



# **DUBBO REGIONAL AIRPORT**

## **DISABILITY ACCESS FACILITATION PLAN**

**Version 4 – March 2023**

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## **1. 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 Regional Airport in conjunction with Regional Express Airlines, Qantas, Fly Pelican, Link Airways, Air Link and Dubbo Taxi Service.

## 2. 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 carrier's website and via travel agents when they book their flights. Both airlines require 48 hours notice of travel for special assistance to be provided.

Disabled persons can contact the operators locally on:

<b>Qantas</b>	<b>13 13 13 / 02 6882 2198</b>	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
<b>Regional Express</b>	<b>13 17 13/ 02 6884 2420</b>	<a href="http://www.rex.com.au">www.rex.com.au</a>
<b>Link Airways</b>	<b>1300 851 269</b>	<a href="https://www.linkairways.com">https://www.linkairways.com</a>
<b>Air Link</b>	<b>02 6884 2435</b>	<a href="http://www.airlinkairlines.com.au">www.airlinkairlines.com.au</a>

### 3. 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 Regional Airport. These taxi cabs can be booked by contacting **131 008**. All drivers are trained in assisting disabled persons to get to the terminal.
- Dubbo 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:

<b>Qantas</b>	<b>13 13 13 / 02 6882 2198</b>	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
<b>Regional Express</b>	<b>13 17 13/ 02 6884 2420</b>	<a href="http://www.rex.com.au">www.rex.com.au</a>
<b>Link Airways</b>	<b>1300 851 269</b>	<a href="https://www.linkairways.com">https://www.linkairways.com</a>
<b>Air Link</b>	<b>02 6884 2435</b>	<a href="http://www.airlinkairlines.com.au">www.airlinkairlines.com.au</a>

## 4. Security Screening



# Assisting Vulnerable Persons & Persons with Special Circumstances SOP

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### Purpose

The purpose of this Standing Operating Procedure (SOP) is to:

- provide direction to Trident staff on interpersonal support strategies to provide optimal customer service to vulnerable persons and persons with special circumstances; and
- provide direction to security screeners on the required process variances to the standard screening processes when conducting primary or secondary screening of persons with special circumstances.

The scope of this SOP is targeted at and overarches all screening process variances required for primary and secondary screening of persons with special circumstances. Competence in standard process practices for primary and secondary screening is a pre-requisite.

This SOP operates in conjunction with the referenced training curriculum modules and practices developed to build knowledge and competence in assisting vulnerable persons and persons with special circumstances.

#### 1.1 Intent

The intent of this SOP is to maximise the opportunity for vulnerable persons or persons with special circumstances to be assisted through the security processes at the airport in a manner that respects and protects their dignity and sense of wellbeing, achieves a positive experience for them and a security outcome that meets the requirements of the Regulator.

#### 1.2 Background

Security screening of visitors to the airport who may have obvious or invisible, disclosed, or undisclosed vulnerabilities, or other special needs, necessitates additional interpersonal support throughout the screening process. Interactions involving Trident staff need to be undertaken with compassion and empathy for all persons, especially those who are vulnerable or are identified by the Regulator as being persons with special circumstances.

## 2 Risk Considerations

A failure to identify and provide appropriate additional support that is empathetic to the individual needs of a vulnerable person or a person with special circumstances may result in:

- a person feeling disadvantaged or marginalised
- a person feeling disempowered, disrespected, anxious, antagonised or discriminated against
- a person receiving unwarranted and undignified public scrutiny
- further aggravating a person's existing or undisclosed mental health vulnerabilities or social phobias
- a delayed or degraded security screening process
- a failed security outcome through a non-compliant screening process
- suboptimal customer satisfaction resulting in formal external review and/or litigation
- reputational and financial damage to the airport operator and/or the Security Provider

#### 2.1 Who are Vulnerable Persons?

The Australian Government's Department of Social Services (DSS) defines vulnerable persons as being a child or children; or an individual aged 18 years and above who is or may be unable to take care of themselves or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason. Persons with vulnerabilities are afforded a range of social justice protections by law to ensure that they are not discriminated against by virtue of their vulnerability. This aligns to the principles of 'equal opportunity' and 'inclusivity' where every individual regardless of their difference or disability who might otherwise be marginalised is afforded **equity of access** to ensure an equal opportunity to participate and achieve.

This principal applies to persons with vulnerabilities and special circumstances where targeted support should be provided in such a way as to ensure they do not feel, or are, disadvantaged or discriminated against.



