



**MackayAirport**

FOR WORKDAYS AND HOLIDAYS

# **DISABILITY ACCESS FACILITATION PLAN**

**Reference No: 9037 MKY**

**Version 9 – 07 November 2016**

**MACKAY AIRPORT PTY LTD ACN 132 228 534**

# Disability Access Facilitation Plan for Mackay Airport

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## Document Control

Reference No	Version	Status	Sponsor	Author
9037 MKY	9	Approved	General Manager	Customer Services Officer

Amendments	Date	By whom
Version 9 – Full review and amendments in accordance with Government Review and new template provided by Department of Infrastructure and Regional Development	07/11/2016	Customer Service Officer
Version 8 – Full amendment on review	21/09/2015	Aviation Admin Officer
Version 1 to 7 – Amendments as required	01/12/2014	Terminal Services
<b>Summary</b>		
<p>The primary purpose of the Disability Access Facilitation Plan is to provide passengers with disability, carers and other parties with clear and easily accessible advice on how disability access is managed at Mackay Airport. It provides information to support a total travel experience from reservation through to arriving at the intended destination.</p>		

# Disability Access Facilitation Plan for Mackay Airport

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## Introduction

Mackay Airport Pty Ltd (MAPL) is committed to the provision and maintenance of company-owned and operated infrastructure, activities and services inclusive of all passengers and guests.

Our objective is to meet or exceed the current requirements of the Disability Standards for Accessible Public Transport and/or Australian Standard 1428-1 and the Disability Discrimination Act Transport Standards 2002, in regard to building accessibility, signage and other information and facilities required to assist people with disability and to undertake to improve these facilities in accordance with the requirements of the standards for new or upgraded works.

We actively promote a work environment free from discrimination that is consistent with our Equal Employment Opportunity Policy. We work closely with airlines and ground handling agencies to ensure passengers with disability or special needs have a positive and seamless travel experience.

Mackay Airport has prepared this plan in accordance with the following guidance material:

- Disability Action Facilitation Plans – Guidance to assist the preparation and review of a Disability Access Facilitation Plan (for airports and airlines) – December 2015 – *Department of Infrastructure and Regional Development*.
- Disability Action Facilitation Plans – Template for Airport Operators – December 2015 – *Department of Infrastructure and Regional Development*.  
Considerations for Improving Disability Access at Airports – Airport Practice Note 10 – *Australian Airports Association*.

## Scope

This plan applies to those areas over which Mackay Airport has direct responsibilities and management.

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

All airlines operating at Mackay Airport have a Disability Access Facilitation Plan.

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## 1 Reservation and Pre-Flight Planning

### 1.1 Disability Access Facilitation Plans

Airline and airport operators are encouraged to develop and publish Disability Access Facilitation Plans with the aim of providing detailed information on their approach to meeting the needs of travellers with disabilities. A list of links to the Plans of airline and airport operators that have been published on the internet may be found on the Department of Infrastructure and Regional Development website -

<https://infrastructure.gov.au/aviation/aaf/disability.aspx>

All airlines operating at Mackay Airport have a Disability Access Facilitation Plan that contains specific information on how to make flight reservations and assistance available.

### 1.2 Airline Responsibility

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

### 1.3 Making Reservations - Airlines

Reservations must be made directly with the airline that you are travelling with or a booking agent. Each airline has different guidelines on carriage of people with disability and requirements for special assistance. Mackay Airport recommends you discuss your requirements with the airline at the time of booking.

To assist in the provision of the highest level of service available, passengers are asked to advise the airline or travel agent when making a flight booking of any disability or assistance required at the airport. The airline or travel agent can then make any necessary arrangements if these services are available. For example, book a wheelchair or reserve a specific seating requirement for a guide dog or other accredited assistance animal. It is also important to check if medical clearance is required by the airline for your specific circumstances (eg carriage of battery operated wheelchairs, oxygen bottles, recent surgery, plaster cast) .

Always arrive well in advance of your flight departure. Your airline will advise you of the correct check-in time requirements.

