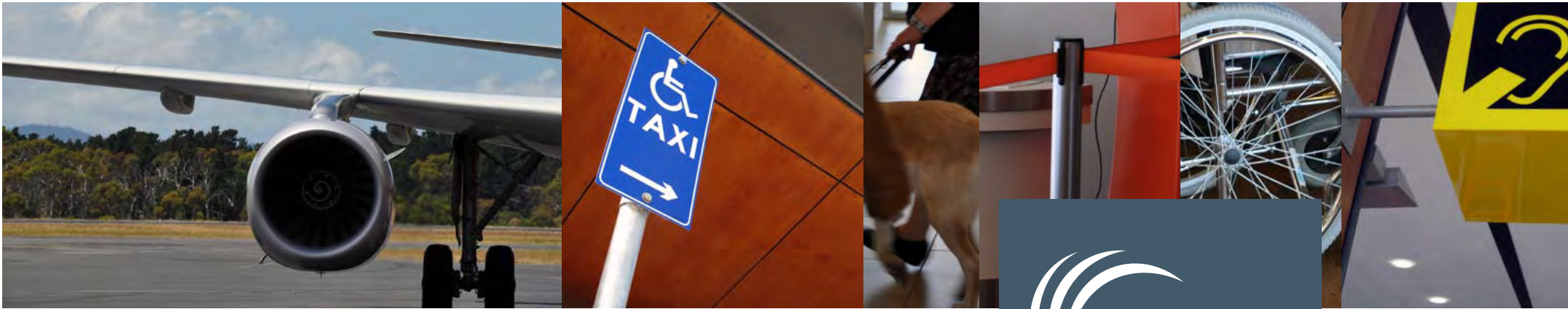


Hobart International Airport Pty Ltd

# Disability Access Facilitation Plan



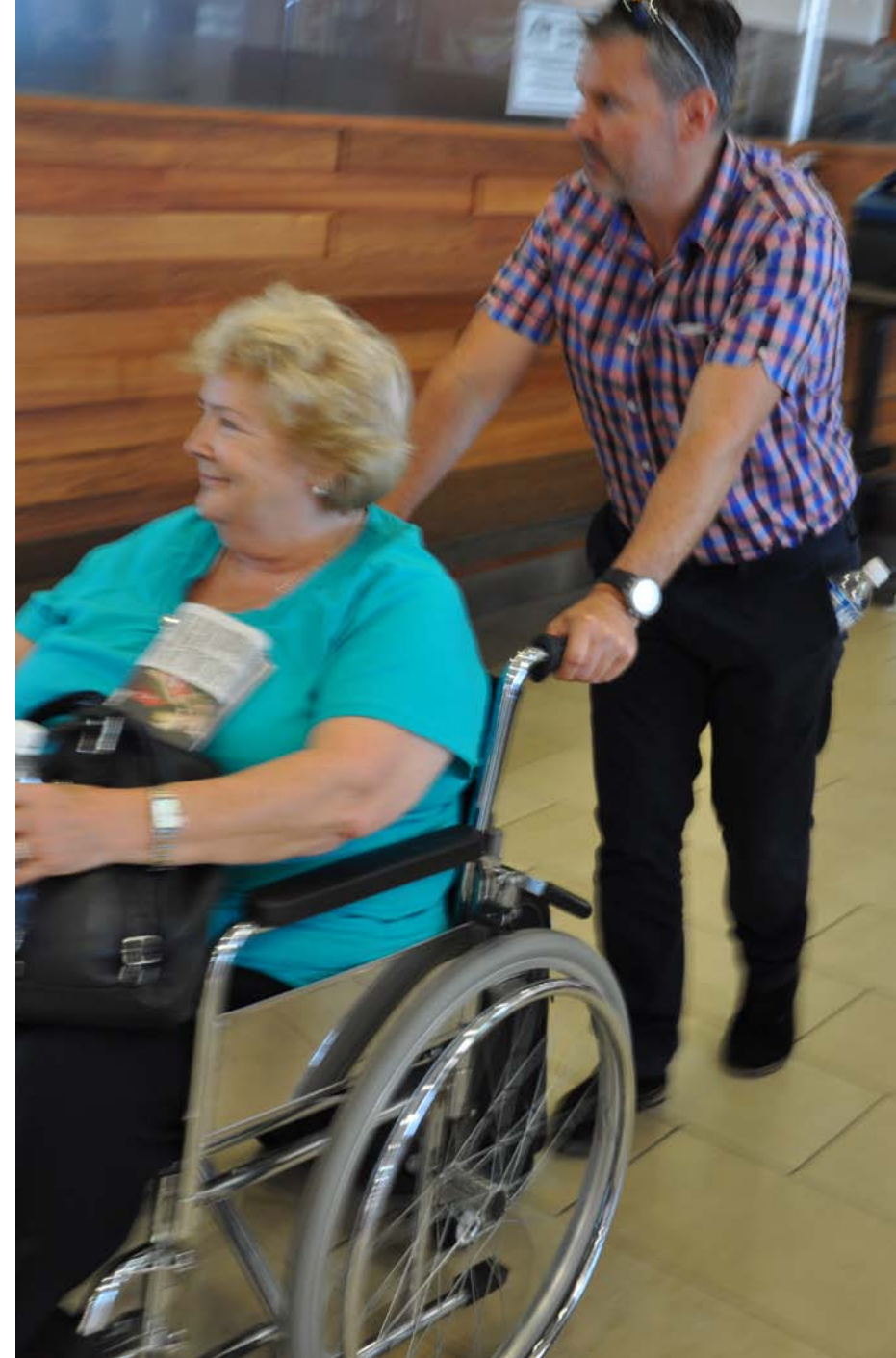
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This document has been developed in consultation with the following organisations –

