

## Objectives

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 the 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 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 (T1)
- Direct assistance
- Service delivery
- Further information

## 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 other 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](http://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.

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

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## *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 travelers 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)

## *Car parking*

### *Terminal Car Park*

Twenty-six (26) disabled parking spaces are available within the multi-story car park (Terminal Car Park) for vehicles displaying an approved disability parking permit. Twelve (12) disabled bays are located on level 2, six (6) disabled bays on level 1 and four (4) disabled bays on level 3 and level 4 of the car park adjacent to the elevators on the Terminal side of the building.

The Terminal is 100-metre distance from the Terminal Car Park via an elevated link bridge (level 2) or through the Terminal plaza (ground floor). Should you require special assistance from the Terminal Car Park please contact the Car Park Office prior to your date of arrival.

### *Long Term Car Park*

Sixteen (16) disabled parking spaces are available in the Long Term Car Park for vehicles displaying an approved disability parking permit. The disabled parking spaces are located adjacent to the entry road into the car park. To access the parking bays; please turn left after entering the car park through the entry gates and continue to the disabled parking bays.

The Terminal is 500-metre distance from the Long Term Car Park via a dedicated walkway. Dedicated disabled facilities adjacent to the Terminal entry are available for setting down and picking up passengers prior to parking in the Long Term Car Park. Should you require special assistance from the Long Term Car Park please contact the Car Park Office at least 2 business days prior to your date of arrival.

### *Disabled Permits*

A valid disability parking permit must be clearly displayed in the vehicle when parked in a disabled bay. If you need to take your disability parking permit with you when you travel, please contact the the Car Park Office prior to your travel date to discuss how we may be able to assist you.

## Contact

The Car Park Office can be contacted at [carparkenquiries@aal.com.au](mailto:carparkenquiries@aal.com.au) or by telephone on 08 8308 9380 or 0439 890 024 (7 days between 04:30am and 11:00pm).

For enquiries about online bookings please contact Customer Service at [customerservice@adelaideairport.com.au](mailto:customerservice@adelaideairport.com.au) or 08 8308 9267 during business hours.

## Taxi and chauffeur vehicles

The taxi pick-up rank is located on the ground floor, directly outside the southern end of the terminal (please refer to Appendix A for directions). Taxis that can accommodate wheelchairs can be booked. Please note that there may be a short wait for an access taxi. The taxi rank has a dedicated queue and waiting area for access taxi pick-up.

When travelling to the airport, taxis can use the dedicated disabled drop off areas, located at the southern and northern end of the terminal (refer to 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.

The bus stop is located adjacent to the bus parking area across the pedestrian plaza, and behind the taxi pick-up area (refer to Appendix A for directions). Public bus service information can be found on the Adelaide Metro website [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)

## Security screening

All security screening staff undergo specific training in assisting passengers/visitors with disabilities using screening practice guidelines issued by the Aviation and Maritime Security (AMS) Division. 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 a hearing impairment*

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

### *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.

### *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 powders, 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:  
<https://www.homeaffairs.gov.au/about-us/what-we-do/travelsecure/travellers-with-specific-needs#content-index-0>
- Security body scanners have been mandated by the Aviation and Maritime Security (AMS) Division, 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. 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. (refer to Appendix A for hearing loops locations)

### *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. 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](http://www.adelaideairport.com.au)

### *Changing Places/ Adult assisted change facilities*

There are 3 facilities available at the Airport. These facilities provide additional space for people with profound disabilities and their carers to use the amenities more comfortably. Changing Places bathrooms are located: (refer to Appendix A for directions)

- Level 2, Domestic departures, northern end of terminal
- Level 2, International departures, near Gate 18
- Level 1, International arrivals

### *Public telephones*

There are 2 public phones available which have volume controls and are at a height allowing access for people using a wheelchair (refer to Appendix A for directions).

### *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.

### *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. Assistance Animals will also be subject to security screening.

Relief areas and watering facilities for assistance animals can be found; (refer to Appendix A for directions)

- Outside the terminal, on ground level, adjacent the main passenger drop off and pickup area at the southern end of the terminal
- Inside the terminal, on level 2 in the domestic departures area (near Gate 16) after security screening
- Inside the terminal, on level 2 in the international departures area (near Gate 18) after security screening
- Inside the terminal, on level 1 in the international arrivals area

### *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.



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## 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.

### *Hidden disabilities program*

Wearing a sunflower lanyard at Adelaide Airport enables staff to recognise that a passenger has a Hidden Disability. To find out more about the Hidden Disabilities Program, or request a Hidden Disabilities pack, please visit: [www.adelaideairport.com.au](http://www.adelaideairport.com.au)

### *Sensory maps*

Airports are often crowded and noisy places. We have developed a terminal sensory map that identifies low, medium, high and extremely high sensory areas. This can help you navigate your way through the terminal and can prepare you for crowded areas, additional noise, smells and lights. It identifies areas where you can stop and be in a quieter area 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 located at the northern end of the terminal (refer to 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.

