
Disability Access Facilitation Plan for Adelaide Airport



Objective

On 16 December 2009 the Australian Government released the National Aviation Policy White Paper. In the Paper, the Government encouraged airlines and airports to develop and publish Disability Access Facilitation Plans. The Plans are intended as a communication tool between airport operator, the airlines and the travelling public, covering the availability and accessing of services for passengers with specific travel needs or requirements.

This document has been created to satisfy the requirement for an airport Disability Access Facilitation Plan.

The Adelaide Airport Disability Access Facilitation Plan is intended to advise passengers with disabilities of:

- The service measures that we 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).

Key Elements

This facilitation plan considers the following key elements:

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

Responsibilities

This document applies to those areas that Adelaide Airport Limited (AAL) 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.

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The Plan

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.

We recommend you speak to your airline in advance and at the time of booking. Your airline will advise you of the correct check-in time requirements but we suggest arriving at the airport well in advance of your flight's departure.

If you anticipate needing assistance on departure or arrival, we recommend that this is pre-arranged. The contact details for assistance is located within this document.

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

Our website is located at www.adelaideairport.com.au

Kerbside Processes and Car Parking

Kerbside

The main passenger drop off and pickup area is located on the ground floor, a short distance from the front of the terminal and directly across the pedestrian plaza.

A dedicated disabled drop off and pickup area is located at the southern end of the terminal (refer Appendix A for directions).

Customer Service Officers

AAL Customer Service Officers are available to assist passengers requiring assistance at the kerbside to and from the terminal. We recommend that travellers pre-arrange this service prior to your arrival by contacting our customer service team on:

Telephone: (08) 8308 9380 (7 days between 04:30am and 11:00pm)

Mobile: 0438 890 024 (7 days between 04:30am and 11:00pm)

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Car Parking

The disabled parking spaces within the multi-story car park are located on the terminal side of the car park, adjacent to the elevators on each level. There are a total of 24 dedicated parks (6 on each level) for vehicles displaying an approved disability parking permit. Blue parking guidance lights signify the location of these spaces.

The disabled parking spaces in the long term car park are located adjacent to the entry/exit point and adjacent to the shuttle bus stop.

If you need to take your disability parking permit with you when you travel, please contact our customer service team prior to your travel date to discuss how we may be able to assist you with this issue. The Customer Service Team can be contacted on:

Telephone: 08 83089380 (7 days between 04:30am and 11:00pm)

Mobile: 0438 890 024 (7 days between 04:30am and 11:00pm)

Transport is provided to/from the long term car park by shuttle bus. The shuttle bus is wheelchair accessible and further information on this service is available on our website www.adelaideairport.com.au

Taxi & Chauffeur Vehicles

The taxi pick-up rank is located on the ground floor, directly outside the southern end of the terminal building (please refer to Appendix A for map). Taxi concierge staff are available to assist travellers as necessary. Taxis that can accommodate wheelchairs can be requested via the taxi concierge. Please note that there may be a short wait for an access cab. The taxi rank has a dedicated queue and waiting area for access cab pick-up.

When travelling to the airport, taxis can use the dedicated disabled drop off area, located at the southern end of the terminal (refer Appendix A for directions).

Chauffeur vehicles park in an area adjacent to the taxi pick-up rank and have the necessary access facilities and services.

Bus Services

The bus parking area also accommodates all public buses, shuttle buses, tour and charter buses and the long term car park shuttle bus.

The bus stop is located adjacent to the bus parking area across the pedestrian plaza, and behind the taxi pick-up area (refer Appendix A for directions).

Public bus service information can be found on the Adelaide Metro website www.adelaidemetro.com.au

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Security Screening

All security screening staff undergo specific training in assisting passengers/visitors with disabilities using screening practice guidelines issued by the Office of Transport Security. Security screening staff also receive training in customer service to ensure customer needs are handled appropriately, whilst maintaining the integrity of the security process.

To reduce the possibility of misplaced items during this period, it is recommended that valuables such as wallets, mobile phones, passports, jewellery and cameras be placed in hand luggage before reaching the screening point.

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.

Artificial Limbs/Prosthesis

Passengers should advise the screening officer of their condition and request separate screening to avoid passing through a metal detector. The screening officer will not ask the person to remove artificial limbs but the person will be screened by alternate methods.

