

DISABILITY ACCESS FACILITATION PLAN

WWW.CANBERRAAIRPORT.COM.AU





NAME OF AIRPORT
CANBERRA AIRPORT

OPERATED BY
CAPITAL AIRPORT GROUP

This plan has been prepared in consultation with the following organisations:

- Australian Human Rights Commission
- Civil Aviation Safety Authority
- Department of Infrastructure and Transport
- Minister of Disability, Housing and Community Services, ACT Legislative Assembly
- Qantas Airways
- QantasLink
- Virgin Australia
- Virgin Australia Regional Airlines
- Deafness Forum of Australia
- Current Affairs Belconnen, University of the Third Age Act (U3A)
- Access City Hotline - ACT
- ACT Government, Office of Regulatory Services, Public Transport Regulations - Justice & Community Safety
- Aerial Capital Group
- CabXpress

CONTENTS

DISABILITY ACCESS FACILITATION PLAN

01: PRINCIPLES	4
02: KEY STRUCTURE	6
03: RESPONSIBILITIES	7
04: STRATEGY PLAN	8
4.1 PRIOR TO ARRIVAL	8
4.2 KERBSIDE ARRANGEMENTS & CAR PARKING	8
4.3 PASSENGER SECURITY SCREENING	9
4.4 MULTI-USER TERMINAL FACILITY	11
05: DIRECT ASSISTANCE	15
06: SERVICE DELIVERY	16
07: COMMUNICATION STRATEGIES	17
08: EXPECTED IMPROVEMENTS	18
09: CANBERRA AIRPORT – TERMINAL, SERVICE LOCATIONS	20
10: CANBERRA AIRPORT – CAR PARK, SERVICE LOCATIONS	24

01: PRINCIPLES

THE DEVELOPMENT OF A DISABILITY ACCESS FACILITATION PLAN (IN ACCORDANCE WITH THE AUSTRALIAN GOVERNMENT FRAMEWORK FOR REGULAR PUBLIC TRANSPORT ADOPTED IN THE NATIONAL AVIATION POLICY WHITE PAPER) HAS BEEN ESTABLISHED TO ENSURE EQUAL OPPORTUNITY PRINCIPLES ARE CONSISTENT WITH THE EXPECTED SERVICE DELIVERY LEVELS FOR PEOPLE WITH DISABILITIES.

Canberra Airport's objective is to meet and exceed the current requirement 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 standard for new or upgraded works.

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

- The service measures Canberra Airport will take to ensure access for passengers and guests with disabilities; and
- How passengers with a disability can assist the airport and /or the airline to be the best placed to provide an appropriate service (e.g. provision of information prior to arrival).

Canberra Airport recognises the importance to develop and accommodate a wide range of initiatives for travellers and guests with disabilities to take advantage of the terminal services and facilities at Canberra Airport. Equally important is to ensure the information required to meet special needs is publicly available to further assist with planning airline travel for persons with disabilities.

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

CANBERRA AIRPORT'S OBJECTIVE IS TO MEET AND EXCEED THE CURRENT REQUIREMENT OF THE PUBLIC TRANSPORT DISABILITY STANDARDS...



