



DUBBO CITY
REGIONAL
AIRPORT

LET'S FLY!

DISABILITY ACCESS FACILITATION PLAN

NAME OF AIRPORT:	Dubbo City Regional Airport
OPERATED BY:	Dubbo Regional 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 Airlines, Qantaslink, Fly Pelican, Fly Corporate 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
Fly Corporate	www.flycorporate.com.au
Fly Pelican	www.flypelican.com.au

Disabled persons can contact the operators locally on:

Qantaslink	13 13 13
Regional Express	13 17 13
Fly Corporate	1300 851 269
Fly Pelican	02 4965 0111

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 13 13 13

Regional Express 13 17 13

Fly Corporate 1300 851 269

Fly Pelican 02 4965 0111

3. Security Screening



SNP Management System

Document Profile

Title	Screening - Special Circumstances - DBO
Type	Operational Standard Operating Procedure (SOP)
Division	Aviation
BU/Department	Dubbo Airport (DBO)
Branch	Newcastle
Audience	Aviation Screening Officer (ASO), Team Leader (TL),

Purpose, Scope & Responsibilities

Special circumstances refers to customers with special needs that pass through the airport daily and are faced with a range of challenges due to the security screening process.

A 'person with special circumstances' includes:

- a person carrying an infant in a child carrier
- an infant being carried in a child carrier
- a person with a vision impairment
- a person with a hearing impairment
- a person who is accompanied by an assistance animal
- a person with a prosthetic device, or with another medical device or equipment
- a person with a mobility impairment
- a person who requires assistance to undergo screening and who is accompanied by a carer
- a person who requires assistance to undergo screening who is accompanied by a carer and a carer providing assistance to the person/s requiring assistance to undergo screening.

Safe Work Procedure

Listen to and consider suggestions from the customer and / or their carer to provide the most suitable way to screen the customer. Provide such assistance as is necessary to clear the customer without compromising on the security outcomes.

Zone of control

The WTMD ASO is responsible to facilitate customers with special circumstances, provided they are of the same gender as the customer. The WTMD ASO is required to facilitate entire special circumstance process, which may result in closure of WTMD temporarily.

Working in this zone, you are to ensure that the customer is served on a first come first serve basis by restricting everyone jumping the queue, airline staff inclusive.



SNP Management System

Person with a mobility impairment

The process overview

	To clear a person	To clear a mobility aid
Primary Screening	WTMD	X-RAY
Secondary Screening	HHMD / Frisk Search	Visual inspection, physical inspection and Explosive Trace Detection

Steps involved:

1. If the customer is using a mobility aid (such as crutches, walking stick, frame, etc.), determine if the customer can walk without it through the WTMD;
Note: Offer the customer an SNP walking stick to proceed through the WTMD and screen their personal mobility aid through the X-ray.
2. If the customer can walk without their walking aid or SNP wooden walking stick, screen and clear the customer in accordance with [Screening – Walk Through Metal Detector - DBO](#);
3. If the customer cannot walk without an aid (such as crutches), allow the customer to walk through the WTMD with a mobility aid and then screen and clear the customer in accordance with [Screening – Hand Held Metal Detector - DBO](#) and/or [Screening – Frisk Search - DBO](#);
4. Screen and clear a mobility aid and other belongings through the X-ray in accordance with [Screening – X-Ray Operator - DBO](#).
Note: If it is not possible to X-ray the crutches it must be subject to visual inspection, physical inspection and ETD. Where possible offer the customer the plastic chair to sit on whilst the crutches are X-rayed.

Point to note:

- A customer requiring a prohibited item for a medical reason should be accommodated and cleared in accordance with [Screening – Prohibited Items - DBO](#).



SNP Management System

Person accompanied by an assistance animal

The process overview

	To clear a person	To clear an assistance animal
Primary Screening	HHMD	Frisk Search (Only run hands around harness, collar, cloth coats)

Steps involved:

1. Explain the screening process to the customer accompanied by the assistance animal;
2. Check with the customer for any other special needs;
3. Before you allow the customer to come into the sterile area through the special needs gate, ensure the customer has divested all readily divestible items from their person such as:
 - a. Non-religious headwear;
 - b. Outer layer of clothing, where possible;
 - c. Everything out of their pockets;
 - d. Belt; and
 - e. Footwear, if possible.

