

Disability Access Facilitation Plan for Adelaide Airport

December 2011



Disability Access Facilitation Plan For Adelaide Airport

NAME OF AIRPORT: Adelaide Airport

OPERATED BY: Adelaide Airport Limited

This Plan has been written following consultation with:

Australian Human Rights Commission

Australian Federation of Disability Organisations

National Disability Services

Physical Disability Australia

Deafness Forum of Australia

Qantas

Jetstar

Virgin Australia

Tiger Airways

Regional Express

Board of Airline Representatives of Australia

Australian Airports Association

Regional Aviation Association of Australia

Flight Safety Foundation

Transport Workers Union

Civil Aviation Safety Authority

Attorney General's Department

Department of Families, Housing, Community Services and Indigenous Affairs

Department of Infrastructure and Transport

Disability Information Resource Centre – Adelaide

The Royal Society for the Blind SA

Contents

1.	Purpose	1
2.	Key Elements	1
3.	Responsibilities	1
4.	The Plan	2
	4.1 Prior to Arrival	2
	4.2 Kerbside Process and Car Parking	2
	4.3 Security Screening	3
	4.4 Adelaide Airport Terminal 1 (T1)	3
	4.5 Direct Assistance	5
	4.6 Service Delivery	5
	4.7 Communication Strategies	6
	4.8 Expected Improvements	6
5.	References	6
6.	Terms and Definitions	6
7.	Supporting Documentation	6
8.	Adelaide Airport - Terminal 1 - Service Locations	8
9.	Adelaide Airport Grounds Map	10

Preface

ADELAIDE AIRPORT LIMITED (AAL) is committed to the provision and maintenance of company owned and operated infrastructure, activities and services free from discrimination of people with disabilities.

This policy also applies to those who may be an associate or aide of people with disabilities.

AAL's objective is to meet the current requirements of the Public Transport Disability Standards and/or Australian Standard 1428-1 in regard to building accessibility, signage and other information and facilities required to assist people with disabilities and to undertake to improve these facilities in accordance with the requirements of the Standards for new or upgraded works.

In addition, AAL is committed to providing a work environment free from discrimination against people with disabilities, consistent with its Equal Employment Opportunity Policy.

Everyone who works for AAL has 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.

Accordingly, in addition to this plan, AAL has consulted far and wide with relevant representative agencies to produce a user-friendly Special Assistance Information Brochure and to enhance accessibility of our web as a service to persons with disabilities.



Mark Young
Managing Director
Adelaide Airport Limited

1. Purpose

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

- the service measures Adelaide Airport Limited 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 (eg. provision of information prior to travel).

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 that Adelaide Airport Limited has direct control over.

Where an airline 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 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 a guide dog. It is also important to check if medical clearance is required by the airline for your specific circumstances.

Each airline has different guidelines on carriage of people with reduced mobility and requirements for special assistance. AAL recommends 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.adelaideairport.com.au](http://www.adelaideairport.com.au)

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

A Special Assistance Information Brochure is also available via the website or can be sent to you on request.



4.2 Kerbside Process & 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. The locations include escalators, travelators, ramps and stairs.

Drop-off and pick-up areas are available at the front of the terminal at ground and upper levels. Ramps are available from the road to pavement in certain locations if required.

Disabled parking is available in the car parks and is clearly sign posted. The disabled parking within the short term car park is located at the closest point to the terminal entrances. The disabled parking in the long term car park is located adjacent to the entry/exit point. Transport is provided to/from the long term car park by shuttle bus. The shuttle bus also has disabled access. An appropriate permit sticker is required to park in these spaces.

Ground transport is easily accessed outside of T1. The taxi rank is located directly outside the terminal on the ground floor. The taxi rank is staffed by taxi concierges who are able to assist as necessary. Taxis that can accommodate wheelchairs can be requested via the taxi concierge, although there may be a short wait.

The public bus stop is located on the upper level at the southern end of the terminal. Shuttle buses to the city and regional locations are located on the ground floor adjacent to the valet parking area.

Direct assistance from the front of the terminal to check-in is not available unless agreed with the airline in advance.

Direct assistance from the baggage collection area to the front of the terminal is not available unless agreed with the airline in advance.

4.3 Security Screening



Prior preparation by passengers is essential to ensure smooth security processing.

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

Medical Implants: Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through any machines that may affect them, eg. pacemakers, cochlear implants.