- Department of Infrastructure and Transport
- Royal Guide Dogs of Tasmania
- Tasmanians with Disabilities Inc.
- Civil Aviation Safety Authority
- Advocacy Tasmania
- Physical Disabilities Australia

The consultation process is ongoing – this document is subject to change according to any operational requirements.



## Purpose of the Plan

The purpose of the Hobart International Airport's Disability Access Facilitation Plan is to inform passengers with disabilities of;

- the ways that the Hobart International Airport ensure access for airport users with disabilities; and
- how airport users with a disability can assist the airport and/or its partners (such as airlines) to provide appropriate service for airport users with a disability.

Hobart International Airport provides a range of assistance measures for airport users with a disability. The Disability Access Facilitation Plan outlines those measures. If you have requirements that are not met within this plan, please contact Hobart International Airport directly as per the contact details located on the final page of this Plan.

Location details of parking and other assistance measures provided at Hobart Airport are can be found at found at the end of this plan.

This document applies only to those areas that Hobart International Airport has direct control over. Whereby an airline, government agency or other partner has prime responsibility, all disability access requirements are the responsibility of that partner.



## Prior to Arrival

Hobart International Airport does not provide direct assistance to passengers with disability.

Should you require assistance while transiting through the airport or boarding the aircraft, it is recommended you advise your airline or travel agent of your specific needs at the time of booking. Most airlines may offer assistance but require at least 48 hours' notice. Specific airline requirements should be checked with the airline directly.

Contact details for airlines operating from Hobart airport are below.