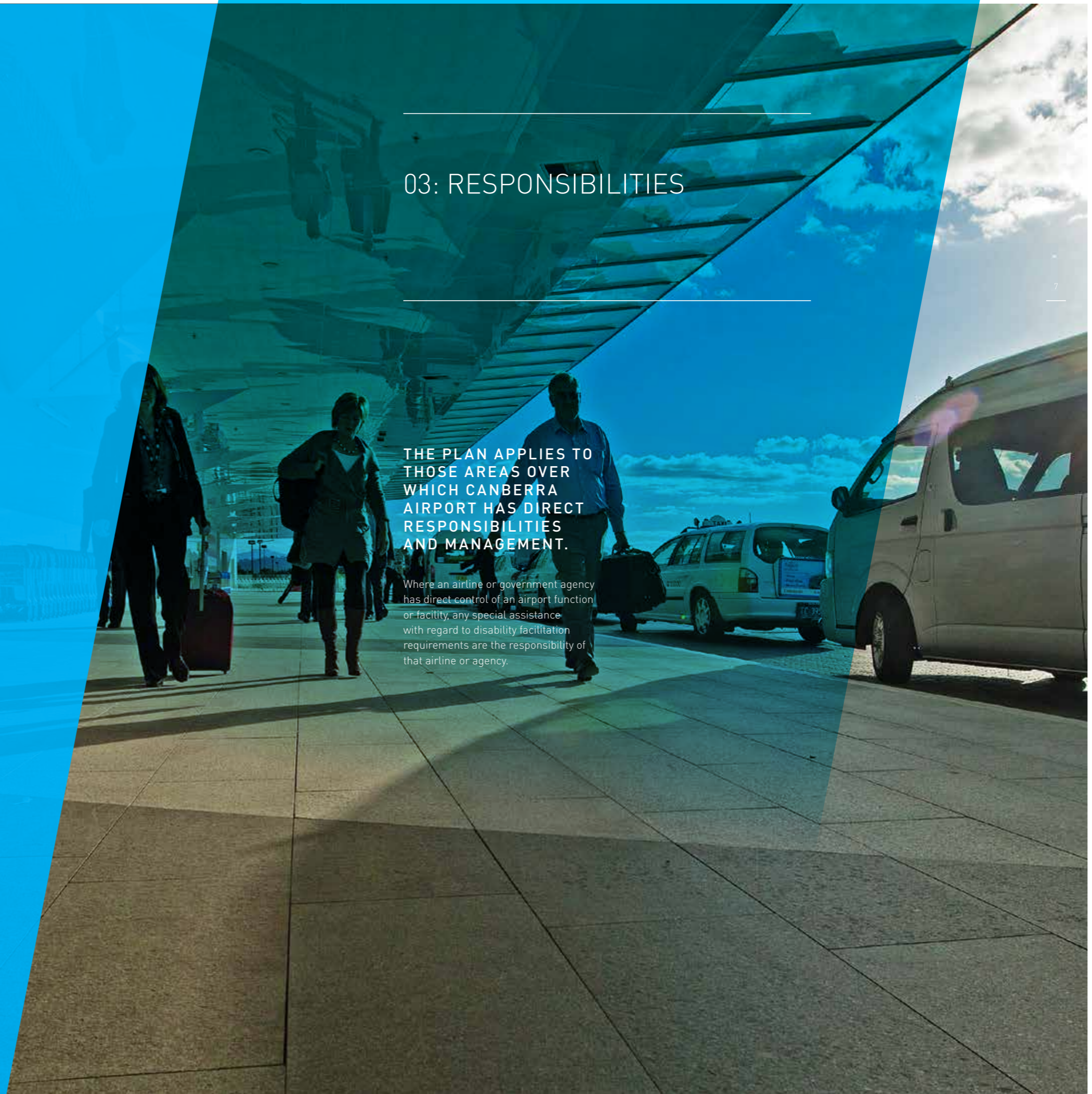
02: KEY STRUCTURE

- Prior to Arrival
- Kerbside Arrangements & Car Parking
- Passenger Security Screening
- Multi-User Terminal Facilities
- Direct Assistance
- Service Delivery
- Communication Strategies
- Expected Improvements
- Canberra Airport - Terminal - Service Locations
- Canberra Airport - Terminal Car Parks - Service Locations

03: RESPONSIBILITIES

THE PLAN APPLIES TO THOSE AREAS OVER WHICH CANBERRA AIRPORT HAS DIRECT RESPONSIBILITIES AND MANAGEMENT.

Where an airline or government agency has direct control of an airport function or facility, any special assistance with regard to disability facilitation requirements are the responsibility of that airline or agency.



04: STRATEGY PLAN

8



4.1 PRIOR TO ARRIVAL

In preparation for the provision of the best service facilitation, passengers are asked to advise the applicable airline operator when making a flight booking through an airline or travel agent of any disability or special needs 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. If a medical clearance is required by the airline for a specific circumstance, pre-notification must be declared to the airline operator prior to uplift.

As each airline may have different guideline policies for the carriage of persons with reduced mobility and requirements for special assistance, Canberra Airport strongly recommends passengers make contact with the direct airline in advance and /or at the time of booking to enquire or request special arrangements for a specific circumstance.

It is best practice to always arrive with adequate time prior to your flight departure. Each airline will advise of the correct check-in time requirements, in accordance with airline policy.