Artificial Limbs/Prosthesis: Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through a metal detector.

Walking aids: Walking aids must be screened and as such may require X-Ray or Explosive Trace Detection. Screening points have chairs and walking aids available for you during this process.

Wheelchairs: Staff are very familiar with the movement of passengers requiring wheelchairs and will facilitate passengers directly to the screening point where they will be required to undergo screening by way of a pat down search by a security officer of the same sex.

Prams/Strollers: These will be screened and allowed entry to the sterile area at the screening point. Passengers should liaise with their airline regarding the carriage of prams or strollers on board the aircraft.

Private screening rooms are available upon request.

4.4 Adelaide Airport Terminal 1 (T1)

Check-in counter heights

A number of check-in counters have been lowered to allow easier access for people using a wheelchair.

Counter Hearing System (CHS) and Hearing Loops

A number of hearing loops are in place throughout the terminal to assist people with hearing difficulties including boarding gates, check-in desks and the main retail area. The Special Assistance information on the AAL website and in the available brochure includes a terminal floor plan which shows the location of the counter hearing system (CHS) at check-in and hearing loops throughout the terminal.

The CHS has been installed at designated check-in counters. The CHS can be used by both people who wear hearing aids and also by those who suffer hearing impairment but do not wear hearing aids.

The CHS consists of an amplifier, microphone, audio loop, telephone handset, telephone stand and input connector for walkman headphone use.

Each designated counter area is fitted with an audio loop for people who wear hearing aids fitted with a "T" switch (Telecoil). Soundwaves from the speaker's voice going into the microphone are changed into an electric current, amplified, and then sent through the coil. This will emit a magnetic field into the immediate area. The field is picked up by the "T" switch (when turned on), amplified and converted back into sound.

Hearing aid users within the loop system can pick up the speaker's voice with a minimum of distortion and with minimal background noise.

For people who do not use a hearing aid, a telephone handset is provided and can be picked up and used for listening. A walkman style headphone can also be used by simply plugging into the connector.

Toilet facilities

Public toilets are located throughout the terminal. Each toilet facility includes a disabled toilet. Braille is included on toilet doors and signs to assist the vision impaired locate the correct facility. The toilet locations can be viewed on the AAL website and within the Special Assistance Information Brochure.



4.4 Adelaide Airport Terminal 1 (T1) *(continued)*

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 and aerobridges allow easy access to and from the gate lounge to and from the aircraft. Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In some cases, lift access is also available, particularly for regional flights.

Flight Information and Displays

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

The FIDS also have the capacity to provide emergency warning information in the event of an incident in the terminal. This is to ensure that passengers and visitors with hearing difficulties are able to receive visual messaging.

Directory Boards

AAL has recently installed new interactive directory and way-finding boards. These have been specifically designed to assist people in wheelchairs and are located in the central retail area near the main security screening point.

Internet Kiosks

Internet kiosks are available in the main retail concourse. A number of the kiosks have wheelchair access.

Guide Dogs

Guide dogs are welcome inside the terminal.

Assistance Animal Relief area - a dedicated zone close to T1 for the benefit of assistance animals.

International Flights and Border Security Areas

If you are arriving or departing on an international flight, you will be subjected 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 via the Department of Infrastructure, Transport, Regional Development and Local Government website at www.infrastructure.gov.au.

As with domestic and regional flights, assistance to and from the aircraft must be arranged with the airline in advance and should be mentioned when making a booking.

If you have any specific enquiries regarding International Border Security procedures, please contact the Australian Customs Service or Australian Quarantine and Inspection Service, or visit their websites.

Emergency Response

In the event of an emergency, a visual message will appear on the Flight Information Display Screens. Flashing emergency lights will appear in affected areas and public announcements will be made by fire wardens. Please follow any instructions given to you by the fire wardens, who will be identifiable by their red or yellow helmets.

4.5 Direct Assistance

People movers

AAL supply two people movers (buggies) for the airlines to use within the terminal concourse (post security screening). Not all airlines use the people movers provided. Therefore, please contact the airline to ensure this service is available to you prior to arriving at the airport.

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.

T1 Reception for assistance enquiries

If you would like to speak to an AAL staff member, or if you would like to pick up a Special Assistance Information Brochure, please visit T1 Reception located on the upper level adjacent to the main screening point and exit escalators.