Qantas                      Phone 131 313

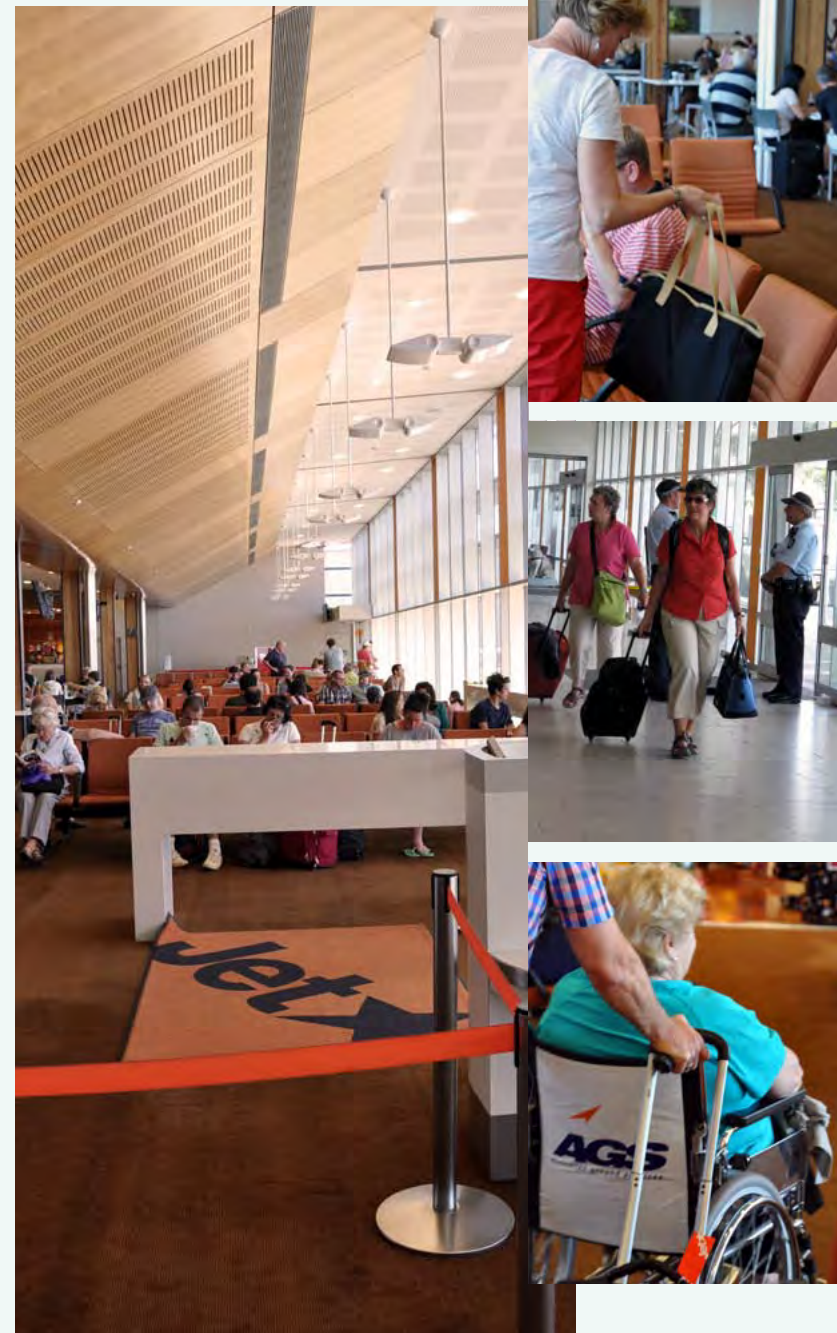
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Virgin Australia        Phone 136 789

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Jetstar                     P hone 131 538

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## Kerbside Processes

To assist passengers with disabilities the passenger drop-off and pick-up lane at Hobart International Airport has dedicated vehicle spaces for persons with a disability. These spaces are located at the front of the passenger terminal central to the check-in area. An appropriate permit is required to stop in these spaces and they are clearly signed. Due to security requirements vehicles may not be left unattended in the drop-off and pick-up lane.

If the driver needs to leave their vehicle it is recommended they park in the public car park at Hobart International Airport. The first 10 minutes of parking are free. Within this car park there are a number of specific parking spaces allocated for persons with a disability. They are centrally located and all spaces are clearly signed. These parking spaces are all located close to walkways and crossings leading to the passenger terminal. An appropriate permit is required to park in these spaces.

Shelters and seating are installed at specific locations between the car park and the domestic terminal. Tactile ground surface indicators are provided at road crossings from the public car park as well as at the main public entry doors of the terminal building.

Hobart International Airport does not provide direct assistance from the public car park or drop-off and pick-up lane. If this level of assistance is required airport users should speak directly with their airlines at the time of booking.

Wheelchair access is available for passengers with a disability on both buses and taxis departing at Hobart International Airport. It is recommended that prior bookings are made through the relevant operators details can be found at [hobartairport.com.au/airport/taxis-shuttles-and-buses](http://hobartairport.com.au/airport/taxis-shuttles-and-buses).



## Security Screening

All airport users, including those with a disability that are departing on an aircraft or entering the gate lounge area, are legally required to undergo physical security checks. It is important to allow sufficient time for the screening procedure to be completed before the boarding call is made to board the aircraft.