### 1.4 Access To/From Aircraft

Ramps and mobile assistance lifts allow easy access to and from aircraft. Airline staff can offer assistance for boarding and disembarkation by prior arrangement. Please contact your airline for further information.

### 1.5 Guide Dogs and Other Accredited Assistance Animals

If you are travelling with an assistance animal, prior arrangements must be made directly with the airline.

## Disability Access Facilitation Plan for Mackay Airport

### 1.6 Assistance Available to Passengers – Mackay Airport

Mackay Airport works closely with airlines and ground handling agencies to ensure passengers with disability, reduced mobility or special needs have a positive and seamless travel experience.

Mackay Airport can provide the following services:

- Assistance with wheelchair or mobility aids from kerbside to check-in and from baggage carousel to kerbside; and
- Assistance with baggage from kerbside to check-in and from baggage carousel to kerbside.

For the safety of passengers and staff, Mackay Airport staff are unable to assist with transfers.

Further information is available on the Mackay Airport website – [www.mackayairport.com](http://www.mackayairport.com)

The Mackay Airport website offers links to airlines and offers important information about the facilities at the Airport including accessible car parking, transport, security screening and other terminal facilities.

For any enquiries, please contact the Mackay Airport **Customer Service Officer** on **0434 607 658**.

## 2 Terminal Entry and Exit

### 2.1 Accessible Drop Off & Pick Up

There are two drop off and pickup areas provided at the front of the Terminal. The first area is located at the southern end of the general public drop off and pick up area.



For those that may need to drop off or pick up closer to the terminal, the second area can be accessed via the lane designated for Taxis – through the boom gate. Customers are required to press the ‘help’ button at the boom gate and state that they are dropping off/picking up a passenger from the accessible drop off bay

**In accordance with federal legislation, the driver must remain with the vehicle at all times.**

Mackay Airport has tactile ground surface indicators in car parking areas and drop off/pick up points to assist passengers to navigate to the terminal building.

## Disability Access Facilitation Plan for Mackay Airport

### 2.2 Assistance to/from Terminal

Direct assistance from the front of the terminal to the check-in counter is available if pre-arranged and agreed with the airline in advance (this service is not available on Jetstar flights). Similarly, Mackay Airport has wheelchairs available on request to transfer passengers from drop-off to check-in. Please contact the **Customer Service Officer** on **0434 607 658**.



Direct assistance from the baggage collection area to the front of the terminal is also available on request. Please contact the **Customer Service Officer** on **0434 607 658**.

### 2.3 Accessible Parking

Accessible parking spaces are available in all public car parking areas and are clearly sign posted. The accessible parking within the short term car park is located close to the terminal entrances. The accessible parking in the long term car park is located close to the walkway access to the terminal.



A valid Australian disability parking permit must be displayed on the vehicle when parking in accessible parking bays.





## Disability Access Facilitation Plan for Mackay Airport

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### 2.4 Parking Pay Stations

One of two pay stations is positioned to facilitate wheelchair access.



### 2.5 Ground Transport / Taxis

Ground transport is easily accessed outside of the terminal. The taxi rank is located directly outside arrivals (pick-up) and departure (drop-off) at the terminal. Taxis that can accommodate wheelchairs can be requested via the taxi company by phoning Mackay Taxis on 131008.

## 3 Security Screening

Prior preparation by passengers is essential to ensure smooth security processing.

The security screening staff undergo specific training in assisting passengers/visitors with disabilities using screening practice guidelines issued by the Office of Transport Security.

**Medical Implants** - Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through any machines that may affect them, e.g. pacemakers, cochlear implants.

**Artificial Limbs/Prosthesis** - Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through a metal detector.

**Doctor's Letter** - Where passengers have medical implants artificial limbs, prosthesis etc. it is highly recommended that a medical certificate or doctor's letter be carried and presented to the screening officer. Such documentation will assist the screening officers to determine the most appropriate method of screening.

**Walking aids** - Walking aids must be screened and as such may require X-Ray or Explosive Trace Detection. There are chairs available at the screening point to assist you during this process.