Wheelchairs

Security staff are very familiar with the movement of passengers requiring wheelchairs and other mobility aids. If the person is unable to move from a wheelchair, the security staff will facilitate passengers directly to the screening point, where they will be required to undergo screening by alternate methods. A private room is available for this activity upon request.

Prams/Strollers

Prams/strollers must be screened and cleared at the screening point. A screening officer will provide assistance to any parent with an infant and stroller requiring screening. Passengers should liaise with their airline regarding the carriage of prams or strollers on board the aircraft.

Person with vision impairment

Assistance and directions can be provided by the screening officers. If travelling with a walking stick or cane, an assessment will be made as to the most appropriate screening method. The screening point has walking aids available to assist during the screening process if required.

Certified assistance animals will be subject to screening and will be visually inspected by the screening officer. There is no requirement to remove the animal's harness.

Person with a hearing impairment

Assistance and directions can be provided by the screening officers if required.

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Carer information

The screening officer will explain the screening process to a carer assisting another passenger and ascertain from the carer the most appropriate and effective way of communicating with the person whom the carer is accompanying. The security screening officer will then make the necessary security screening arrangements for the situation.

International passengers

Passengers departing on an international flight will need to undergo an additional security screening process when entering the Customs Area:

- There are additional restrictions on the carriage of liquids, aerosols and gels within carry-on luggage on international flights. Some exemptions apply for medicines, medical products and devices. For further information, please refer to the Australian Government travel security website <http://www.travelsecure.infrastructure.gov.au/international/lags/index.aspx>
- Security body scanners have been mandated by the Office of Transport Security for use in this area. Passengers needing to participate in a body scan are selected on a random / continuous basis. While body scans are mandated, in certain circumstances people with disabilities may be cleared by alternative screening methods. Private screening rooms are available for this activity upon request.

Airport Terminal (T1)

Check-in

Please check with your airline for information regarding check-in times to ensure you allow ample time prior to your flight's departure.

The main check-in hall is located on Level 2 of the terminal. There is also a smaller check-in hall located on the ground floor adjacent to the valet parking desk which is used by some airlines. Flight information displays in the check-in hall will advise the correct check-in location for your airline.

Hearing Loops

A number of hearing loops have been installed throughout the terminal to assist people with hearing difficulties. The loops have been installed at boarding gates, check-in desks and the main retail area.

The location of the hearing loops throughout the terminal can be found in the floor plan at Appendix A.

Counter Hearing System (CHS)

A counter hearing system (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 a hearing impairment but do not wear hearing aids.

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The CHS consists of an amplifier, microphone, audio loop, telephone handset, telephone stand and input connector for headphone use. Each designated counter area is fitted with an audio loop for people who wear hearing aids fitted with a “T” switch (Telecoil). For those that do not use a hearing aid, a telephone handset is provided and can be picked up and used for listening.

Toilet facilities

Public toilets are located throughout the terminal. Each toilet facility includes an accessible toilet. Braille is included on toilet doors/signs to assist the vision impaired locate the correct facility. The toilet locations can be viewed on the AAL website www.adelaideairport.com.au

Public telephones

The public phones throughout the terminal have volume controls and most are at a height allowing access for people using a wheelchair.

Access to/from aircraft

Most flights use ramps and aerobridges to allow easy access between the gate lounge and the aircraft. Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In some cases, where an aerobridge is not available, passenger lifts are located adjacent to the gate lounge.

Flight information displays

The terminal has many flight information displays throughout the public areas to communicate flight arrival and departure times, boarding calls, flight landed information and gate numbers. Boarding and flight information announcements are also made by airline staff.

The flight information displays will provide emergency warning information in the event of an incident (e.g. fire or evacuation), to ensure that visitors with hearing difficulties are able to visually receive this information.

Televisions

The televisions in the gate lounges are programmed to display text captioning for networks that provide this service. Text captioning allows those with hearing impairment view television broadcasts while waiting in these areas.

Internet Kiosks

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

Assistance Animals

Assistance animals are welcome inside the terminal. Passengers who will be accompanied by an assistance animal or guide dog must make prior arrangements with the airline at the time of booking.

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Adelaide Airport Limited provides an Assistance Animal Relief Area in close proximity to the terminal. The area is located adjacent to the outdoor seating area at the northern end of the terminal at ground level (refer to Appendix A for directions).

Building design

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.

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

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. Some airlines use people movers within the terminal concourse (after the main security screening point). Not all airlines offer this service, so please contact your airline if you require this service.