The Security Screening Staff are trained in the individual needs of screening people with a disability and will provide appropriate assistance as required. Please advise Security Screening Staff of any medical condition that they need to be aware of prior to going through the screening point.

The security screening process is conducted by walking through a walk-through metal detector. Any airport users unable to use a walk through metal detector will be screened by a hand held

metal detector or by a physical pat down search. At the request of the individual a private location and/or seating can be provided. Wheelchairs and other mobility aids will be screened if practicable or will be manually searched.

It is recommended that passengers with medical conditions to contact their airline in relation to the carriage of medical equipment through screening points and on board their flight.

The security screening authority at Hobart International Airport is Qantas; Qantas contract MSS Security to undertake screening operations at Hobart International Airport on their behalf. The screening operations at Hobart International Airport are in accordance with the Aviation Transport Security Act 2004 and Aviation Transport Security Regulations 2005.



## Airport Terminal

The Hobart International Airport terminal is a single storey building and flat throughout allowing ease of transit for all airport users.

### Transit Assistance Mobility

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Motorised transit assistance equipment is not available at Hobart International Airport. Airlines generally provide wheelchairs to passengers with mobility impairment for use in the terminal if available. To arrange this passengers will need to contact their airline directly.

### Assistance Animals

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Guide dogs and hearing dogs are most welcome at Hobart International Airport.

### Boarding or disembarking aircraft

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Hobart International Airport does not have aerobridges to board or disembark aircraft. All access to aircraft is via stairs or mechanical lifting equipment (disabled person lift) which is operated by the airlines directly. Airline staff are able to provide assistance in boarding and disembarking aircraft. Contact the airline directly to make these arrangements.



## Terminal Facilities

### Toilet facilities

Toilet Facilities for persons with a disability, including those using mobility aids are provided at Hobart International Airport. Accessible toilets (one at each location) are located in the following positions within the terminal -

- Northern arrivals area of the terminal adjacent to the tourism brochure exchange facility;
- Northern end of terminal concourse opposite the oversized baggage facility;
- Middle of terminal concourse located north of security screening point;
- Departures Lounge between Australia and Beyond and Tasmanian Way retail outlets.

### Vision Assistance

For people who are blind or vision impaired, public address systems have been installed within the terminal. All flight or boarding announcements and flight status updates are provided through the public address system and hearing loop system.