When considered in an airport context, a person does not need to have an obvious physical disability or a diagnosed mental health illness to be vulnerable. The security processes or even the anticipation of those processes can be confronting to any person and may itself be a trigger for anxiety or a negative behavioural reaction.

From a security perspective, a person becomes vulnerable as soon as they feel uncomfortable, anxious, or threatened by an interpersonal interaction or exposure to a process or even the prospect of exposure to that process.

### 3 Who are Persons with Special Circumstances?

Persons with Special Circumstances (PSCs) are categorised and outlined in the Aviation Screening Notice (ASN), covering the following:

1. Person carrying infant in child carrier and infant in child carrier
2. Person with a vision impairment
3. Person accompanied by an assistance animal
4. Person with a hearing impairment
5. Person with a prosthetic device, or with another medical device or equipment
6. Person with a mobility impairment
7. Person who requires assistance to undergo screening and is accompanied by a carer

The ASN provides instruction on how primary screening and when necessary, secondary screening, must be conducted for each of the specified special circumstances. Those differences in process that are required to be applied to persons with special circumstances are at risk of being interpreted as discriminatory if appropriate support is not provided to alleviate the emergence of any concerns.

#### 3.1 Mental Health

The high prevalence of both diagnosed and undiagnosed mental illness and phobias in the community signals the importance of understanding that any visitor to the airport may be experiencing a mental illness or has a compromised capacity to manage their behaviour.

#### Hidden Disabilities – National Access Card

There are over 5 million Australians who have a hidden or invisible disability that is not immediately or easily identifiable. Invisible disabilities can be physical or psychological and only apparent if disclosed by the person or in some cases, the invasive processes of security screening. Invisible Disabilities Australia has developed a National Access Card to assist people with hidden disabilities to communicate their special needs discretely through a scannable QR code on the face of the card. You should only scan the QR code if invited to do so. The 'Sunflower' is internationally recognised as a symbol of a hidden disability. You should become familiar with the National Access Card and Sunflower badges and associated disability symbols.



### 3.2 Physical Disabilities

Modern environmental design standards have improved infrastructure accessibility for persons with physical disabilities however those who have medical implants or are reliant on mobility, sensory devices or physical assistance may need additional support to comfortably and confidently undertake the different screening processes that apply to their physical disability. The Regulator requires that specified changes to the established screening processes are applied without deviation for each of the seven (7) Special Circumstance categories.

## 4 Facilitating Vulnerable Persons and Persons with Special Circumstances

Every visitor should be afforded **equity of access** to services and not be excluded or hindered due to their vulnerability or special circumstance. The facilitation experience for visitors to the airport starts on arrival at kerbside and continues until they either proceed through the boarding gate or exit the terminal.

Anecdotally, visitors experience greater levels of stress during interactions that occur before they clear the security check point with the most adverse interactions occurring at kerbside, check-in, or security screening. Trident Security staff are well-placed to shape the experience of all visitors to the airport from when they arrive at kerbside until they have cleared the security screening point.

### 4.1 Kerbside Assistance

The kerbside is our first opportunity to observe and identify persons categorised with observable special circumstances or vulnerabilities. Integral to providing great customer service is recognising how a person may be assisted into the airport, and then offering appropriate support. This can be as simple as unfolding a wheelchair, sourcing a baggage trolley, or providing assistance to the check-in facility.

A vulnerability that manifests as a behavioural issue may become apparent at kerbside and where possible, resolution at that point through calming interpersonal behaviour to de-escalate the situation is the preferred outcome. Any potential or persisting behavioural issue should be referred to the screening team supervisor as soon as practicable so that screening staff can be made aware of the disposition of the visitor.

Once a person with special circumstances or a vulnerability is identified at kerbside it is incumbent on that kerbside officer to:

- Offer support to mitigate observable disadvantages
- Take appropriate action to transition support to the airline check-in team; and
- Advise the screening point supervisor of any additional support that may be required of the screening team on completion of check-in.

### 4.2 Screening Point Assistance

Visitors to the airport cover a diverse demographic and they will each approach the screening point with a different level of experience and understanding of why screening is conducted, what process options exist and why certain processes are required to be undertaken in a specific manner. Even with regular visitors to the airport, security screening can be a confronting or an anxiety inducing experience that can adversely affect their sense of wellbeing and behaviour. The increased complexity and process differences for primary and secondary screening of special circumstance visitors can exacerbate these challenges if appropriate support is not provided.

Similarly, visitors exhibiting psychological or behavioural vulnerabilities may react adversely if not provided additional support to navigate the screening process.