**Wheelchairs** - Airline staff are very familiar with the movement of passengers requiring wheelchairs and will facilitate passengers directly to the screening point where they will be required to undergo screening by way of a pat down search by a security officer of the same sex.



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**Prams/Strollers** - Prams/strollers will be screened and allowed entry to the sterile area at the screening point. Passengers should liaise with their airline regarding the carriage of prams or strollers on board the aircraft.

Private screening rooms are always available upon request.

## 4 Airport Terminal

### 4.1 Customer Services Officer (CSO)

Mackay Airport employs a number of Customer Service Officers (CSO) who monitor activity in the terminal. CSOs are happy to provide assistance, including first aid and advice as required. Should you require assistance from a CSO they can be contacted on **0434 607 658**.

Note the CSO also coordinates any emergency response requests for medical assistance.

### 4.2 Emergency Response

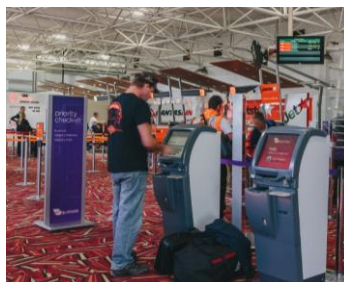
In the event of an emergency, a public announcement will be made by the duty Chief Fire Warden. Please follow any instructions given to you by the fire wardens.

Mackay Airport has installed 'You are here' Emergency Plans and directional signage.



### 4.3 Self-Check In Booths

Self-check in booths have been installed within the terminal and have been configured to facilitate wheelchair access.



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## 4.4 Accessible Toilet Facilities



Public toilets are located throughout the terminal. A unisex accessible toilet is located landside opposite the check-in counters and one is located in the departure lounge. Please refer to the Service Location map on page 15.



## 4.5 Public Telephones

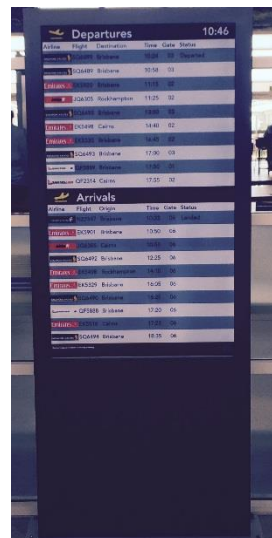
Public phones are located in the terminal opposite check-in and the arrivals baggage carousel and are positioned to facilitate wheelchair access.



# Disability Access Facilitation Plan for Mackay Airport

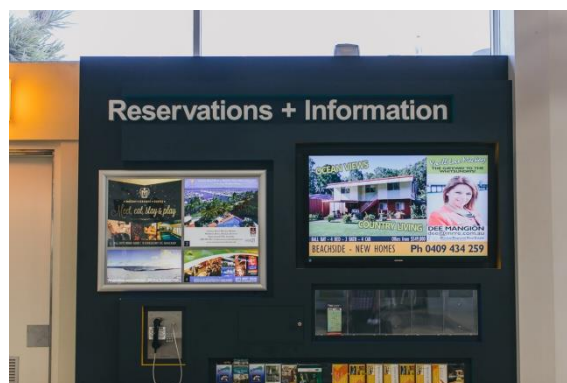
## 4.6 Flight Information and Displays

The Terminal has many Flight Information Display Screens (FIDS) throughout the public areas to communicate flight arrival and departure times, boarding calls, flight landed information and gate numbers. Public address announcements are also made by airline staff. There is a new FIDS located opposite the car rental booths. It is large & low for ease of use for those in wheelchairs.



## 4.7 Directory Boards

An Accommodation Information kiosk opposite the baggage carousel in arrivals, is positioned to facilitate wheelchair access.



## Disability Access Facilitation Plan for Mackay Airport

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### 4.8 Virgin and Qantas Lounges

The Virgin Lounge is accessible on the ground floor in the departures lounge. The Qantas Lounge is located upstairs, above the Virgin Lounge and has lift access.