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

Website Information –
www.canberraairport.com.au

4.2 KERBSIDE ARRANGEMENTS & CAR PARKING

4.2.1 KERBSIDE ARRANGEMENTS

In general, kerbside access arrangements is managed by Canberra Airport, where the airport provides allocated areas for passenger drop-off for the public and authorised areas for ground transport movements.

The upper level road system located at the front of the terminal provides set-down areas to facilitate passenger drop-off and access to the terminal including check-in hall, security screening and the departure lounges. Ramps are available on kerbside from the road to the pavement in various locations to assist persons with mobility impairment. Due to security regulated restrictions, vehicles are not to be left unattended on kerbside at any time.

The lower level road system located at the front of the terminal building on the ground floor is allocated for approved ground transport movements and is not accessible to the general public.

The taxi rank is located centrally on the ground floor of the terminal building. Access to the rank is via the ground floor concourse which provides internal protection for guests. The taxi rank is

staffed by taxi commissionaires during peak periods who are able to arrange a Wheelchair Accessible Taxi (WAT) upon request, although it may entail a short wait.

A pre booked service for a WAT vehicle can be pre-arranged via the Wheelchair Accessible Taxi Centralised Booking Service (WCBS) in advance on 13WATS (139 287). WCBS will contact the airport with passengers information to facilitate the collection of a mobility impaired person from the taxi rank.

The public bus stop which provides airport-city-airport services is also located on the ground floor, eastern side of the terminal building. The service is equipped to accommodate persons with a mobility impairment, where a wheel chair or mobility aid is able to be stored in the bus and/or trailer. Although the bus is not strictly accessible to accommodate wheelchairs, the service is equipped to accommodate persons with reduced mobility, where a wheelchair or mobility aid is able to be stored in the bus and/or trailer

Bus services which provide ground transport transfers to regional locations are located on the terminal ground floor road system.

Where passengers or guests require special assistance for kerbside access, the service provision can be pre-arranged and approved by Canberra

Airport Car Park Customer Service Operations. Special circumstances may include:

- persons with a mobility impairment;
- persons with a medical condition; and
- the elderly.

The customer service team may be contacted in the following ways:

Email: customerservice@canberraairport.com.au

Telephone: (02) 6275 2226

Mobile: 0411 863 041

In Person: Customer service office is located on ground floor kerbside – refer to Canberra Airport – Terminal – Service Locations.

Help assistance buttons are located at the entry/exit gates and pay machines within the terminal car parks.

4.2.2 CAR PARKING

All parking is available from the airport terminal car parks. A number of accessible parking spaces are conveniently located within the covered and open air car parks which are clearly sign-posted. Please refer to Canberra Airport – Car Park – Service Locations.

The accessible parking within the covered car parks are located at the closest point to the terminal entrances.

The accessible parking within the open-air car parks are located closest to the terminal building. Access to and from the terminal for the mobility impaired is provided by car park lifts designed in accordance with relevant building codes.

The pay parking machines have been designed to enable persons in a wheelchair to access the equipment with ease.

Special assistance may be facilitated by contacting Car Park Customer Service Operations.

4.3 PASSENGER SECURITY SCREENING

Definitions:

Primary Screening – means screening by means of primary methods including x-ray observation, Walkthrough Metal Detector (WTMD) and Explosive Trace Detection (ETD) screening.

Secondary Screening – means screening by means of secondary methods including Hand Held Metal Detection (HHMD) screening and physical or 'frisk' search. Consent must be obtained to conduct secondary screening.

In consultation with airport/airline screening authorities and disability advocacy groups, the Office of Transport Security has developed screening practice guidelines in the form of

reference material for screening staff that include customer service tips, practical guidance on screening customers with special needs or other circumstances. Screening officers are trained and instructed in special screening methods for persons with disabilities or special needs, which include persons;

- from a non-English speaking background;
- who are vision impaired;
- who are hearing impaired;
- in a wheel chair or mobility aid; and
- senior citizens.

Prior preparation by passengers and guests will help to facilitate special circumstances screening to ensure a smooth transition through the screening process. The individual is the most appropriate person to advise on what assistance is required for special needs screening whilst maintaining their dignity. The disclosure of a medical certificate will assist with a declaration of a medical condition or ailment, however does not exempt persons to be subjected to aviation screening. The airport terminal has facilities to accommodate private screening for persons with disabilities upon request.