From a 'customer service' perspective, assistance through the security screening point starts when a visitor is visible on approach to the screening point staff and finishes once that visitor is confident on where and how they will move to their desired location within the sterile area. Screening staff need to identify and be mindful of a special circumstance or vulnerability at the earliest opportunity and take appropriate action to support the visitor through the entirety of the process.

The screening point supervisor has a key responsibility to ensure continuity of support as they transition through each of the screening point processes.

The measure of success of what constitutes appropriate support at the screening point is determined by how the visitor feels about his or her experience. The objective must be to ensure wherever possible that the visitor feels

informed, empowered, and not discriminated against. For vulnerable visitors or those with special circumstances, this may mean:

- To be 'informed' it is necessary to go beyond advising the visitor of the physical actions that are required to occur for each screening activity. Subject to their level of understanding, there may be a need to communicate in detail how each activity is proposed to be physically conducted and why it is necessary to be conducted that way. There should be no confusion as to what discretionary options are available and how invasive a process may be.
- To be 'empowered' the visitor must feel that the decision to undertake the screening process is undertaken with full knowledge, is at his or her discretion within the realms of what is required by the Regulator and is not subject to any form of duress. This serves to place the visitor in a position of control over what will occur in giving their consent to undertake the screening process.
- To be 'discrimination free' the visitor must feel that they were not disadvantaged, marginalised, pressured, or subjected to an unreasonable level of scrutiny at the screening point.

### 5 Achieving the Best Outcome for Persons with Vulnerable or Special Circumstances

The key aspects to be aware of when assisting vulnerable persons or those with a special circumstance are:

- Be situationally alert to identifying opportunities to support vulnerable or special circumstance persons
- Do not make assumptions about their level of understanding, confidence, and capacity to undertake the check-in and screening processes
- Be proactive and inquire as to the level of support they may need by respectfully engaging both the individual and a carer, if present
- Show empathy to their situation and any concerns they may disclose
- Provide information in a calm, respectful and supportive manner, clarifying any concerns or misunderstandings
- Build rapport and trust, and be alert to any anxiety or adverse behavioural triggers
- Be conciliatory and calming in dealing with aggression or anxiety and seek the assistance of a supervisor where an impasse in communication is occurring
- Ensure that their dignity is not compromised; respect and facilitate their privacy needs and ensure they are not subjected to unnecessary scrutiny by other staff or visitors
- Ensure that they are confident and agreeable to proceed and are supported through each process stage
- Ensure the compliance requirements of the security screening processes are not compromised

### 6 Interpersonal Communication

The most effective means to support persons with vulnerabilities, special circumstance or experiencing anxiety or discord is our ability to communicate on an interpersonal level. The forming of a connection between two parties where there is effective transference of information, understanding of each other's perceptions and expectations, and mutual respect will best position both parties to solution a shared positive outcome.

The building of rapport and establishing trust are fundamental to effective communication. There are several strategies that can assist:

- Resist the temptation to prejudge. Be situationally aware to readily identify support opportunities with persons accompanied by assistance animals, using mobility devices or exhibiting signs of physical or mental disability
- Approach the visitor at a calm pace avoiding sudden movements or physical gestures, relying instead on verbal communication
- Introduce yourself at a distance that respects the personal space of the visitor using a calm modulated volume that confines the dialogue to you, the visitor, and a carer if present
- Provide your first name and your role title
- Speak clearly using short simple sentences keeping your hands away from your face. Consider the challenges associated with wearing a face mask e.g., the person may struggle to understand or hear you and vice versa

- Explain that you are there to assist and provide them with the opportunity to let us know what they need or desire to occur
- Avoid using language that can be interpreted as being directive or contradictory to their intent
- Show empathy (genuine concern) for their perspective and allow them to fully explain their point of view without interruption
- Do not react defensively or dismissively to unrealistic expectations or adverse behaviour, remain calm and polite
- Respectfully correct any misunderstandings and seek confirmation of the person's understanding of what you have said
- Confirm that the visitor understands and is comfortable with the assistance support offered and is ready for it to commence
- While providing support assistance take the opportunity to reassure the visitor and confirm that they are still comfortable

### 7 Visitor Time Constraints

While people visit the airport for many reasons, the main object of people proceeding through screening is to board a flight. Many people have some level of anxiety about missing their flight and this can be much more stressful for a vulnerable person. This stress can significantly increase the chance of a situation getting out of control. If there are any issues with the screening process for the person, or there is likely to be any delay in them clearing screening quickly, the Screening Team Member should advise the visitor. The Screening Team Member should ask what flight the visitor is boarding and work with them to ensure, as much as possible, that they meet their boarding time. It is important to keep communicating with the visitor as time passes to show that you are respecting their boarding deadlines, and to help reduce their anxiety.