### 4.9 Guide Dogs and Other Accredited Assistance Animals

Guide dogs and other accredited assistance animals are welcome inside the terminal. If you are travelling with an assistance animal, prior arrangements for carriage must be made directly with the airline.

Please contact a Mackay Airport Customer Service Officer on **0434 607 658** if you have any queries or require assistance at the airport.

### 4.10 Service Delivery

In accordance with **Our Service Charter**, the Mackay Airport team are dedicated to providing a **clean, working, friendly, safe and secure** facility for the people of Mackay and Whitsunday Region and our visitors.

Mackay Airport provides professional and friendly customer service throughout your airport experience. Our team is capable and receives training to respond to customer service enquiries and emergencies including First Aid.

Please be aware that there may be occasions where the level of service detailed in this plan needs to be amended. Any changes to service delivery are made with the safety and security of all passengers as a priority. If you have any concerns, please contact a **Customer Service Officer** on **0434 607 658**.

### 4.11 Enquiries

For any enquiries or to request assistance, please contact a Mackay Airport **Customer Service Officer** on **0434 607 658**.

### 4.12 Performance monitoring

Mackay Airport ensures that its service delivery to all of its facility users is monitored and where appropriate remedial actions are undertaken within a reasonable time frame.

## Disability Access Facilitation Plan for Mackay Airport

Our performance is monitored through the following:

- A comprehensive complaints monitoring and reporting system.
- Feedback
- Customer surveys

### 4.13 Feedback

The Mackay Airport team continuously strives to take your experience to greater heights. We appreciate your valuable feedback as it helps us to continually improve everything our airport has to offer. Feedback cards are available throughout the terminal or via the Mackay Airport website [www.mackayairport.com](http://www.mackayairport.com)



**"We're listening"**  
CUSTOMER FEEDBACK

Dear Guest,  
Welcome to Mackay Airport.  
Our team continuously strives to take your experience here at Mackay Airport to greater heights.  
We appreciate your valuable feedback as it helps us to continually improve everything our airport has to offer you.

Yours sincerely,  
  
Rob Porter  
General Manager



**Details**  
Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date of visit: \_\_\_\_\_  
Are you:  Arriving  Departing  Transfer/Transit  Not travelling

If you would prefer to give electronic feedback, please visit [www.mackayairport.com.au/feedback](http://www.mackayairport.com.au/feedback)

Find out more and connect with Mackay Airport at 

Alternatively, you may wish to speak to a Customer Service Officer directly on **0434 607 658**.

### 4.14 Expected Improvements

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance to the Public Transport Disability Standards and/ or Australian Standard 1428-1 applicable at the time.

### 4.15 General Aviation

The General Aviation precincts are tenanted aviation industry areas on the eastern and western side of the Airport. Public access is limited largely to those who engage charter operators and maintenance service providers. It is therefore not included in this Plan and it is highly recommended that you contact the operator concerned to make any arrangements required.

# Disability Access Facilitation Plan for Mackay Airport

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## 5 References

- Civil Aviation Act 1988, Civil Aviation Safety Regulations 1998
- Disability Discrimination Act 1992 (DDA)
- International Civil Aviation Organisation ICAO Standards and Recommended Practices
- Annex 9 to the Chicago Convention on International Civil Aviation
- Disability Discrimination Act Transport Standards 2002
- Disability Action Facilitation Plans – Guidance to assist the preparation and review of a Disability Access Facilitation Plan (for airports and airlines) – December 2015 – Department of Infrastructure and Regional Development.
- Disability Action Facilitation Plans – Template for Airport Operators – December 2015 – Department of Infrastructure and Regional Development.
- Considerations for Improving Disability Access at Airports – Airport Practice Note 10 – Australian Airports Association.

## 6 Terms and Definitions

MAPL	Mackay Airport Pty Ltd
CSO	Customer Services Officer
FIDS	Flight Information Display Screens



# Disability Access Facilitation Plan for Mackay Airport

## Mackay Airport - Service Locations



For quality control purposes, this document is only valid on the day it is printed. Official versions are stored on the intranet.

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