Note: Ensure that any such divested garments or items are screened through the X-ray. Ensure these items are stored securely upon exit from the X-ray until secondary search is completed.

Note: Religious headwear or headwear being worn for medical reasons is not to be removed. If a customer states an item of clothing cannot be removed for religious or medical reasons then the item should not be removed in public. (Offer a private search room)

Screen and clear the other belongings carried by the customer and/or found on the animal through the X-Ray in accordance with [Screening – X-Ray Operator - DBO](#);

4. Screen and clear the customer in accordance with [Screening – Hand Held Metal Detector - DBO](#);
5. To clear an assistance animal:
 - a. Explain the requirement to clear the assistance animal in order to enter the sterile area;

Note: Request the customer to remove any bags attached to the animal, if possible.
 - b. Obtain consent to run your hands along animal's harness, collar, cloth coats, etc.;
 - c. Conduct a physical search in the above mentioned area and inspect for signs of damage or tampering.

Note: If not comfortable searching the assistance animal, escalate the matter to the TL.

Points to note:

- Do not allow customer and their assistance animal to pass through the WTMD; any issues to be escalated to TL.
- Never separate the customer from an assistance animal.
- An assistance animal is a working animal. Do not attempt to pat it.
- If the customer finds it difficult to remove their footwear, do not ask the customer to remove for X-ray screening, instead conduct an ETD.



SNP Management System

Person with vision impairment

The process overview

	To clear a person	To clear an aid
Primary Screening	WTMD	X-RAY
Secondary Screening	HHMD	Visual inspection, physical inspection and Explosive Trace Detection

Steps involved:

1. Introduce yourself to the customer who is vision impaired and ask if they require any assistance with the screening process;
2. If the customer is using a cane, determine if the customer can walk without it through the WTMD;
3. If the customer can walk without their walking aid, screen and clear the customer in accordance with [Screening – Walk Through Metal Detector - DBO](#);
4. If the customer cannot walk without a mobility aid (such as a cane), allow the customer to walk through the WTMD with their cane and then screen and clear the customer in accordance with [Screening – Hand Held Metal Detector - DBO](#);
5. Screen and clear a cane and other belongings through the X-ray in accordance with [Screening – X-Ray Operator - DBO](#).

Note: If it is not possible to X-ray the cane it must be subject to visual inspection, physical inspection and ETD.



SNP Management System

Person with a body brace

The Process overview

	To clear a person	To clear a brace
Primary Screening	WTMD	X-RAY
Secondary Screening	HHMD	Visual inspection, physical inspection HHMD/Frisk and Explosive Trace Detection

Steps involved:

1. Screen and clear the customer in accordance with [Screening – Walk Through Metal Detector - DBO](#);
2. Screening a brace:
 - a. If the customer can remove the brace easily without harm to themselves:
 - i. Screen and clear the brace in accordance with [Screening – X-Ray Operator - DBO](#).
 - b. If the customer cannot remove the brace easily and alarms through the WTMD:
 - i. Visual inspection;
 - ii. Physical inspection;
 - iii. HHMD; and
Note: If it's not possible to HHMD the body brace, conduct a frisk search;
 - iv. ETD.



SNP Management System

Person carrying infant in child carrier and an infant in a child carrier

The process overview

	To clear a person carrying an infant	To clear an infant	To clear a child carrier
Primary Screening	WTMD	WTMD	X-RAY
Secondary Screening	HHMD	HHMD	Visual inspection, physical inspection and Explosive Trace Detection

Steps involved:

1. Request the customer to remove the infant from the carrier and place the carrier through the X-ray machine;
2. Screen and clear the customer and the infant in accordance with **Screening – Walk Through Metal Detector - DBO**;
3. If the customer/s alarms, screen and clear the customer and the infant in accordance with **Screening – Hand Held Metal Detector - DBO**;
4. Screen and clear the child carrier and other belongings through the X-ray in accordance with **Screening – X-Ray Operator - DBO**;
5. If the child carrier cannot be folded down to fit through the X-ray, it must be screened and cleared by visual inspection, physical inspection and Explosive Trace Detection (ETD).