### 8 Responsibilities of Screening Team Supervisors

Additional support specific to assisting vulnerable or special circumstance person at the screening point should serve to ensure that the visitor feels informed, empowered, and free of discrimination.

Additional support responsibilities required of Screening Team Supervisors are:

- Inform potentially involved team members in advance of any advice from Kerbside Officers about support assistance that may be required for a visitor
- Monitor the facilitation process throughout its entirety to ensure continuity and appropriateness of support
- Be prepared to intervene to assist a team member to restore the confidence and well-being of a vulnerable person
- Liaise with airport customer service to transition support requirements post security screening if needed

### 9 Responsibilities of Screening Team Members

Screening Team Members have the responsibility of ensuring that the specified changes to the established screening processes are applied without deviation for each of the seven (7) Special Circumstance categories. The following additional support strategies will assist in maximising the opportunity for vulnerable persons or persons with special circumstances to be assisted through the security processes in a manner that respects and protects their dignity and sense of wellbeing, achieves a positive experience for them and, the appropriate level of security compliance for the Regulator:

- Engage the visitor at the earliest opportunity before they enter the screening point and reassure them the screening team is keen to provide additional support
- Elicit their understanding of process requirements and options
- Correct misunderstandings and if necessary, repeat, rephrase, or demonstrate the screening processes
- Confirm their desired level of support
- Protect their dignity by:
  - side lining any extended or difficult discussions away from public view

- o offering a private room to conduct Hand-Held Metal Detection or Frisk searching as appropriate, with physical screening to be undertaken by an officer of the same gender as the visitor
- Be alert to signs of confusion or misinterpreting directions, becoming agitated, or disengaged as the visitor may be feeling overwhelmed by the procedural complexity or uncomfortable with the process requirements
- When you offer support assistance, wait until the offer is accepted before attempting to lead the visitor through the screening process
- Reassure the visitor by explaining what is about to occur at each step of the screening process and continually check at every step if they are confident to continue
- Confirm their level of wellbeing at the completion of the screening process and address any concerns they may have about their experience
- Offer further support as needed to assist the visitor to their desired location into the sterile area of the terminal
- Any identified concerns about the welfare of the visitor or their capacity to self-manage their movement beyond the screening point should be reported to the screening team supervisor facilitate any required additional assistance beyond the screening point.

### 10 Managing Communication Impasses and Conflict Situations

A person exhibiting adverse behaviour will not always respond positively to established interpersonal de-escalation strategies. Your observation of cues to their emotional and physical state may signal those interactions that have the potential to deteriorate despite your best efforts. These are better handled as a communications impasse or conflict management situation. Cues may include:

- Ignoring your attempts to converse
- Disorientation or depressed responses
- Incoherent, irrelevant, argumentative, aggressive, or threatening language
- Inability to stand still, uncontrolled shivering, abrupt, exaggerated, or threatening gestures
- Dishevelled or soiled appearance
- Impairment through substance use or excessive liquor consumption
- Threatening self-harm or recent physical signs of and impairment from self-harm

Throughout the interaction you should be dynamically assessing the risk factors to identify whether the person presents a physical risk to you or others or an unacceptable risk to aviation security if admitted into the sterile area.

If there is no apparent safety or security risk, the objective of providing additional support to position the person so that they can proceed with screening should continue to be pursued. It is important to consider that there may be other factors hindering or preventing effective communication from occurring. You should be vigilant in identifying and mitigating these factors that may include:

- Social phobias brought on by excess noise, crowds, authority figures, etc
- Recent emotional trauma
- Fear of hindering the passage of other visitors through the screening point
- Similar circumstances or environment to a previous adverse experience
- Inconsistent security processing requirements to previous encounters
- Insufficient time or context to process and correctly comprehend the information you are offering
- Language or cultural barriers
- Inability to trust you because of initial interaction difficulties

At all times you should be prepared to elicit the assistance of your supervisor to remove an impasse to effective interpersonal communication with the visitor. Should you find yourself in a situation like this, respectfully ask the person to step to the side, away from the main public thoroughfare and inform them you will seek the supervisor to assist with their issue. Avoid further escalation by having other screening officers' approach to assist you. All this will do is expand on the number of people becoming involved in the situation and could be perceived as intimidating in the eyes of the visitor. Seek the supervisor and brief them on the issue. The supervisor will then take control and deal with matter directly, removing you from the situation unless your further assistance is requested.