4.3.1 MEDICAL IMPLANTS/ ARTIFICIAL LIMBS/ PROSTHESIS DEVICE

Passengers and guests are to advise screening officers of a condition which may alarm primary screening equipment (i.e. WTMD) and request for secondary screening. Although the primary source of an alarm may be attributed to a medical implant for example, the screening officer may still request for a person to pass through the WTMD a second time. Where appropriate, secondary screening shall consist of:

- hand held metal detector; and/or
- frisk search

4.3.2 MOBILITY IMPAIRED PERSONS

Mobility aids which can enter the aperture of an x-ray machine must be screened by means of x-ray primary screening. The screening point will have available walking aids and a place to sit whilst the mobility device is subjected to x-ray observation screening.

4.3.3 WHEELCHAIRS

Each person with a mobility impairment will have different requirements based on their individual needs. It is important that passengers make the necessary arrangements with the airline operator. Airline staff may, where required, facilitate access to the passenger screening point and the departure gate. Passengers who require a wheelchair will be subjected to secondary screening and will undergo a pat down (frisk search) of the person by a security officer of the same gender. The wheelchair will be physically inspected and will also be subject to explosive trace detection testing.

Persons are encouraged to seek personal assistance from the screening staff who will be able to offer customer support.

4.3.4 PRAMS/STROLLERS

These items are subjected to primary screening by means of x-ray observation and allowed entry into the sterile area of the departure lounge. Prams or strollers that cannot be collapsed to be x-rayed will be subjected to secondary screening by means of physical examination and explosive trace detection testing by screening staff.

Passengers are encouraged to contact their airline operator in regard to limitations on the carriage of prams or strollers as cabin baggage.

4.3.5 PERSONS WITH VISION IMPAIRMENT

Passengers and guests with a vision impairment can travel independently using a wide range of aids and techniques.

A walking aid, where appropriate must be screened by means of primary x-ray screening.

Screening staff will assist passenger and guests with a vision impairment by:

- offering screening options to stand or sit for primary screening;
- assist persons through the Walk-Through Metal Detector (WTMD);
- provide an option for private screening;
- where a physical search of personal belongings is required, repack all items where they were originally located; and
- make certain that an assistance animal, such as a guide dog, is not separated from a person during screening.

4.3.6 PERSONS WITH A HEARING IMPAIRMENT

Hearing loss varies among individuals and is common among senior citizens. Some people may experience total hearing loss and may use Auslan (Australian Sign Language) to communicate.

Hearing device aids form part of a person who is wearing them and as such, the person is not required to remove the device for screening. Screening staff will use the following techniques to assist persons for passenger screening:

- speak in a normal tone and pace, in a clear and concise manner;
- use hand signals and gestures to help express spoken direction (pointing and nodding);
- maintain eye contact at all times and speak directly to the person with the impairment;
- point out visual alarms by physical indication; and
- if communication difficulties persist, screening officers will use written instructions to communicate to the guest.

4.3.7 ASSISTANCE ANIMALS

Passenger and guests accompanied by assistance animals including guide dogs must make prior arrangements with an airline at the time of booking.

Security screening guidelines allow an assistance animal to remain with the person during the passenger screening at all times. The passenger is subjected to secondary screening whilst the animal will be visually inspected by physical search including objects attached to the animal such as the harness, collar or bags. Items which can be readily removed from an assistance animal will be subjected to x-ray screening.

4.4 MULTI-USER TERMINAL FACILITIES

4.4.1 LIFTS

Lifts provide vertical transport for all terminal users. The lifts are compliant with the relevant building codes, including the institution of Braille tactile signage to assist the vision impaired locate the appropriate floor level.

4.4.2 AUDIO-FREQUENCY INDUCTION LOOP SYSTEM (HEARING LOOPS)

A number of hearing loops are in place throughout the terminal to assist with people with a hearing impairment. The system is designed with an induction audio loop (transmitter) for people who wear hearing aids fitted a 'T' switch (Telecoil) for the transmission and reception of communication signals.

The international Deafness Symbol is displayed at these areas to indicate the presence of a hearing loop.

A terminal floor plan, attached, indicates the location of the hearing loops throughout the terminal building.