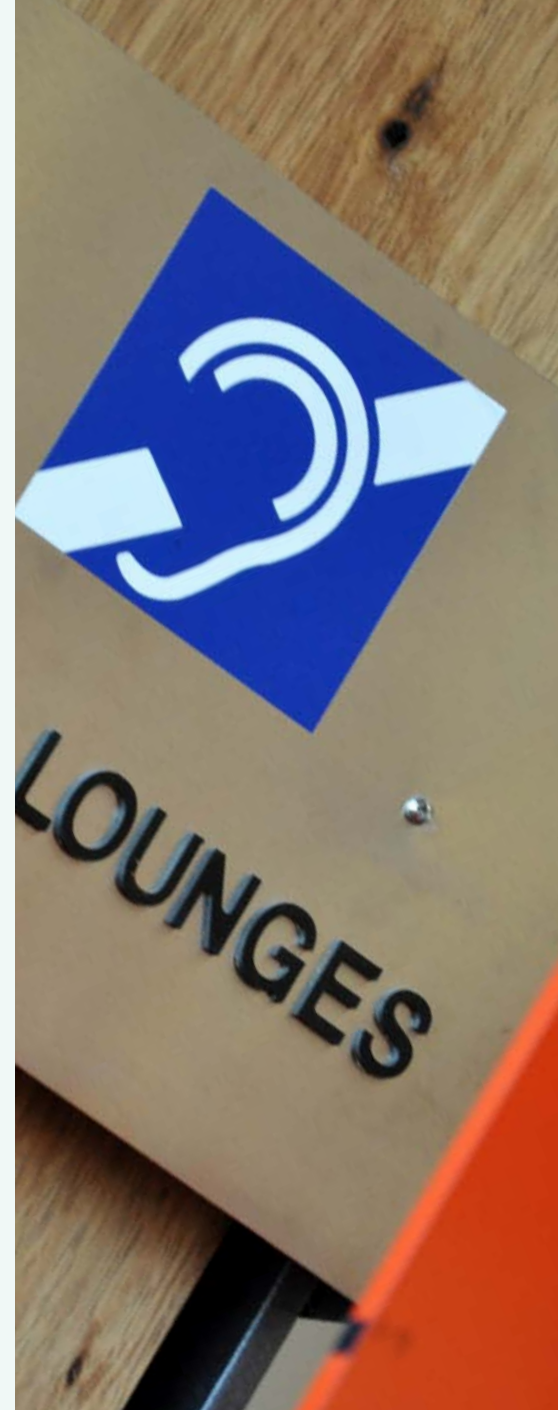
### Hearing Assistance

For those using hearing aids, Hobart International Airport provides hearing loops throughout the public areas of the airport, including within the terminal check-in area and within the departure lounge. Loops are signed for user's awareness.

All updates of airline flight information are provided on the flight information display screens located throughout the terminal building and on Hobart International Airport's website. This information is frequently updated by the airlines directly.

Neither Hobart International Airport nor the airlines operating into the airport are currently able to provide a staff member that is conversant in Auslan if direct communication is required for those with full hearing loss. However, alternative communication using written messaging will be provided by the airlines for any impacted passenger.

Teletext captioning for the televisions located in the gate lounges can be provided by a specific request to the staff at the passenger screening point.



ARRIVALS		
04	Melbourne	1700
22	Sydney	
012	Melbourne	1305
537	Sydney	1425
707	Melbourne	1610
723	Sydney	1630
1019	Sydney	
1534	Sydney	