The use of video and voice recording with mobile phones is an increasingly common response action by people aggrieved with their experience or interaction. The relevant privacy legislation does not afford any protection for

airport employees including Trident staff from being videoed and/or voice recorded. You should refrain from challenging the validity of their actions and continue to attempt to resolve the person's concerns with composure and compassion.

You will have introduced yourself to the person at the beginning of the interaction. However, if the person later asks for your name again – it is reasonable and courteous to provide them with your first name and your role title to allow them to know who they are speaking with and to be able identify you if they wish to speak to anyone else about their concerns or questions.

In situations where the person's behaviour presents a physical safety risk to you or others or an unacceptable risk to aviation security, your strategy should shift from 'de-escalation' to 'management' with the understanding that resolution will be undertaken by your supervisor or if necessary, intervention by law enforcement.

Pending the arrival of assistance, the following risks factors should be considered:

- The physical safety of those in the vicinity – try to maintain a safe distance from the visitor for yourself and others
- The wellbeing of those involved – identify what behaviours on your part serve to ease the adverse behaviour to a controllable level. For example, this may mean agreeing with what the visitor is saying or disengaging from the discussion.
- The comfort of the person while waiting – if possible, providing a chair for the person to sit on.
- The potential influence of increased scrutiny or interference from companions or bystanders – consider options to restrict visual and physical access of others to the interaction such as offering to relocate the interaction to a private or less conspicuous location.
- The potential to disrupt the movement of others and the operation of services – a location-based risk that may be mitigated using alternate thoroughfares or relocation of the interaction.

### 11 Individual Procedures for Persons with Special Circumstances

Where possible and practical, as a screening officer you **MUST** allow any carer or family member (if accompanied) to provide reasonable and appropriate assistance to the person during screening.

Screening officers are **NOT** to remove any essential equipment from the person and should not unnecessarily touch or interfere with such equipment.

#### 11.1 Equipment

Security equipment and infrastructure incumbent in the security screening of persons with special circumstances includes fully functional X-ray system, Walk Through Metal Detector (WTMD), Handheld Metal Detector (HHMD) and private search room, DDA Gate.

#### 11.2 Person carrying infant in child carrier and infant in child carrier

As a screening officer you must identify the needs of the person presenting. Most people presenting with infants in carriers have quite a lot of excess carry on and prams. It can be overwhelming for the person presenting as it takes additional time to prepare their items for screening. You need to carry out the following:

- Request the person carrying the infant in a child carrier, to remove the infant from the carrier and place the carrier in a tray in preparation for the x-ray screening
- Ask the carer how they would like to handle the situation, i.e., where an infant can walk, ask the carer if the infant would be able to walk through the WTMD by themselves or if the carer would prefer to carry the infant through – explaining the need for a secondary process if the infant cannot walk through by themselves
- If secondary screening is required, and a carer has carried the infant through the WTMD, after obtaining consent and offering the use of a private search room ensure that both parties are subjected to secondary screening.

Consider assisting the person with the removal of the carrier / harness. Offer to unclip the harness or to assist with the detangling of the sash. In relation to vulnerable children, the parent should proceed first through the WTMD to be present on the screening side of the WTMD, in case interaction from a screening officer is required to clear the infant/child.

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Persons carrying an infant are exempt from Body scanning selection and Body scanner screening.

### 11.3 Person with a vision impairment

As a screening officer you must identify the needs of the person presenting. Consider how you can support the person as they become known to you. Consider the level of impairment the person may have as a lot of vision impaired people like to be in control of their own process. Then carry out the following:

- Introduce yourself to the person, speak clearly and confirm the person feels comfortable
- Ask the person if they require assistance with their belongings and let them know You are there to assist them
- If the person is using a walking stick or cane, ascertain whether it is suitable to be screened by means of the WTMD, or offer the support of the WTMD operator.
- Consider engaging the WTMD operator and have them introduce themselves and support / guide them through the WTMD if suitable.
- The WTMD operator may wish to introduce themselves and offer to reach out and support them through the WTMD.
- If the person is using a walking stick or cane which is not suitable for screening through the WTMD, secondary screening is to be carried out after obtaining consent and use of a private search room must be offered.
- A person with a vision impairment using a stick or cane who cannot manage without the stick or cane is not suitable to be screened with body scanning equipment.
- If the person is using a walking stick or cane which is not suitable for screening through the body scanning equipment, secondary screening is to be carried out after obtaining consent and use of a private search room must be offered.
- Ensure the person is supported through the process and be clear in providing directions, be adaptable to the individual needs of the person based on their level of impairment

When the screening process has been completed, ask the person if they need any assistance making their way to the departure gate. Screening officers must be compassionate towards the individuals needs of our customers. Always remember though that most individuals are competent in managing things themselves and you don't want to be perceived as disrespectful.