4.4.3 TOILET FACILITIES

Public toilets are located throughout the terminal building. A disabled toilet is situated at each toilet facility. To assist passengers and guests with vision impairment locate the correct toilet facility, Braille tactile signs are installed on the toilet door and connecting corridor along the respective concourse.

Toilet locations can be viewed on the Canberra Airport website.



4.4.4 TACTILE GROUND SURFACE INDICATORS (TGSII)

In compliance with relevant building codes, tactile ground surface indicators are installed at various areas of the terminal building and car park facilities. The indicators provide a safety element on public pathways and access routes that can be felt underfoot and recognised as a warning of any impending pedestrian hazard, particular for the vision impaired.

The areas where TGSII are installed include:

- stairways, ramps & escalators; and
- car park crossings.

4.4.6 FLIGHT INFORMATION DISPLAYS

The terminal has numerous Flight Information Display Screens (FIDS) located throughout the public areas to communicate the status of an aircraft service. Airline staff are responsible for updating the information displayed on the FID monitors to provide an accurate account of an aircraft service. FID

monitors are located at strategic areas within the terminal in order to provide flight information to passengers and guests, which include:

- check-in hall;
- screening point;
- departures concourse;
- departure gates; and
- arrivals concourse & baggage reclaim areas.

The visual displays compliment public address announcements made by airline staff which include:

- flight arrival and departure times;
- boarding calls;
- flight landed information;
- gate number information; and
- airline carrier and flight information details.

4.4.7 TELEVISIONS

The televisions throughout the public areas of the terminal are programmed to display text captioning for networks providing the service. Text captioning enables passengers and guests with hearing impairment view television broadcasts where the service is transmitted by the network.

4.4.8 WHEELCHAIR FACILITIES

Canberra Airport recommends passengers with mobility impairment contact their airline carrier for the provision of wheelchair equipment. Dependent on the nature of travel and uplift circumstances, the airline will supply wheelchairs for the airline guest.

The type of wheelchairs includes:

- Wide-Body Wheelchairs: available for guests who can propel themselves and are physically able to access the aisle of the aircraft.
- Narrow-Body Wheelchairs: available for guests who require special attention and assistance to access the aisle of the aircraft.
- Personal Wheelchairs: post check in, the guest is to proceed through passenger screening to the departure gate. The chair will be tagged by the airline representative, transported and stored into the hold of the aircraft.
- Personal Electric Wheelchairs: post check in, the guest is responsible to disconnect the battery or provide detailed instructions to the airline operator. Due to the size and weight of electric chairs, the equipment must be presented to ground staff to allow sufficient time to immobilise and load onto the aircraft.
- Safety restrictions prevent the storage of wet cell or spillable batteries on board an aircraft.



Where required, airline staff will assist wheelchair guests within the terminal from check in to the boarding gates on departure and boarding gate to baggage reclaim area on arrival.

Airline staff may contact Canberra Airport Customer Services (CSO's) Officers to facilitate arrivals access from the terminal building, including the collection of baggage for wheelchair guests to the car park, kerbside or taxi rank.

Wheelchair guests may pre book special needs assistance with the CSO management office via email on customerservice@canberraairport.com.au or alternatively be contacted on (02) 6275 2226.

4.4.9 DIRECTORY BOARDS

Way finding directory boards are located on each level of the terminal facility, including the foyers of the car park. External directional way finding signs have been erected to direct customers and visitors to available parking areas and available kerbside areas.

4.4.10 PUBLIC TELEPHONES

The public telephones throughout the terminal are equipped with volume control and are accessible for persons using a wheelchair. Public telephones also accommodate text telephone (TTY) technology, a special keyboard device that lets people who are deaf, hearing or speech impaired use the telephone to communicate by allowing persons to type messages to another person with a TTY. Public telephones enhance access and usage for people with a disability by providing features such as an adjustable volume control, a built-in acoustic hearing aid coupler, and a tactile orientation mark on the '5' dial keypad. SMS text messaging facility is also available that lets people who are deaf, hearing or speech impaired use the telephone to communicate.

4.4.11 PRAYER ROOM

A prayer room is available for passengers, guests and staff who wish to use the facility. The prayer room is located on the ground floor arrivals, adjacent Arrivals Gate B of the terminal building.