Ambassadors

AAL provide Terminal Ambassadors to provide customer service to all passengers and visitors. The Ambassadors wear burgundy jackets 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

AAL 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.

Our performance is monitored through:

- Compliance to the *Airports Act 1996* Airports Regulations Quality of Service monitoring requirements;
- Airports Council International Quality of Service surveys and peer comparisons; and
- A comprehensive Customer Feedback System.



4.7 Communication Strategies

For further information:

- Contact AAL Reception or T1 Reception between 8.00am and 6.00pm Monday to Friday on (08) 8308 9211 or (08) 8154 9468.
- The Special Assistance Information Brochure can be downloaded from the AAL website, picked up from AAL Reception at 1 James Schofield Drive - Adelaide Airport, AAL T1 Reception inside the main terminal or can be sent to you via post.

The brochure is freely available to all representative agencies by contacting the address hereunder.

In addition, the brochure has been adapted to website accessibility for persons with vision impairment and can be made available in an audio or Braille format on application.

The information contained in this document and in the AAL Special Assistance Information brochure is available in accessible format from Adelaide Airport's website at www.adelaideairport.com.au or telephone (08) 8308 9211 for further information.

Adelaide Airport Limited.
1 James Schofield Drive, Adelaide Airport,
South Australia 5950 Australia.
Telephone (08) 8308 9211
Facsimile (08) 8308 9311
Website www.adelaideairport.com.au

This transcription was undertaken by Print Alternatives Services of the Royal Society for the Blind of SA Incorporate (R S B) on behalf of Adelaide Airport Limited (AAL) under section 1 3 5 Z P of the *Copyright Act, 1968*.
Visit the AAL website www.adelaideairport.com.au

Feedback:

Please contact AAL Reception or T1 Reception between 8.00am - 1.30pm and 2.00pm -6.00pm Monday to Friday or email airport@aal.com.au

4.8 Expected Improvements

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance with the Public Transport Disability Standards and/or Australian Standard 1428-1 applicable at the time.

5. References

- *Civil Aviation Act 1988*, Civil Aviation Safety Regulations 1998
- *Disability Discrimination Act 1992* (DDA)
- International Civil Aviation Organisation ICAO Standards and Recommended Practices
- Annex 9 to the Chicago Convention on International Civil Aviation