Request additional support if the person accepts the offer of the private search facility option.

### 11.4 Person accompanied by an assistance animal

Screening officers must remember there are various types of assistance/support animals a person may use to support them based on their individual needs. The ASN clearly outlines in 3.16 c12 Primary screening of a person accompanied by an assistance animal or the animal by means of a walk-through metal detector is NOT to be carried out and secondary screening must be conducted.

As a Screening officer you must carry out the following:

- Do not separate the animal from the person
- Screening of the person and the assistance animal must not be carried out by means of a WTMD.
- Guide the person through the DDA access point explaining the process
- Secondary screening of the person is to be carried out by means of a HHMD and or frisk search.
- Confirm with the person that secondary screening is required and request support if required e.g., if opposite gender. Same gender will be required to perform the screening process.
- Ask the person if it is fine for you to engage the assistance animal to inspect and clear the animal.
- Secondary screening of the assistance animal is to be carried out by means of inspection of the animal and a physical inspection of any items attached to the animal such as collars, harnesses, or bags.
- If consent is obtained in carrying out the search, the screening officer must run their hands along each side of any collar or harness worn by the animal and inspect it for any signs of damage or tampering.

- If consent is obtained, bags attached to the animal may be removed and screened by means of the x-ray observation equipment. Ensure the person understands the process and keep them updated throughout the inspection of the animal.

For secondary screening of the person, consent must be obtained, and the use of a private search room is to be offered.

- Explain the secondary screening process and use of HHMD. Ensure they have no medical implants such as a pacemaker, making them non-suitable for HHMD and if so refer to full frisk.
- Request the removal of any outer bulky garments
- Request removal of any metallic objects from their pockets.
- Use the HHMD to hand scan the full length of the person's body (back, front and sides)
- Check foot area and apply targeted frisk to any areas that produce an alarm on the HHMD.
- Any items removed during the process of HHMD are to be screened via X-ray. Let the person know that they can't handle the items until they have been screened accordingly by the X-ray system.

Constantly check with them that they are okay and explain to them what is happening and what is about to happen. If the person is being difficult or challenging the process, let the person know that it might be better if you have the supervisor explain what is happening, and request the person wait to the side and request the presence of the supervisor to explain their options. Do not escalate the situation by engaging in an argument with the person. The supervisor can explain the process with the person whilst you continue to support.

Persons presenting with an assistance animal are exempt from body scanner selection.

Request additional support if the person accepts the offering of the private search facility option.

### 11.5 Person with a hearing impairment

If you identify a person is struggling to understand you or visually identify a hearing device e.g., hearing aid or cochlea implant take your time when communicating, and carry out the following:

- Ensure the person can see your face whilst you are speaking
- Speak in a normal even tone and pace
- Give simple and clear verbal instructions, consider hand gestures to support your instructions or use a visual aid to support them with the removal of the required items, laptop, aerosols etc.
- Where necessary, repeat verbal instructions or alternatively write down what must be said to the person
- Direct the person through the WTMD/Body Scanner
- If unable to clear through the WTMD/Body Scanner, carry out secondary screening procedures after obtaining consent and offering the use of a private search room.
- Request additional support if the person accepts the offering of the private search facility option.
- Secondary screening should be conducted by HHMD where the WTMD is used as primary screening and targeted frisk of any areas that cause the HHMD to produce an alarm
- A frisk search will be required where the body scanner equipment is used as a primary screening method.
- Inform the person the body scanner has produced an alarm by showing the person the avatar on the body scanner monitor
- Gain their verbal consent to perform a targeted frisk of the alarming area

If the alarm from the body scanner is in a sensitive area, you must gain written consent to proceed with the sensitive area search and again offer the private search facility, in addition, due to the alarm being generated in a sensitive area you must apply HHMD and indirect ETD as well.

- Request the person to run their hands over the alarming sensitive area
- Take an ETD trace sample from the persons hands and await the result before proceeding
- Use HHMD to hand scan the full length of the person's body (back, front and sides)
- Frisk any areas that cause the HHMD to alarm



- Check foot area finalising the search process
- Thank the person for their assistance and then reunite them with their belongings
- Screening officers must be compassionate towards the individual needs of our customers.

**Note:** If the person or Screening Officer is wearing a face mask, this could make it difficult for a person to understand what is being requested of them. *Consider removing the mask if safe to do so as this may assist them in understanding your request.* A person with hearing impairment, however, may require additional support, and you should consider using hand gestures to assist with the person understanding of process.