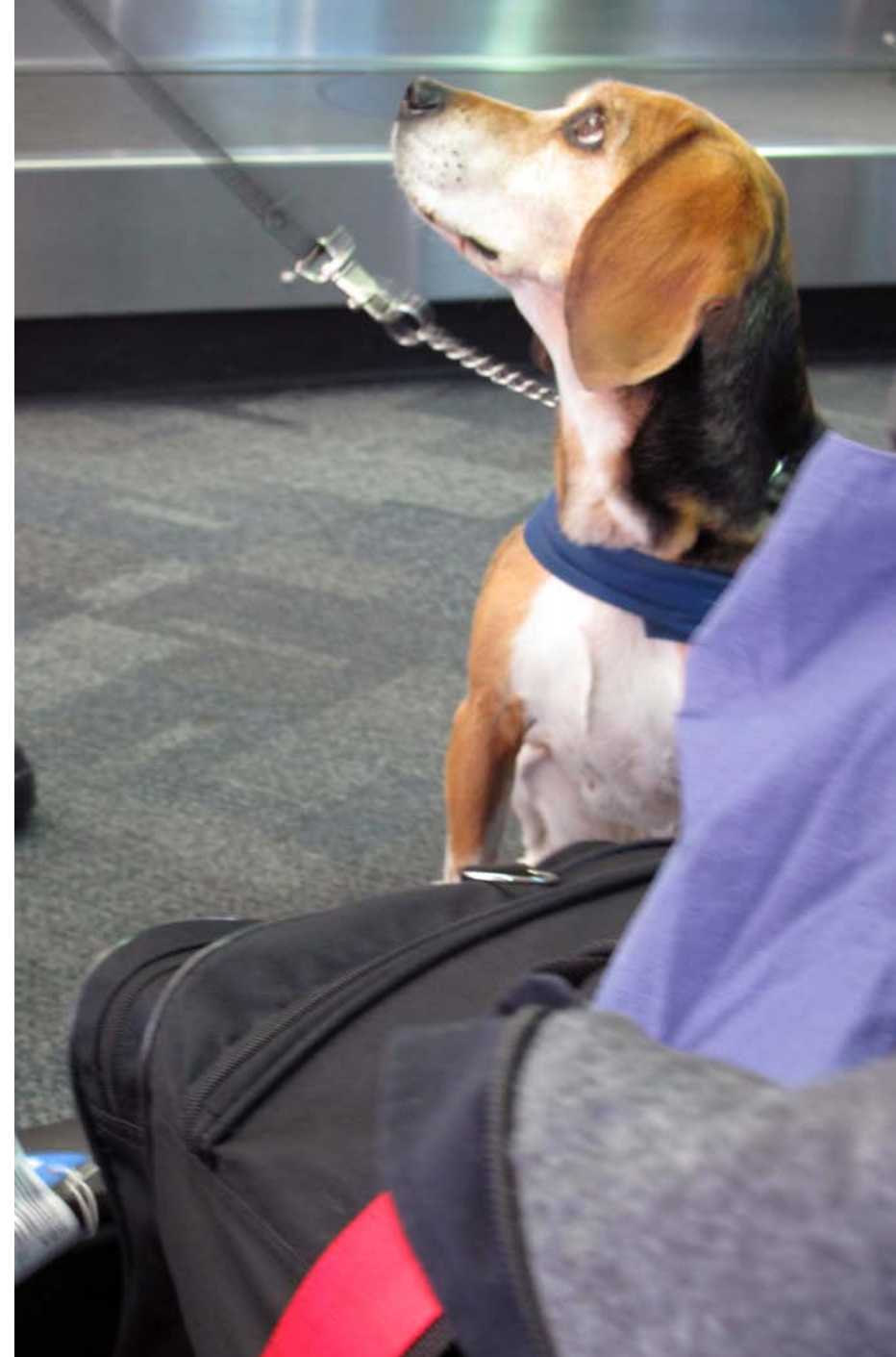
## Arrival at Hobart Airport

### Quarantine Tasmania Passenger Screening

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All persons and baggage arriving into Hobart International Airport are screened for plant, fish and other quarantine risk items. Quarantine screening occurs on entering the terminal building after exiting the aircraft. For further information on Quarantine Tasmania regulations, please contact Quarantine Tasmania directly on +61 3 62 33 3352 or via the Quarantine Tasmania website at [www.dpiw.tas.gov.au/quarantine](http://www.dpiw.tas.gov.au/quarantine).

It is recommended that, if on arrival at Hobart international Airport a passenger requires assistance, this is arranged with the airline prior to travel. For travel to and from the airport bookings can be made through the relevant transit operators; details can be found at [hobartairport.com.au/airport/taxis-shuttles-and-buses](http://hobartairport.com.au/airport/taxis-shuttles-and-buses).



## Contacting the Airport

For additional information on what services and assistance is available at Hobart International Airport please contact Airport Management during business hours by any of the following methods.

Hobart International Airport Pty Ltd  
1 Strachan Street Cambridge  
Tasmania Australia 7170