### *Facility Dog*

Elmo is part of the Adelaide Airport team to help support our Hidden Disabilities Program. We know airports can be a busy and stressful place, especially if you are unsure of what to expect on the day. It is even more stressful when you or your travel companion has a disability that is not immediately obvious to airport staff – a hidden disability. Elmo will be on hand to greet customers that need that extra assistance and help guide them through the process if they need it. Elmo will be available at set times to meet and greet customers that may benefit from the comfort of a dog to help guide them through the process if they need it.

### *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.

### *Further information*

- The information contained in this document is available in an accessible format, from our (AAL) website at [www.adelaideairport.com.au](http://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](http://www.adelaideairport.com.au)
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- We welcome your feedback and suggestions on how we can continue to improve our service. Feedback can be provided at any time via our online form, or by contacting AAL Reception during business hours on +61 8 8308 9211 or email [customerfeedback@aal.com.au](mailto:customerfeedback@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.

### Terms and definitions

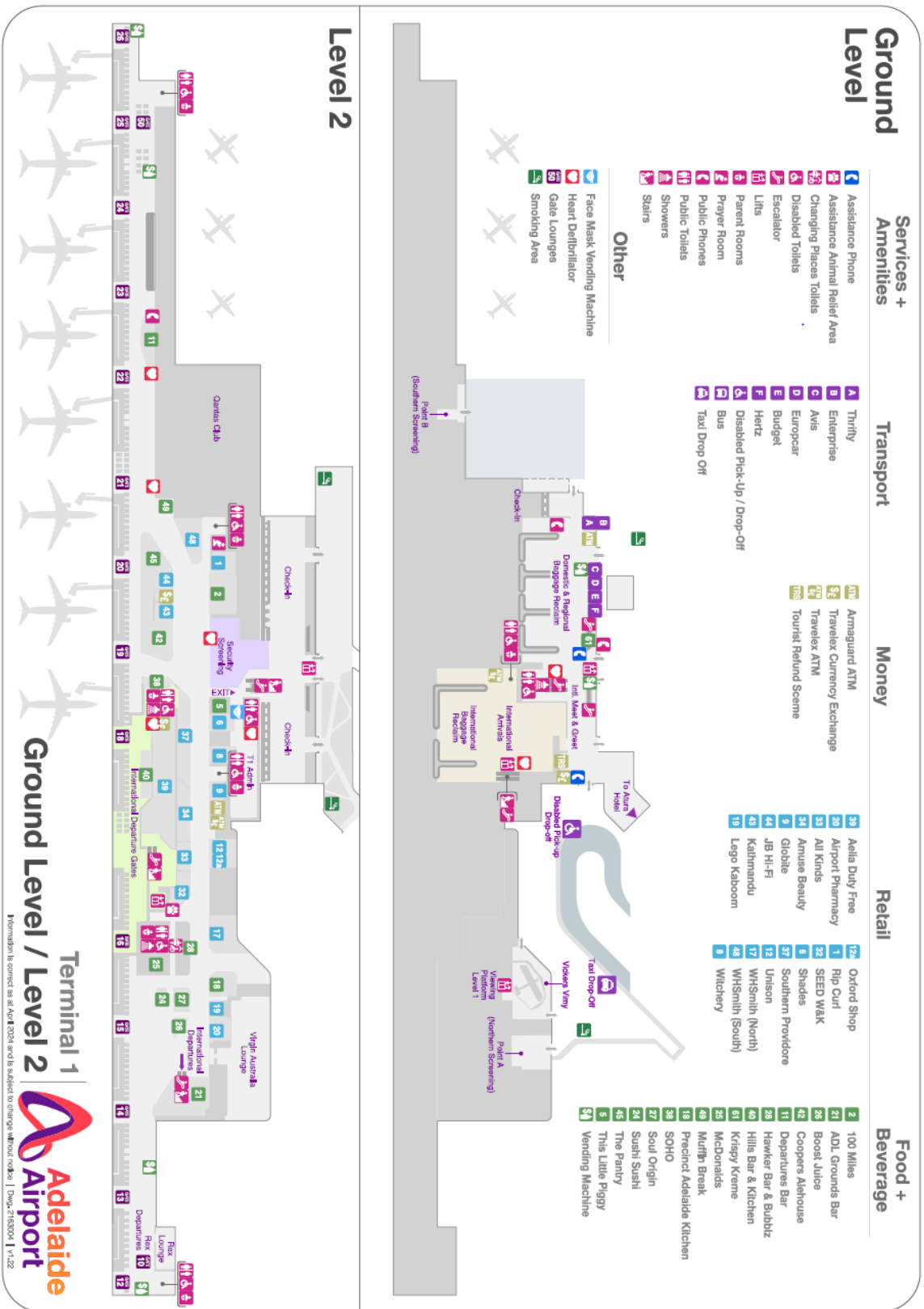
- AAL Adelaide Airport Limited
- CHS Counter Hearing System
- AMS Aviation and Maritime Security
- TGI Tactile Ground Indicators

## Supporting documentation

- AAL website
- Disability Discrimination Act (DDA)

## Appendix A

- Adelaide Airport - Terminal 1 – service locations
- Adelaide Airport grounds map



## Appendix B

- Adelaide Airport sensory map