Note: The same ASO must screen and clear the carrier that requires secondary screening.

Points to note:

- Do not handle or hold the child however you should politely provide assistance to the parent/adult.
- Provide assistance if the person has difficulties placing the child carrier (such as a pram) on the X-ray bench for screening, where possible and safe to do so.
- If the child/infant cannot or will not proceed unassisted through the WTMD advise the parent/adult to pick up the child and carry them through the WTMD.
- Under no circumstances should the ASO remove a child with impairment from their equipment. This should only be done by a parent, accompanying adult / carer at their discretion.
- A child with a disability must not be out of the view of their parent/s or the accompanying adult. The ASO must make certain that the parent or accompanying adult is made aware of the screening process and their consent must be obtained.



SNP Management System

Person with a prosthetic device

The process overview

	To clear a person	To clear a prostheses
Primary Screening	WTMD	WTMD
Secondary Screening	HHMD	Visual inspection, physical inspection and Explosive Trace Detection (Must offer a private search room)

Steps involved:

1. Inform the customer of the screening process and advise the customer that the device must be screened;
Note: ASO must not ask the customer to remove the device or equipment, or remove, or attempt to remove, or interfere with, the device or equipment him or herself.
2. If the device is not apparent, ask the customer to identify the area of their body where the device is located;
3. Establish if the device is suitable for screening by means of a WTMD;
4. Ensure the customer has divested readily divestible items from their person such as:
 - a. Non-religious headwear;
 - b. Outer layer of clothing, where possible;
 - c. Everything out of their pockets; and
 - d. Belt & Footwear, if possible.
Note: If the customer has a prosthetic foot, do not ask the customer to remove their shoes for X-Ray screening instead conduct an ETD.
5. Screen and clear the customer in accordance with [Screening – Walk Through Metal Detector - DBO](#);
6. If the customer alarms, screen and clear the customer in accordance with [Screening – Hand Held Metal Detector - DBO](#) and clear the prosthetic device via visual inspection and ETD.

Point to note:

- A customer requiring a prohibited item for a medical reason should be accommodated and cleared in accordance with [Screening – Prohibited Items - DBO](#).



SNP Management System

Person with artificial internal medical implants

The process overview

	To clear a person with electrical implant*	To clear a person with metallic implant
Primary Screening	Frisk Search	WTMD
Secondary Screening		HHMD

* Electrical implants include pacemakers, cochlear ear implants, etc.

Steps involved:

1. Ensure the customer has divested readily divestible items from their person such as:
 - a. Non-religious headwear;
 - b. Outer layer of clothing, where possible;
 - c. Everything out of their pockets;
 - d. Belt; and
 - e. Footwear.
2. Establish if the customer is fitted with electrical implant and not suitable for screening by the means of a WTMD:
 - a. Inform the customer of the screening process;
 - b. Advise the customer to wait in front of the special needs gate for further assistance by special needs ASO;
 - c. Screen and clear the customer in accordance with **Screening – Frisk Search – DBO**.
3. Establish if the customer is fitted with a metallic implant only and suitable for screening by the means of a WTMD:
 - a. Screen and clear the customer in accordance with **Screening – Walk Through Metal Detector - DBO**;
 - b. If the customer/s continuously alarms or you are unable to identify the source of alarm, screen and clear the customer in accordance with **Screening – Hand Held Metal Detector - DBO**.

Points to note:

- Electrical implants: Examples include but are not limited to; pacemakers, defibrillator and cochlear ear implants. These small devices are usually surgically implanted. Electromagnetic fields from the WTMD or HHMD can interfere with the effective operation of the device and therefore are unsuitable for screening by means of WTMD and HHMD.
- Metallic implants: Examples include but are not limited to hip, knee or joint replacements.
- ASO must not ask the customer to remove the device or equipment, or remove, or attempt to remove, or interfere with, the device or equipment him or herself.



SNP Management System

Persons Travelling with a Carer

For individuals travelling with a carer, the ASO should direct questions to the special needs individual, unless the carer indicates otherwise.