4.4.12 ACCESS TO/FROM AIRCRAFT

Ramps and passenger boarding bridges allow easy access to and from the gate lounges and to and from the aircraft. Lifts located at passenger boarding bridges also allow ease of access for persons with mobility equipment to board/disembark an aircraft on a free moving bay. Airline operators will also be able to facilitate a passenger transfer from an aircraft seat with an approved Passenger Lifting Device (PLD) or the use of a high lift vehicle. Airline staff can offer assistance for boarding and disembarkation by prior arrangement.



05: DIRECT ASSISTANCE

THE CAR PARK MANAGEMENT OFFICE IS CONVENIENTLY LOCATED ON THE GROUND FLOOR OF THE ELEVATED ROAD SYSTEM AND STAFF CAN BE CONTACTED TO PROVIDE PERSONAL ASSISTANCE.

Airline Responsibility

The airlines are directly responsible for offering assistance with information about your travel. Please contact your airline of choice to ask any questions or arrange assistance to and from the aircraft, gate lounges and baggage reclaim areas.

Reception for assistance enquiries

If you would like to speak to a Canberra Airport member, please visit our reception located outside the terminal precinct adjacent the covered car park or contact via telephone on (02) 6275 2222. Office hours are 8:30am – 5:30pm each weekday.

A map identifying the location of our reception is attached.

Customer Service Officers (CSO's)

Canberra Airport provides airport CSO's who provide customer service to all passengers and visitors. The CSO's wear hi-viz jackets, are predominantly located in and around the terminal landside areas and are more than happy to answer any questions you may have.

Alternatively CSO's may be contacted by activating the call assistance intercom buttons located at each entry/exit point of the car parks, or the automatic pay machines located within the foyer areas of the under cover car parks. The Car Park Management Office is conveniently located on the ground floor of the elevated road system and staff can be contacted to provide personal assistance.

A map identifying the location of the Car Park Management Office is attached. Please refer to Canberra Airport – Car Park – Service Locations.

06: SERVICE DELIVERY

16

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:

Canberra Airport 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.

Canberra Airport actively engages with its airline partners and associated contractors with regular coordination meetings to discuss airport and airline related matters to:

- review airline operators and policies,
- develop consistent customer service practices,
- monitor customer feedback and implement corrective action plans; and
- improve passenger facilitation processes at the airport terminal

Canberra Airport, from time to time, will engage a consultancy firm to conduct customer satisfaction surveys and review outcomes. Where appropriate, Canberra Airport will advocate strategies to improve deficiencies with service delivery expectations.

07: COMMUNICATION STRATEGIES

17

For further information:

Contact Canberra Airport reception between 8:30am and 5:30pm Monday to Friday on (02) 6275 2222.

Our intention is to ensure all passengers, visitors and staff have a safe and enjoyable time while at Canberra Airport. However, should you wish to share and provide feedback or have any comments about the terminal facilities, please address your concerns to:

Mail: Canberra Airport Group
2 Brindabella Circuit
Canberra Airport ACT 2609

Telephone: (02) 6275 2222

Email: info@canberraairport.com.au

If a member of the public may not be satisfied by an aspect of the service provided by Canberra Airport, complaints can be forwarded by written communication via email: info@canberraairport.com.au