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Phone +61 3 62 16 1600

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Fax +61 3 62 48 5540

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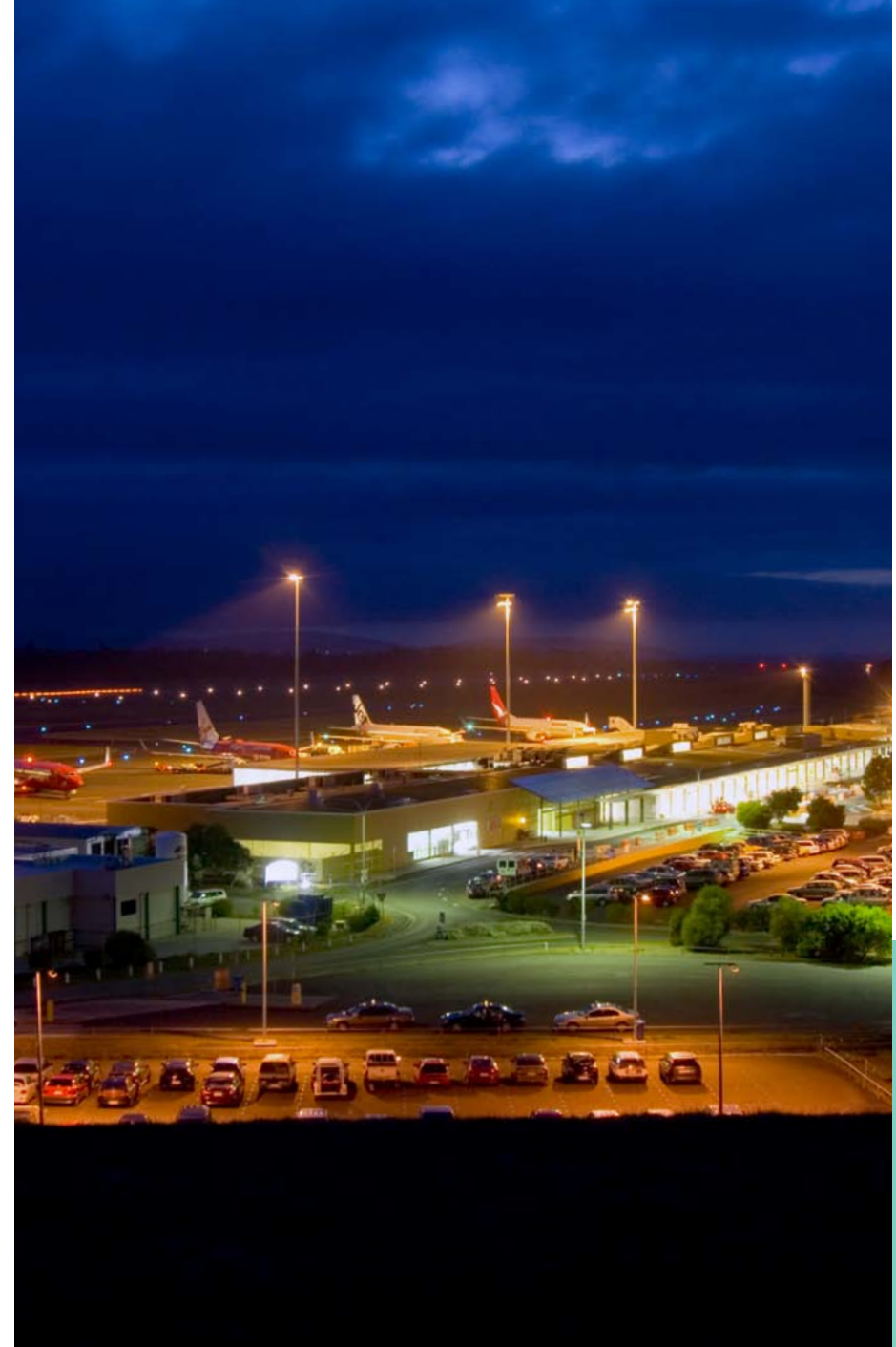
Web: [www.hobartairport.com.au](http://www.hobartairport.com.au)

