



**DUBBO CITY
REGIONAL
AIRPORT**

DISABILITY ACCESS FACILITATION PLAN

NAME OF AIRPORT:	Dubbo City Regional Airport
OPERATED BY:	Dubbo City Council

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OBJECTIVE

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

- the service measures this airport will take to ensure access for passengers with disabilities, and
- how passengers with a disability can assist the airport operator to be best placed to provide an appropriate service (e.g. through provision of information prior to travel).

The measures in this plan are to provide detail on an airport's policies and approaches to enable access to each stage of the journey for passengers with a disability.

This plan has been put together by the Dubbo City Regional Airport in conjunction with Regional Express, Qantaslink, and Dubbo Taxi Service.

1. PRIOR TO ARRIVAL

- Whilst the Airport itself does not require advanced notice of the travel needs of disabled persons, the airlines have their own rules relating to the notification prior to travelling. Having said this the airport can offer assistance if required by the disabled person to get to the terminal by contacting 6801 4560 or 0417 717 871 to make any special arrangements.

Both Regular Public Transport(RPT) operators at the Airport offer disability assistance prior to arrival of the disabled passenger. Wheelchair or infirm passengers are required to advise the airline operators as to whether they need assistance to board the aircraft. Both airlines have the necessary lifting equipment and elevators to assist the person to the aircraft, but require notice, normally when the booking is made, for operational purposes. Other special needs such as breathing aids (Oxygen) and equipment for assisting other medical conditions needs to be requested 48 hours prior to travel.

Both operators require the disabled passenger to meet special conditions of travel which are available on each carriers website and via travel agents when they book their flights. Both airlines require 48 hours notice of travel for special assistance to be provided. For further information about special requirements please visit the following Websites or contact your travel agent:

Qantaslink www.qantas.com.au

Regional Express www.rex.com.au

Disabled persons can contact the operators locally on:

Qantaslink 68822198

Regional Express 68842420

2. KERBSIDE PROCESSES

- All footpaths entrances to the passenger terminal are wheelchair friendly. Laybacks are provided to and from the public and secure car parks. Coupled with this are the provision of tactile ground surface indicators for the blind and vision impaired
- Disabled car parking spaces are located at the closest exits from the public and secure car parks. There are five spaces located in the public car park and two located in the secure car park.
- Dubbo Taxi Service has specially equipped taxi cabs to assist disabled persons to travel to the Dubbo City Regional Airport. These taxi cabs can be booked by contacting **131008**. All drivers are trained in assisting disabled persons to get to the terminal.
- Dubbo City Regional Airport staff are available from 6am to 5pm 7 days per week on phone numbers

0417 717 871 or 02 6801 4560

Airline staff are available 1 hour prior to the scheduled flight, either at the check in counter or by telephoning the following numbers:.

Qantaslink 131313

Regional Express 131713

3. SECURITY SCREENING

The Dubbo City Regional Airport currently is not a screening authority, and therefore does not have any measures in place for the screening of disabled passengers. Should the introduction happen in the future, this plan will be amended to prescribe measures that will apply to facilitate the screening of disabled passengers.

4. AIRPORT TERMINAL

Infrastructure and Signage

- All pathways and entrances to the passenger terminal are wheelchair friendly and are free of obstacles.
- All pathways and entrances to the passenger terminal have tactile ground surface indicators to assist people who are blind or have vision impairment with finding their way around the airport terminal
- Flight Information Screens are installed in all areas of the passenger terminal. This will assist the hearing impaired traveller/visitor to gain information about flight schedules and any delays in services.
- All flight announcements are made via the terminal's PA system at regular intervals, including estimated time of arrivals, delays and passenger paging.
- Wheelchairs are provided within the passenger terminal for the disabled and frail. The airlines are responsible for the issue and delivery of passengers to and from the aircraft. All airlines have lifting equipment and elevators to assist disabled passengers on and off the aircraft.
- A unisex disabled toilet is available within the passenger terminal. This facility also has a shower available and is compliant with the requirements of the Building Code of Australia with regard to disabled facilities as well as the disability Discrimination Act 1992
- There are no toilet facilities for animals within the terminal. A grassed area to the south of the terminal building is available for the animals.

5. DIRECT ASSISTANCE

- As mentioned in section 4, the airlines are responsible for assisting disabled and frail people to and from the aircraft and passenger terminal. Dubbo City Regional Airport staff can assist disabled or frail members of the public in obtaining access to the terminal and in providing assistance once in the terminal to check in. Once passengers are checked in then the airlines will be responsible
- The following contacts are provided for assistance:

Airline enquires

Qantaslink 131313

Regional Express 131713

Airport Operator enquiries

Airport Office 68014560

Mobile 0417 717 871 or 0428 282 531

6. SERVICE DELIVERY

Emergency Evacuation

- All exits from the passenger terminal are wheelchair friendly. This includes four exits onto the airside of the airport should landside accesses be blocked. Emergency Services can access building from airside and landside. All procedures associated with emergency management at the Dubbo City Regional Airport is governed by the airport's emergency management plan.

Staff training:

- Airline staff are trained in assisting disabled persons enter and alight from aircraft. All airline staff are trained in the disability equipment used to transport disabled passengers to and from the terminal/aircraft. For further details please contact:

Qantaslink 131313

Regional Express 131713

7. COMMUNICATION STRATEGIES

Further information

- For further information regarding disability services at the Dubbo City Regional Airport please contact the Airport Operations Manager on 02 6801 4560 or by email at

airport@dubbo.nsw.gov.au

Feedback

- Any Feedback on issues relating to the plan can be made via email to airport@dubbo.nsw.gov.au

Complaints

- All complaints are to be made in writing to:

The General Manager

Dubbo City Council

PO Box 81,

DUBBO NSW 2830

or email to

dcc@dubbo.nsw.gov.au