6. Terms & Definitions

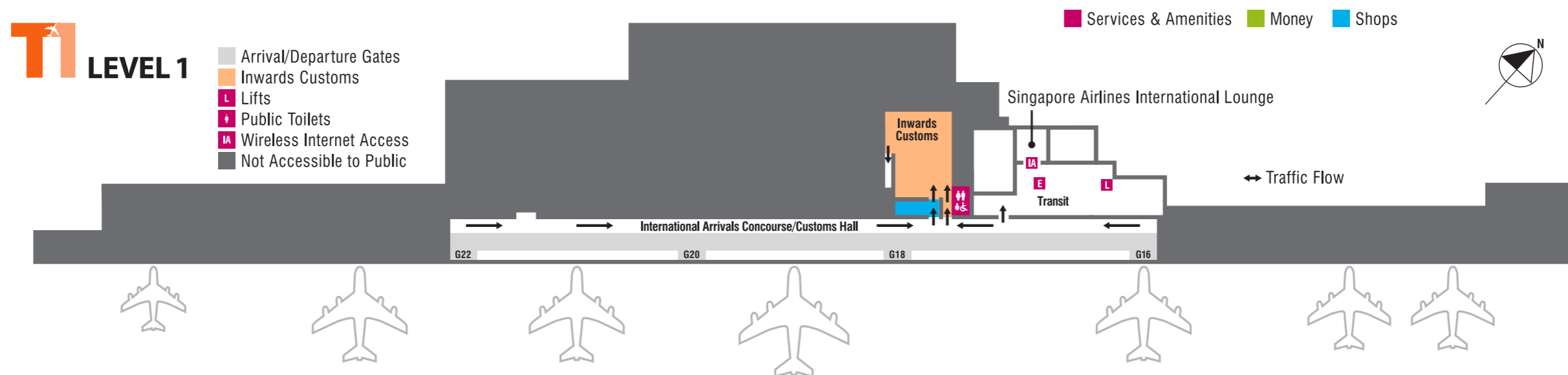
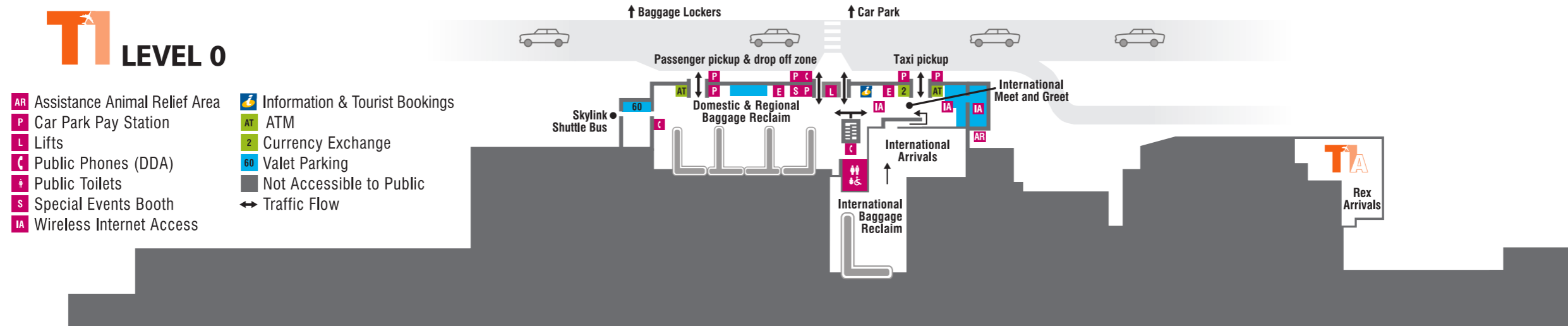
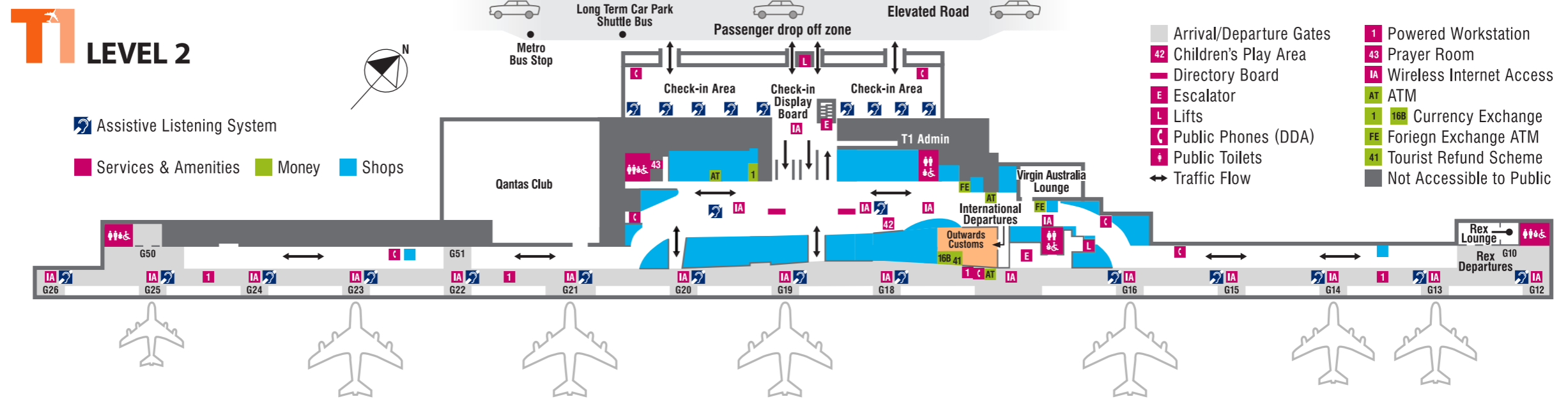
- AAL Adelaide Airport Limited
- CHS Counter Hearing System
- FIDS Flight Information Display Screens
- T1 The main Adelaide Airport departures and arrivals terminal building

7. Supporting Documentation

- Special Assistance Information Brochure
- AAL website – www.adelaideairport.com.au.



Adelaide Airport – Terminal 1 – Service Locations:





Adelaide Airport Limited

1 James Schofield Drive, Adelaide Airport, South Australia 5950

Phone (+61) 8 8308 9211 Fax (+61) 8 8308 9311

Email: airport@aal.com.au

Web: www.adelaideairport.com.au