If secondary screening procedures are necessary to screen a special needs person or a child with a disability, a parent or accompanying adult/carer may be requested to assist the ASO during the process. The carer must first clear themselves and any items/bags-using the primary screening process.

If the customer accompanied by the carer is able to pass through the WTMD alone, primary screening of both the carer and the customer accompanied by the carer is to be carried out by means of a WTMD.

If the customer accompanied by the carer is not able to pass through the WTMD alone, the screening officer must follow the following procedure:

- a. Primary screening of the carer is to be carried out by means of WTMD.
- b. The screening officer must allow the carer to assist the person accompanied by the carer to pass through the WTMD.

If a customer accompanied by a carer, or the carer, requires secondary screening, secondary screen the customer or the carer by means of a HHMD and frisk search. Where the carer has accompanied the customer through the WTMD, and the WTMD has alarmed, the screening officer must carry out screening to both the customer and the carer.



SNP Management System

Person in a wheelchair

The process overview

	To clear a person	To clear the personal effects	To clear a wheelchair
STEP A	WTMD	X-RAY	Visual inspection, physical inspection and Explosive Trace Detection
STEP B	HHMD		
STEP C	Frisk Search		

Steps involved:

STEP A

1. Establish if the customer is able to walk through the WTMD unaided;
Note: If the customer cannot walk through the WTMD unaided follow step B.
2. Establish the customer doesn't have any artificial medical implant that may restrict them from being screened through the WTMD (if they do, for metallic implants follow STEP B and for electrical implants follow STEP C) ;
3. Screen and clear the customer in accordance with **Screening – Walk Through Metal Detector - DBO**;
4. Screen and clear the other belongings carried by the customer through the X-ray in accordance with **Screening – X-Ray Operator - DBO**;
5. A wheelchair must be screened and cleared by visual inspection, physical inspection and Explosive Trace Detection (ETD).

STEP B

1. Establish if the customer is able to stand for a short period of time;
Note: If the customer cannot walk through the WTMD unaided and cannot stand for a short period of time for HHMD scan follow step C.
2. Ensure the customer has divested readily divestible items from their person such as:
 - a. Non-religious headwear;
 - b. Outer layer of clothing, where possible;
 - c. Everything out of their pockets;
 - d. Belt; and
 - e. Footwear, if possible. (See notes section below)
3. The customer to be escorted through the special needs gate into the sterile area for HHMD scan;
4. Screen and clear the customer in accordance with **Screening – Hand Held Metal Detector - DBO**;
5. Screen and clear the other belongings carried by the customer through the X-Ray in accordance with **Screening – X-Ray Operator - DBO**;
6. A wheelchair must be screened and cleared by visual inspection, physical inspection and Explosive Trace Detection (ETD).



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STEP C

If the customer cannot walk through the WTMD unaided and cannot stand for a short period of time:

1. The customer is to be escorted through the special needs gate into the sterile area for a frisk search;
2. Screen and clear the customer in accordance with **Screening – Frisk Search - DBO**;
3. Screen and clear the other belongings carried by the customer through the X-Ray in accordance with **Screening – X-Ray Operator - DBO**;
4. A wheelchair must be screened and cleared by visual inspection, physical inspection and Explosive Trace Detection (ETD).

Point/s to note:

- If it is difficult for the customer to remove footwear, do not ask the customer to remove their shoes for X-Ray screening instead conduct an ETD.
- With a battery operated wheelchair, in addition to the above mentioned screening, also ensure you inspect the bag carrying the battery and conduct the ETD in the interior of a bag.
- If the customer appears unstable and is at risk of falling ASO is to suggest that the customer sit back down and follow Step C screening process.

Pregnant Women

Steps involved:

1. If a customer has no objection to walk through the WTMD, screen and clear the customer in accordance with **Screening – Walk Through Metal Detector - DBO**;
2. If a customer chooses not to pass through the WTMD, ensure the customer has divested readily divestible items from their person such as:
 - a. Non-religious headwear;
 - b. Outer layer of clothing, where possible;
 - c. Everything out of their pockets;
 - d. Belt; and
 - e. Footwear.
3. Allow the customer to proceed into the sterile area through the special needs gate and screen and clear the customer in accordance with **Screening – Frisk Search - DBO**.