Ambassadors

AAL has volunteer Ambassadors within the terminal to assist in providing customer service to all passengers and visitors. The Ambassadors wear burgundy coloured jackets and are happy to answer any questions you may have. The Ambassadors do not provide direct assistance with passenger baggage or mobility devices, however, they can help you to arrange assistance if required.

Customer Service Officers

Our Customer Service officers are available to assist passengers and visitors to and from the terminal if required and they can generally be located in the kerbside areas.

The Customer Service officers can be contacted via the special assistance phones, located at the following points on the ground floor of the terminal building:

1. At the dedicated disabled drop off and pickup area is located at the southern end of the terminal (refer Appendix A for directions).
2. On the southern side of the main lifts at the central entrance to the terminal.

Help assistance intercom buttons are located at the car park entry/exit gates and at all car park pay machines. Activating the intercom will connect you to a Customer Service Officer who will assist with your enquiry.

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Service Delivery

Security Environment

Please be aware that delivery of certain elements contained within this plan may change if a heightened security threat level for airports was mandated by the Federal Government.

Performance monitoring

Adelaide Airport Limited regularly measures the performance of our services and facilities via independent audits, an internationally recognised airport service quality program and by reviewing and responding to customer feedback.

Communication Strategies

For further information:

- Contact AAL on +61 8 8308 9211
- The information contained in this document is available in accessible format, from our (AAL) website at www.adelaideairport.com.au or telephone + 61 8 8308 9211 for further information.
- Hard copies of this document can also be requested by contacting us at the details below:
- Adelaide Airport Limited
1 James Schofield Drive,
Adelaide Airport,
South Australia, 5950, Australia
- Telephone. + 61 8 8308 9211
Facsimile. + 61 8 8308 9311
Website. www.adelaideairport.com.au
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- Feedback and Complaints:
Contact AAL Reception on +61 8 8308 9211 or email airport@aal.com.au

Expected Improvements

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

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Terms and Definitions

- AAL Adelaide Airport Limited
- CHS Counter Hearing System

Supporting Documentation

- AAL website

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Appendix A:

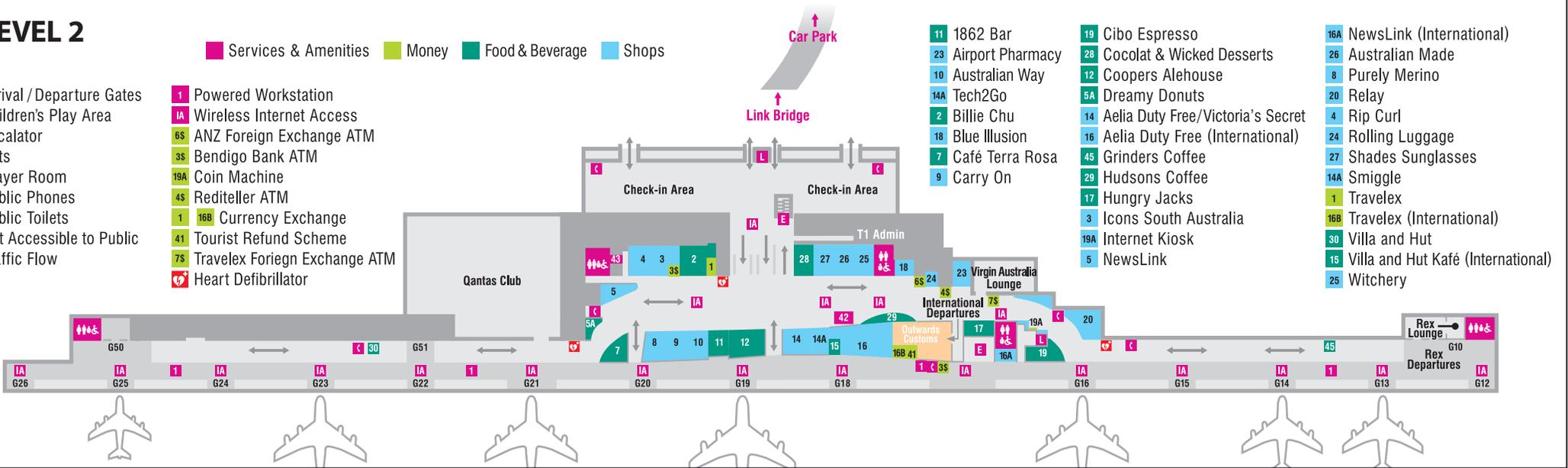
1. Adelaide Airport – Terminal 1 – Service Locations
2. Grounds map