08: EXPECTED IMPROVEMENTS

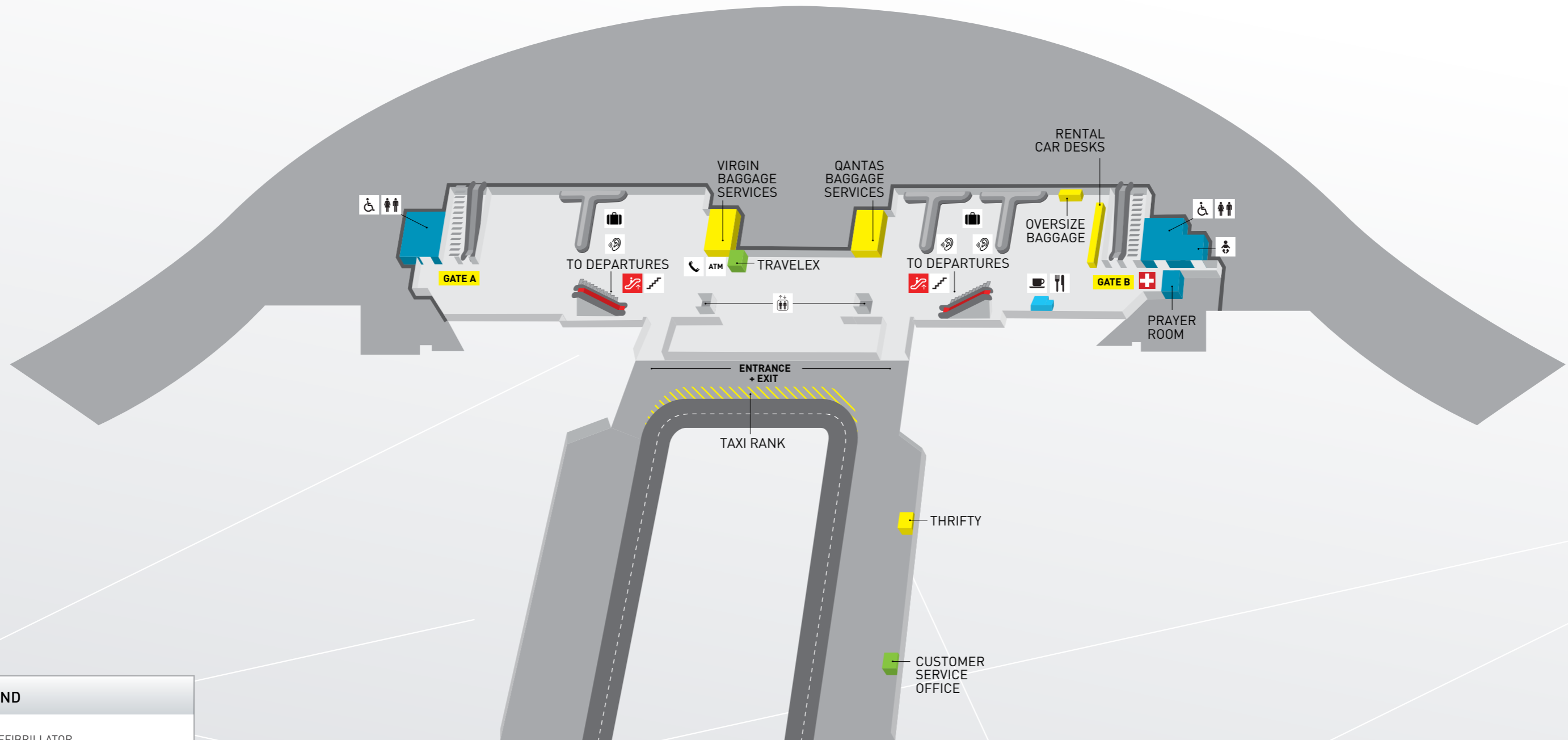
18

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.





Canberra Airport will continue to consult with local access advocacy groups to maintain continuous improvements and facilitation at the airport terminal for persons with disabilities.