### 11.6 Person with a prosthetic device, or with other medical device or equipment

There are various types of prosthetic devices, and some may not be visibly apparent. A screening officer must not request the removal of any medical or prosthetic devices. Support the person considering the type of device.

You must carry out the following:

- Inform the person of the screening process, advise that the device or equipment must be screened via visual inspection and dependant on the type of device, an explosive trace detection (ETD) sample must be taken.
- If not apparent, ask the person to identify the area of their body where the device or equipment is located.
- Ascertain if the person's device or equipment is suitable for screening by means of the WTMD.
- If the person and/or the person's device or equipment is suitable to be screened by use of a HHMD obtain consent and offer the use of a private search room and proceed with secondary screening.
- If the person and/or person's device or equipment is not suitable to be screened with the use of a WTMD or HHMD, offer the option of being screened by means of a frisk search, obtain consent, and offer the use of a private search room.

Some types of medical devices such as insulin pumps or oxygen tanks to support a person's respiratory needs will be suitable for visual inspection and ETD trace sampling.

Some insulin pumps will be removed by the individual and handed over to you for visual inspection. They will proceed to pass through the WTMD without the pump; however, the person will notify you if it is fine for them to disconnect the pump. The pump is to be visually inspected and ETD Trace sampled. **Do not place the pump through the x-ray system.**

**Where body scanner equipment is being used as a primary method of screening the following must apply**

- If the person's device or equipment is suitable for screening using body scanning equipment, primary screening of the person must be carried out
- Request the person enter the body scanner and position themselves appropriately based on the type of body scanner equipment and perform screening

If the person requires secondary screening, as a screening officer you must carry out secondary screening of the person using a HHMD and a frisk search.

For secondary screening using a HHMD or frisk search, you must do the following:

- Ensure that, before or during the frisk search, the person does not have any physical contact with any other person or things involved in the conduct of the frisk search
- Before starting the frisk search, inform the person that frisk searches can be intrusive and may cover any part of the body, including sensitive areas
- Offer private search facility
- If the frisk search is to be applied to a sensitive area; the person's written consent is required.

However, if the person's device or equipment is not suitable for screening using a HHMD, secondary screening must be carried using a frisk search only; and

- If the person's device is an ostomy pouch, the pouch must be screened using indirect ETD
- Be discrete and compassionate to the individual's situation and offer a private search facility

When dealing with minors, request consent from the parent or guardian. Do not perform any physical screening on a minor without the consent of/or having the parent of guardian present. Request additional support if the person accepts the offering of the private search facility option.

### 11.7 Person with a mobility impairment

A physical impairment might be defined as a disabling condition or other health impairment that requires adaptation. Persons with physical impairment disabilities often use assertive devices or mobility aids such as crutches, canes, wheelchairs, and artificial limbs to obtain mobility. You must ensure you apply the appropriate support to assist the person in their facilitation needs.

When the person presents consider carrying out the following:

- Ask the person if they feel comfortable to pass through the WTMD without their mobility aid, consider offering support of WTMD operator to assist.
- If the person can pass through the WTMD without their mobility aid, primary screening by means of the WTMD is to be carried out and the WTMD operator should monitor the person for any signs of discomfort.
- Offer the person the use of a chair if they are presenting unstable. Always monitor the person throughout the process to ensure they are under no duress.
- If the mobility aid is unsuitable for primary screening via X-ray screening equipment, a visual inspection is to be carried out and ETD trace sampling taken place on the mobility aid.
- If the person is unable to pass through the WTMD without their mobility aid, secondary screening must be carried out after consent has been obtained and the use of a private search room has been offered.
- Secondary screening process is to then be carried out in accordance with secondary screening requirements.

Ensure the process is explained to the person, and they understand the information you have provided. The person's mobility aid is to remain with the person until it is safe for the person to relinquish the mobility aid for primary screening to take place.

### 11.8 Person who requires assistance to undergo screening and is accompanied by a carer

You will be visually aware if a person presents with a carer. Be prepared to support their individual needs and assist in anyway required by commencing with the following:

- Welcome both the carer and the person as they present.
- Identify the best way to facilitate the screening and then explain the screening process to the carer.
- Ascertain from the carer the most appropriate and effective way of communicating with the person.
- If the person accompanied by a carer can pass through a WTMD alone, primary screening is to be carried out.

