



DISABILITY ACCESS FACILITATION PLAN



Acknowledgement of Country

We acknowledge the Wiradjuri people who are the traditional custodians of the land on which we live, work and play. We pay our respects to Elders past and present of the Wiradjuri Nation and thank them for their care of the land, water and sky and extend that respect to other Indigenous Australians.

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Objective

Dubbo Regional Airport is committed to creating an inclusive and supportive environment for all travellers. We understand that airports can sometimes be stressful, so this plan sets out the services, facilities, and support available to make every journey more comfortable.

Our goals are to:

- Support travellers with both visible and hidden disabilities.
- Provide clear information for journey planning.
- Train staff to offer compassionate, tailored assistance.
- Uphold safety and regulatory requirements while ensuring dignity and respect.

Before You Travel

Planning ahead can reduce stress and help ensure your needs are met. We encourage travellers with additional requirements to:

- Contact your airline at least 48 hours before travel to confirm assistance needs such as wheelchair or mobility aid.
- Request a Hidden Disabilities Sunflower lanyard which discreetly signals that extra support may be required.
- Arrange a practice run through the terminal to become familiar with check-in, security, and boarding.

Airline and airport staff are ready to assist, communication before your trip helps us provide the right support.

You can also access [our website](#) for resources and information including social stories, maps, and communication boards designed to help you prepare for your journey.



Airline Contact Details

Airline	Contact Number	Website
Qantas	13 13 13	www.qantas.com.au
Regional Express	13 17 13	www.rex.com.au
Link Airways	1300 851 269	www.linkairways.com
Air Link	02 6884 2435	www.airlinkairlines.com.au



Hidden Disability Support

Not all disabilities are visible. Passengers with autism, dementia, anxiety, hearing or vision impairments, or other hidden conditions are supported through:

Sunflower Merchandise (Lanyards, Pins, Wristbands, etc.)

These items signal to staff that you may need extra assistance, more time, or clear communication. Our staff are trained to recognise the Sunflower symbol across all merchandise types and will offer support respectfully when they see someone wearing it.

Sensory Map & Social Stories

Available to help you plan your journey through the terminal, showing lower sensory areas, facilities, and key stages of travel.

Communication Boards

Visual tools online and at the screening point to help communication with staff.

Ground Transport & Kerbside Access

Accessible transport to and from the airport supports independence and confidence. Facilities include:

Accessible Drop-Off & Pick-Up Zones

Located close to entrances with ramps and tactile surfaces.

Disabled Parking Bays

In both public and secure car parks, located nearest to terminal access points.

Taxi Services

Wheelchair accessible taxis are available via 131 008 or 13 22 27. Drivers are trained to assist passengers.

Inside the Terminal

Step-free Access

All pathways are wheelchair friendly.

Tactile Indicators and Braille Signage

Assist travellers with low or no vision to navigate safely.

Accessible Toilets

Unisex accessible toilets are available in both the Departures and Arrivals areas. Their locations are shown on the map in Appendix B.

Assistance Animal Toileting Area

A grassed space is located opposite the terminal. Waste must be disposed of appropriately.

Security Screening

Security screening is a regulatory requirement. The aim is for travellers to feel informed, empowered, and respected, while maintaining aviation security standards. Staff are trained to provide additional support where needed. Measures include:

Clear Communication

Officers explain each step in plain language, with options to use communication boards, written notes, or hand signals if helpful.

Hidden Disabilities

Sunflower lanyards or cards signal staff to allow more time, clearer instructions, and reduced sensory stress where possible.

Private Screening

Travellers may request a private room or officer of the same gender.

Medical Devices & Prosthetics

Devices such as pacemakers, insulin pumps, or prosthetic limbs are not interfered with. Alternative screening (visual checks, ETD swabs, or HHMD) is used.

Mobility Aids

Travellers using wheelchairs or sticks are supported with adapted screening methods.

Assistance Animals

Screened visually alongside their handler; separation never occurs without consent.

For more detail on what to expect during the screening process, please refer to the screening provider's Standard Operating Procedure - Assisting Vulnerable Persons & Screening Persons with Special Circumstances, located at Appendix A.