19

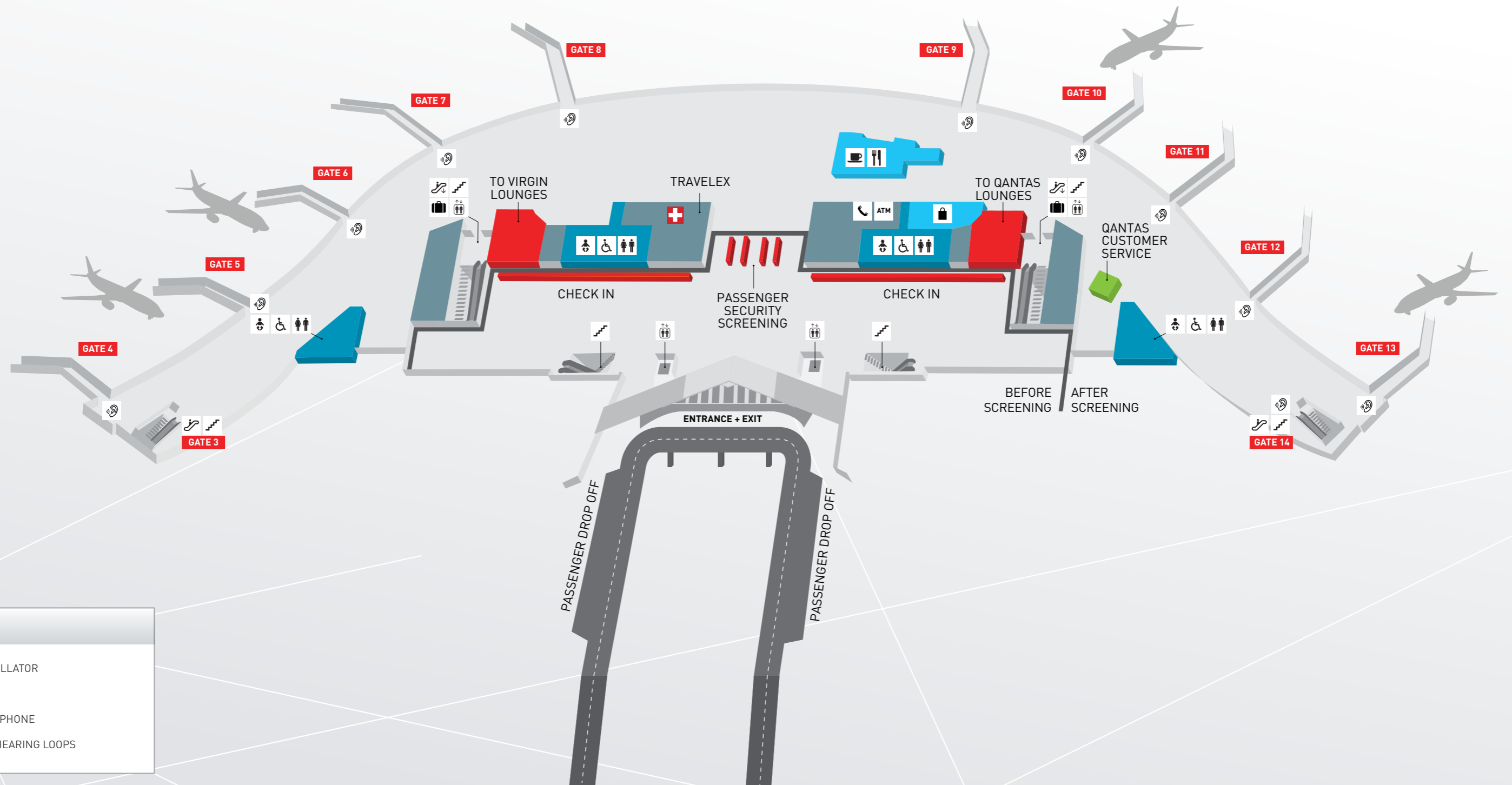
CANBERRA AIRPORT LOWER LEVEL FLOOR PLAN







LEGEND

-  DEFIBRILLATOR
-  ATM
-  PUBLIC PHONE
-  AUDIO HEARING LOOPS

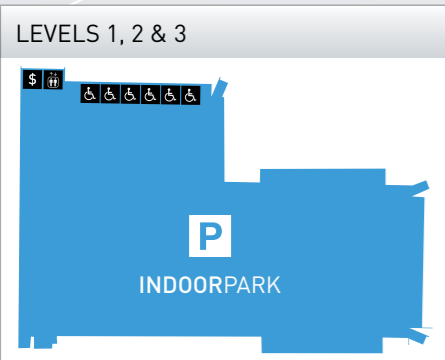
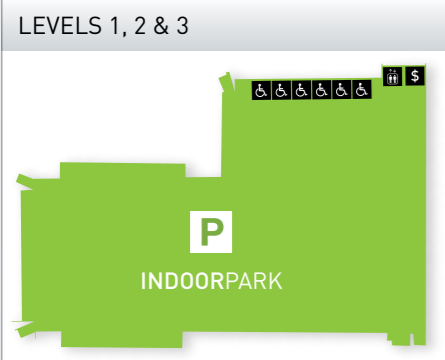
CANBERRA AIRPORT UPPER LEVEL FLOOR PLAN



LEGEND

-  DEFIBRILLATOR
-  ATM
-  PUBLIC PHONE
-  AUDIO HEARING LOOPS

CANBERRA AIRPORT CAR PARK FLOOR PLAN





WWW.CANBERRAIRPORT.COM.AU