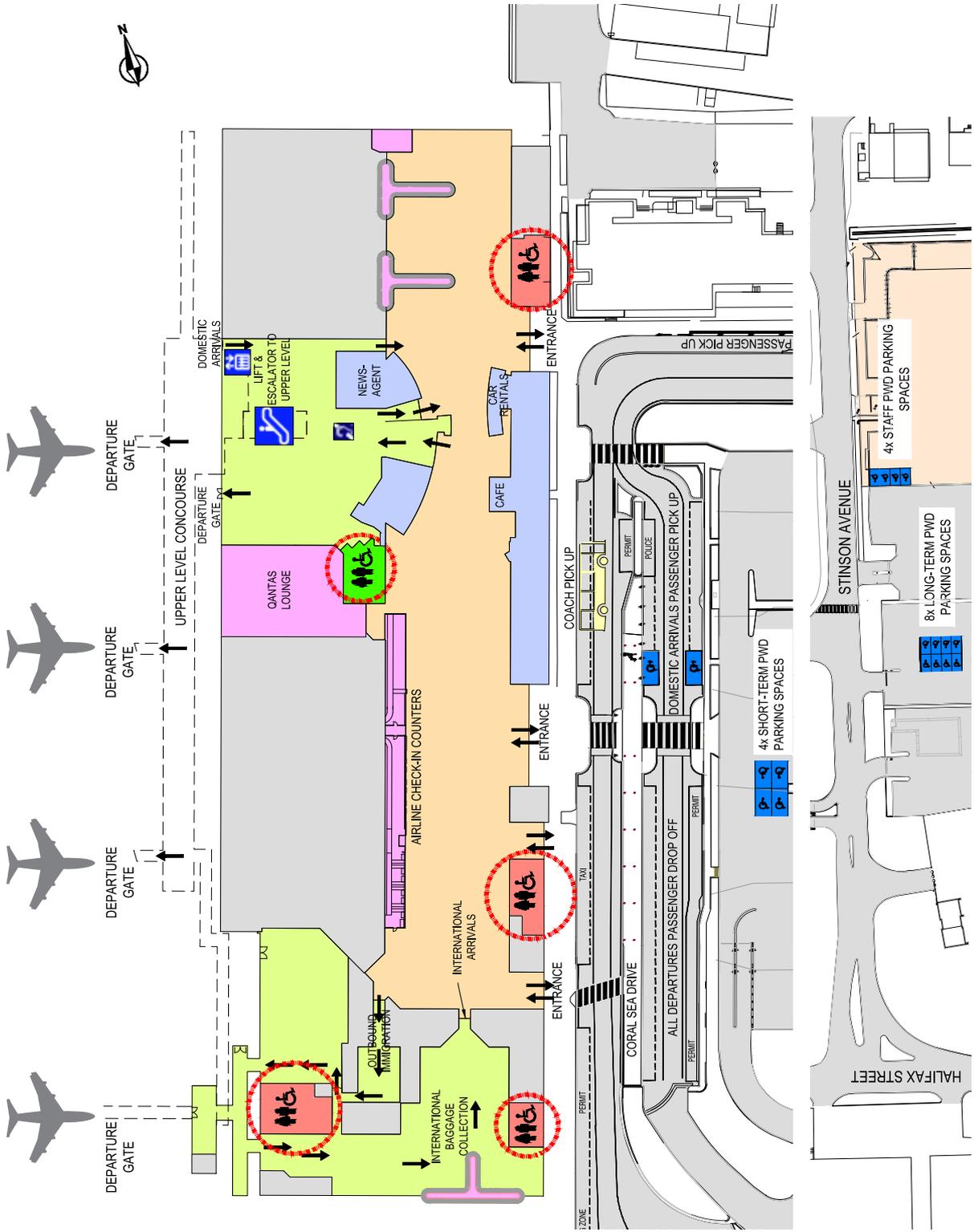
If children are travelling alone, please consult with your airline at the time of booking. Some airlines do not allow children to travel without a parent or adult guardian.

> COMMUNICATION AND FEEDBACK

For further information on Townsville Airport's information for guests with special needs, please phone (07) 4727 3211 between 8.00 am - 5.00 pm weekdays. You can also contact the Customer Service Officers within the terminal, located at the southern end of the terminal, by phoning 1800 225 878 or 0408 715 500. Customer Service Officers are available seven days per week during airport operating hours.

If you would like to provide any feedback to Townsville Airport on this information or your experience within the Airport, please email info@tsvairport.com.au or phone our reception during office hours on (07) 4727 3211.

TOWNSVILLE AIRPORT MAP





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