SNP Management System

Person with other external medical attachments/equipment

The process overview

	To clear a person	To clear an equipment
Primary Screening	WTMD	WTMD
Secondary Screening	HHMD	Indirect ETD & Visual inspection

Steps involved:

1. Establish if the device is suitable for screening by the means of a WTMD;
2. Screen and clear the customer in accordance with **Screening – Walk Through Metal Detector - DBO**;
3. If the customer/s continuously alarms, and you are able to identify the source of alarm (attached medical equipment), screen and clear the customer's medical equipment via Indirect ETD & Visual inspection;
4. If the customer detaches the medical equipment themselves before passing through the WTMD, screen and clear the detached medical equipment in accordance with **Screening – X-Ray Operator - DBO**.

Note: If the customer detaches the equipment and doesn't want to get it X-ray screened, conduct an ETD and visual inspection of it.

Points to note:

- Examples of the external medical attachments/equipment include but are not limited to colostomy bag, ostomy bag, insulin pump, morphine pump, etc.
- Never ask the customer to remove the external medical attachments.
- Never frisk search the external medical attachments.



SNP Management System

Person with a hearing impairment

The process overview

	To clear a person	To clear a hearing aid
Primary Screening	WTMD	WTMD
Secondary Screening	HHMD	Visual inspection

Steps involved:

1. Establish if the device is suitable for screening by the means of a WTMD;
2. Screen and clear the customer in accordance with [Screening – Walk Through Metal Detector - DBO](#);
3. If the customer alarms continuously and the source of an alarm is not identified then screen and clear the customer in accordance with [Screening – Hand Held Metal Detector - DBO](#) and/or [Screening – Frisk Search - DBO](#).

Point to note:

- A customer requiring a prohibited item for a medical reason should be screened and cleared in accordance with [Screening – Prohibited Items - DBO](#).

Person Travelling with Medical Supplies

People with medical conditions may carry a medical kit containing appropriate medical equipment with them into the sterile area and into the aircraft cabin, subject to the uplifting airline's approval.

Where a customer provides evidence, for example a medical certificate, they are permitted to carry medication and implements in quantities sufficient to last the journey and in some cases for the return as well.

It should be explained to customers that they may need to demonstrate a need for the supplies they intend to carry. Excessive supplies must be escorted to the gate and / or checked into the hold and the Aerodrome Reporting Officer (ARO) and Airline are to be advised.

All medication should have a professionally printed label identifying the medication or a manufacturer's name or pharmaceutical label.

A customer requiring a prohibited item for a medical reason should be screened and cleared in accordance with [Screening – Prohibited Items - DBO](#).

A customer requiring an item classed as dangerous goods for a medical reason should be screened and cleared in accordance with [Dangerous Goods – DBO](#).



SNP Management System

Customer Service

ALWAYS	NEVER
Demonstrate sensitivity to the person's needs and concerns.	Compromise on security and its outcomes.
Be prepared to provide more time and patience.	Allow a customer to handle their cleared belongings before you clear the customer.
Be respectful and courteous.	Force the customer to pass through WTMD.
Treat everyone fairly and equally.	Separate an assistance animal from their owner.
Ask, and do not assume the type of assistance needed.	Separate an infant or child from their parent or carer.
Provide appropriate screening options.	Touch, remove or interfere with customer's essential equipment.
Explain your actions during the screening process.	
Consider that the customer may have some special circumstances not immediately apparent.	
Keep the customer's belongings in a secure manner until secondary screening is complete.	
Offer the use of private search room, where required.	

Associated Forms & Records

Forms required by this process are referenced above. Records are managed by the Account Manager and are maintained in accordance with [Records Management](#).

Change Log

Date	Version	Section	Changes
28/8/18	1	Entire Document	Original Documents

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	13 13 13
Regional Express	13 17 13
Fly Corporate	1300 851 269
Fly Pelican	02 4965 0111

Airport Operator enquiries

Airport Office	02 6801 4560
Mobile	0417 717 871

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 **13 13 13**

Regional Express **13 17 13**

Fly Corporate **1300 851 269**

Fly Pelican **02 4965 0111**

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

or email to

council@dubbo.nsw.gov.au