

GREAT BARRIER REEF AIRPORT

# Great Barrier Reef Airport

## DISABILITY ACCESS FACILITATION PLAN

(Last Updated – October 2017)

# GREAT BARRIER REEF AIRPORT

Name of Airport:

Great Barrier Reef Airport – Hamilton Island

Operated by:

Great Barrier Reef Airport Pty Ltd

# GREAT BARRIER REEF AIRPORT

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# GREAT BARRIER REEF AIRPORT

## OBJECTIVE

The primary purpose of the Disability Access Facilitation Plan is to advise passengers with disabilities of:  
the service measures Great Barrier Reef Airport will take to ensure access for passengers with disabilities, and how passengers with a disability can assist the airport and/or the airline to be best placed to provide an appropriate service (e.g. through provision of information prior to travel).

# GREAT BARRIER REEF AIRPORT

## PRIOR TO ARRIVAL

To assist us in the provision of the best service available, passengers are asked to advise the airline or travel agent when making a flight booking of any disability or special assistance required at the airport. The airline or travel agent can then make any necessary arrangements, for example book a wheelchair or reserve a special seating requirement for a guide dog or carer. It is also important to check if medical clearance is required by the airline for your specific circumstances.

Each airline has individual guidelines on carriage of people with reduced mobility and requirements for special assistance. Great Barrier Reef Airport recommends you speak to your airline in advance and at the time of booking.

If you will require staff assistance on departure and arrival, this will need to be pre-arranged. Please always arrive with plenty of time prior to scheduled flight departure. Your airline will advise you of the correct check-in time requirements.

Additional information can be found on our website [www.hamiltonisland.com.au/airport](http://www.hamiltonisland.com.au/airport).

It is important to note that Great Barrier Reef Airport does not receive any information from the airlines on the needs of passengers with a disability or who may require special assistance.

# GREAT BARRIER REEF AIRPORT

## KERBSIDE PROCESS

Tactile ground surface indicators are used in some outside areas of the terminal to provide the visually impaired indication of changes of condition.

Drop-off and pick-up areas are available at the front of the terminal. Ramps are available from the road to pavement in certain locations if required.

Transport is provided to/from Hamilton Island resorts by shuttle bus, the shuttle buses also have disabled access. Ground transport is easily accessed outside the terminal via the island Resort Link service. The Resort Link that can accommodate wheelchairs can be requested, although there may be a short wait. Arrangements can be made via the Hamilton Island Communications Department (07 4946 9999), to contact the Resort Link if required.

Direct assistance from the front of the terminal to check-in is not available unless agreed with the airline or Hamilton Island Transport in advance.

Direct assistance from the baggage collection area to the front of the terminal is not available unless agreed with the airline or Hamilton Island Transport in advance.

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## SECURITY SCREENING

(Additional information available from the Great Barrier Reef Airport, as the responsible screening authority)

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 so that appropriate screening can take place eg. Pacemakers, cochlear implants, artificial limbs/prosthetics
  - Walking aids must be screened and as such may require X-Ray or Explosive Trace Detection. Screening points have chairs available for you during this process.
  - Wheelchairs: 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.
- Prams/Strollers: These 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 room is available upon request.

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## AIRPORT TERMINAL

Check-in:	The entrance and exit to the check-in hall is accessible by ramps, the ramps also have hand rails and tactile ground surface indicators installed.
Toilet Facilities:	Public toilets are located throughout the terminal. Each toilet facility includes a disabled toilet. Braille is included on some toilet doors to assist the vision impaired locate the correct facility. Access to/from aircraft: Airline staff have available a lift and can offer assistance for boarding and disembarkation by prior arrangement.
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.
Guide/Assistance Dogs:	Guide and assistance dogs are welcome inside the terminal, however all transiting animals require prior approval from Hamilton Island Management.

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## DIRECT ASSISTANCE

**Airline Responsibility:** The airlines are directly responsible for offering assistance with, and information about your travel. Please contact your airline of choice to ask any question or arrange assistance to and from the aircraft, gate and baggage areas.

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## SERVICE DELIVERY

### Security environment

Please be aware that a heightened threat level applied to an airport, or the industry as a whole could lead to challenges to the delivery of the level of disability access described in this plan. (For example, access to the terminal entrance by motor vehicle, or on a wheelchair, may be affected).

### Performance Monitoring

#### **Great Barrier Reef Airport:**

Hamilton Island 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.

#### **Our performance is monitored through:**

A comprehensive complaints monitoring and reporting system, and ensuring all future building alterations and refurbishments to airport infrastructure comply with the Public Transport Disability Standard 1428-1 applicable at the time.

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## COMMUNICATIONS STRATEGIES

### **For further information:**

Contact Great Barrier Reef Airport staff between 8.30am and 5.00pm Monday to Friday on 07 4946 8620.

The information contained in this document is available in accessible format from Great Barrier Reef Airport's website at [www.hamiltonisland.com.au](http://www.hamiltonisland.com.au) or telephone (07) 4946 8620 for further information.

### **Great Barrier Reef Airport – Hamilton Island**

PO Box 201

Hamilton Island QLD 4803

Telephone: 07 4946 8620

Facsimile: 07 4967 5130

Website: [airport@hamiltonisland.com.au](mailto:airport@hamiltonisland.com.au)

### **Feedback and Complaints:**

Please contact Great Barrier Reef Airport – Hamilton Island via the contact details listed above.

# GREAT BARRIER REEF AIRPORT

## EXPECTED IMPROVEMENTS

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance with the public transport disability standards and/or Australian standard 1428-1 applicable at the time.