Boarding & Airline Assistance

Security screening is a regulatory requirement. The aim is for travellers to feel informed, empowered, and respected, while maintaining aviation security standards. Staff are trained to provide additional support where needed. Measures include:

- Wheelchair access
- Use of airline wheelchairs and lifting equipment
- Early boarding available on request to allow more time to board comfortably
- Mobility devices
- Travellers may use their own wheelchair up to the gate (subject to airline policy)

Direct Assistance & Service Delivery

Staff are trained to deliver service that balances safety, compliance, and dignity.

Upon request, Airport staff can provide guidance from the entrance to check-in. Airline staff provide assistance from check-in to boarding the aircraft.

Key service principles include:

- Communicating with respect, empathy, and clarity
- Seeking consent before offering assistance
- Providing alternatives such as private rooms or different communication methods when appropriate
- Engaging supervisors for complex needs or in situations of heightened anxiety

Emergency Evacuation

In the event of an emergency:

- All exits are step-free
- Staff are trained in inclusive evacuation procedures, including assisting people with hearing or vision impairments.
- Passengers will be supported to evacuate safely with dignity and minimal stress



Feedback & Contact

We welcome feedback to help us continue to improve accessibility at Dubbo Regional Airport. All feedback is acknowledged and used to enhance our services and facilities.

To contact us, please phone our Administration Offices on 02 6801 4560 or emailing airport@dubbo.nsw.gov.au.

Postal enquiries can be addressed to:

Dubbo Regional Airport
PO Box 81
Dubbo NSW 2830

You can also connect with us online:

Instagram: [/dubboairport](https://www.instagram.com/dubboairport)

Facebook: [/DubboRegionalAirport](https://www.facebook.com/DubboRegionalAirport)

Website: www.dubboairport.com.au/

Appendices

Appendix A – Trident Services Standard Operating Procedure (Assisting Vulnerable Persons & Screening Persons with Special Circumstances)



Keeping people and property safe

Assisting Vulnerable Persons & Screening Persons with Special Circumstances

Document Number:	AVI-SOP-NAT-11 Assisting Vulnerable Persons & Screening Persons with Special Circumstances
Version Number:	V1
Effective Date:	February 25

Teamwork

We develop and support our people to drive outstanding customer results

Sustainability

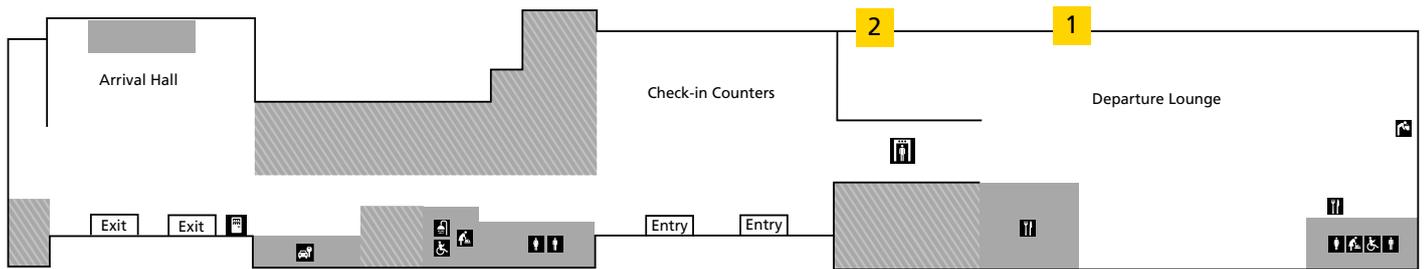
We ethically grow business partnerships

Authenticity

We act with integrity and value trust

Appendix B - Terminal Map

TERMINAL MAP



LEGEND

- | | | | | |
|-----------------|-----------------|--------------------|-----------------|-----------------|
| Female Toilets | Shower Room | Water Fountain | Vending Machine | Restricted Area |
| Male Toilets | Baby Changing | Security Screening | Gate 1 | |
| Ambulant Toilet | Food & Beverage | Car Rental Desks | Gate 2 | |