If the person is unable to pass through the WTMD alone, the following steps must be carried out:

- Carer must be subjected to primary screening by means of the WTMD.
- The Screening Officer must then allow the carer to assist the person accompanied by the carer to pass through the WTMD.
- If the WTMD alarms, secondary screening of both parties must be carried out. Ensure consent is obtained and that the offer of a private search room is made.

Communicate with both parties throughout the process to make them feel comfortable and if there are any signs, behaviours or issues arising throughout the process, seek support from the supervisor and ensure you communicate this with the carer. Remember there can be various reasons a person presents with a carer.

Hidden disabilities or visual disabilities may require two screening officers to provide the required level of support needed to facilitate the screening needs.

Request additional support if the person accepts the offering of the private search facility option.

*Note: Whilst a mobility aid or assistance animal are two of the more obvious identifiers of a potential PSC, screeners need to be aware that customers may have non-apparent conditions or 'hidden disabilities' that may require additional assistance throughout the screening process. These hidden conditions include autism, dementia, and mental illness.*

*Airline representatives become the guardian where a minor is involved and travelling without a parent or guardian. Request the presence of the supervisor to assist in these types of situations.*

**NOTE:** Screening officers must not engage in more than one screening method concurrently and request the support of the supervisor when required.

### 11.9 Reporting Procedures

All incidents are to be reported to the Shift Supervisor. Incident Reports are to be completed where necessary using the BA365 Incident Reporting System on the Tablet or iPhone provided at the site. Investigations will be completed in the same manner.

#### 11.10 Follow Up Action

- Trident Shift Supervisor is to notify the Responsible Manager of all reportable incidents and investigations. The Supervisor/ Responsible Manager will follow the Client's reporting SOPs
- General Emergency: Report to/contact the Trident Shift Supervisor/Manager
- Safety Incident: Any safety incident or near miss is to be reported to the Shift Supervisor/Manager asap and completed using BA365

## 12 References

- Disability Discrimination Act 1992 (DDA)
- Anti-Discrimination Act 1991 (QLD)
- Aviation Transport Security Act 2004 (ATSA)
- Aviation Transport Security Regulations 2005 (ATSR)
- Aviation Screening Notice (ASN)
- Aviation Screening (Body Scanning equipment) Notice (ASN)

### 12.1 Training courses include:

- 12 Excellent Customer Service
- 24 Secondary Screening – HHMD and Frisk Searches
- 26 The Body Scanner
- 32 Conflict Resolution
- 73 Cultural Diversity Awareness
- 97 Screening People with an Assistance Animal (Developed with the support of Good Dog, animal assisted intervention-therapy dog services)

### 12.2 Toolbox Talks including:

- TBT IMS 12 – De-escalating Conflict Situations
- TBT IMS 25 – Customer Service Excellence

## 13 Document History

Version Number	Date	Amendment	Name	Approved by
1	16 Aug 2021	New document	Manager Capability and Development	EGM Aviation

## 5. 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.

## 6. 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 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

<b>Qantas</b>	<b>13 13 13 / 02 6882 2198</b>	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
<b>Regional Express</b>	<b>13 17 13/ 02 6884 2420</b>	<a href="http://www.rex.com.au">www.rex.com.au</a>
<b>Link Airways</b>	<b>1300 851 269</b>	<a href="https://www.linkairways.com">https://www.linkairways.com</a>
<b>Air Link</b>	<b>02 6884 2435</b>	<a href="http://www.airlinkairlines.com.au">www.airlinkairlines.com.au</a>

### Airport Operator enquiries

**Airport Office:           02 6801 4560**

**Mobile:                   0417 717 871**

## 7. 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 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:

<b>Qantas</b>	<b>13 13 13 / 02 6882 2198</b>	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
<b>Regional Express</b>	<b>13 17 13/ 02 6884 2420</b>	<a href="http://www.rex.com.au">www.rex.com.au</a>
<b>Link Airways</b>	<b>1300 851 269</b>	<a href="https://www.linkairways.com">https://www.linkairways.com</a>
<b>Air Link</b>	<b>02 6884 2435</b>	<a href="http://www.airlinkairlines.com.au">www.airlinkairlines.com.au</a>

## **8. Contact**

### **Further Information**

For further information regarding disability services at the Dubbo Regional Airport please contact the Airport Manager on 02 6801 4560 or by email at [airport@dubbo.nsw.gov.au](mailto:airport@dubbo.nsw.gov.au).

### **Feedback and Complaints**

Feedback or complaints relating to this plan can be made via email or post to an address listed below:

[council@dubbo.nsw.gov.au](mailto:council@dubbo.nsw.gov.au)

The Chief Executive Officer  
Dubbo Regional Council  
PO Box 81, DUBBO NSW 2830