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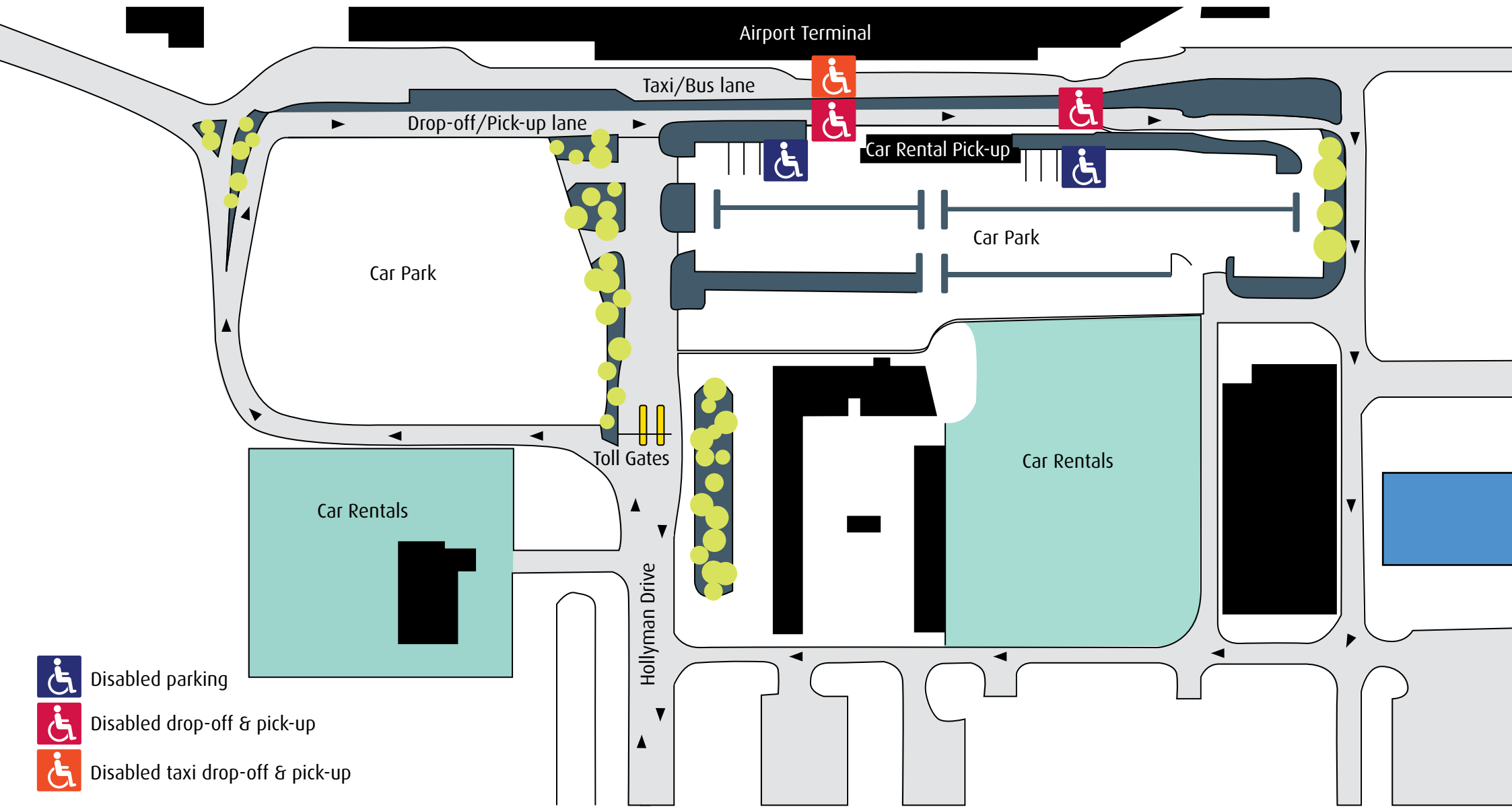
Email: [info@hiapl.com.au](mailto:info@hiapl.com.au)




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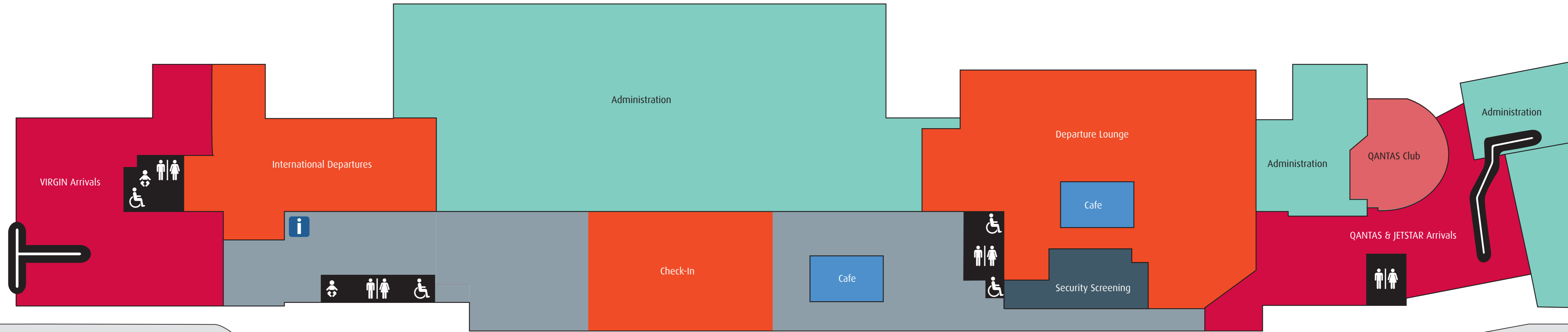
Hobart International Airport appreciates all feedback that will assist in providing a higher quality service to all airport users. We invite any feedback to be provided via any of the communications methods listed above.



# Car Park Access Map



-  Disabled parking
-  Disabled drop-off & pick-up
-  Disabled taxi drop-off & pick-up



Taxi & Bus pick-up & drop-off

Passenger pick-up & drop-off