LEVEL 2

■ Services & Amenities
 ■ Money
 ■ Food & Beverage
 ■ Shops

- Arrival / Departure Gates
- 42 Children's Play Area
- E Escalator
- L Lifts
- 43 Prayer Room
- P Public Phones
- ↑ Public Toilets
- Not Accessible to Public
- ↔ Traffic Flow

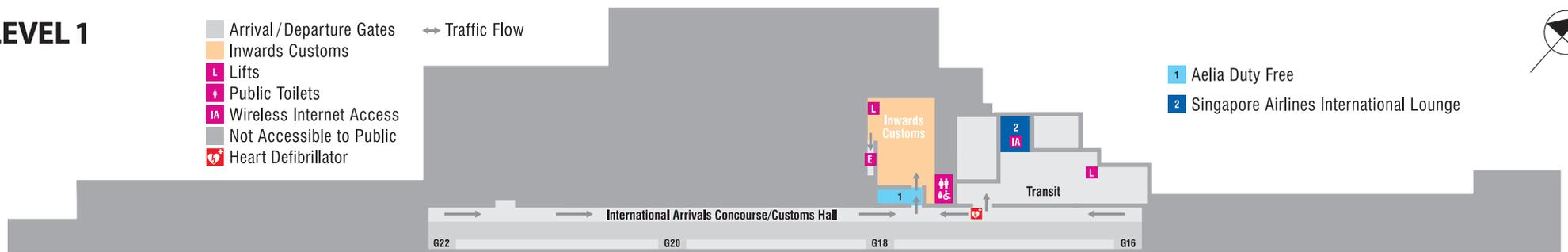
- 1 Powered Workstation
- IA Wireless Internet Access
- 6S ANZ Foreign Exchange ATM
- 3S Bendigo Bank ATM
- 19A Coin Machine
- 4S Rediteller ATM
- 1 16B Currency Exchange
- 41 Tourist Refund Scheme
- 7S Travellex Foreign Exchange ATM
- ♥ Heart Defibrillator



- 11 1862 Bar
- 23 Airport Pharmacy
- 10 Australian Way
- 14A Tech2Go
- 2 Billie Chu
- 18 Blue Illusion
- 7 Café Terra Rosa
- 9 Carry On
- 19 Cibo Espresso
- 28 Cocolat & Wicked Desserts
- 12 Coopers Alehouse
- 5A Dreamy Donuts
- 14 Aelia Duty Free/Victoria's Secret
- 16 Aelia Duty Free (International)
- 45 Grinders Coffee
- 29 Hudsons Coffee
- 17 Hungry Jacks
- 3 Icons South Australia
- 19A Internet Kiosk
- 5 NewsLink
- 16A NewsLink (International)
- 26 Australian Made
- 8 Purely Merino
- 20 Relay
- 4 Rip Curl
- 24 Rolling Luggage
- 27 Shades Sunglasses
- 14A Smiggle
- 1 Travellex
- 16B Travellex (International)
- 30 Villa and Hut
- 15 Villa and Hut Kafé (International)
- 25 Witchery

LEVEL 1

 Arrival / Departure Gates
 ↔ Traffic Flow
 Inwards Customs
 L Lifts
 ↑ Public Toilets
 IA Wireless Internet Access
 Not Accessible to Public
 ♥ Heart Defibrillator



- 1 Aelia Duty Free
- 2 Singapore Airlines International Lounge

LEVEL 0

- 44 Assistance Animal Relief Area
- ☎ Assistance Phone
- C Customs
- L Lifts
- P Public Phones
- ↑ Public Toilets
- PO Post Box
- S Special Events Booth
- ♥ Heart Defibrillator
- IA Wireless Internet Access
- i Information Booth
- 5S ANZ Bank ATM
- 3S Bendigo Bank ATM
- Z Currency Exchange
- 60 Valet Parking
- ↔ Traffic Flow
- Not Accessible to Public



- 5-10 Car Rental
- 1 Hudsons Coffee
- 3 Subway
- 2 Thomas Cooper Bar
- 4 Travellex
- 11 WHSmith Convenience Store



