



# Rockhampton Airport Disability Access Facilitation Plan



## ACKNOWLEDGEMENTS

Rockhampton Regional Council wishes to acknowledge the assistance of Adelaide Airport Limited in the development of this document.

The Information for Guests with Specific Needs has been prepared in consultation with the following organisations:

- Australian Airports Association;
- Aviation Access Working Group;
- Department of Infrastructure & Transport (Aviation & Airports Division);
- Spinal Injuries Association;
- Capricorn Coast Community Access Group;
- Guide Dogs Queensland; and
- RRC Access and Equity Groups – Rockhampton, Capricorn Coast and Mount Morgan.

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## FORWARD

On 16 December 2009 the Australian Government released the National Aviation Policy White Paper. In the Paper, the Government encouraged airlines and airports to develop and publish Disability Access Facilitation Plans.

The Plans are intended as a communication tool between airport operator, the airlines and the travelling public, covering the availability and accessing of services for passengers with specific travel needs or requirements.

This document has been created to satisfy the requirement for an airport Disability Access Facilitation Plan.

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## PRIOR TO ARRIVAL

Rockhampton Airport has one main passenger terminal that is used for domestic and international (charter) passenger movements. The entrance road is adjacent to the intersection of Hunter Street and Canoona Road and the terminal building is located opposite the Short Term Carpark.

If you require assistance with any element of your airline travel, we recommend that you contact the airline directly. Most airlines publish their Disability Access Facilitation Plan on their web site. It is important to keep in mind that each airline will have different facilities and services available for patrons with reduced mobility or specific health requirements.

QANTAS – [www.qantas.com.au](http://www.qantas.com.au) – 13 13 13

Virgin Australia – [www.virginaustralia.com](http://www.virginaustralia.com) – 13 67 89

The individual airlines Conditions of Carriage are also a good location for information regarding passenger assistance.

If you anticipate the need for assistance on arrival to the airport we recommended you call ahead. For enquiries regarding terminal drop-off / pick-up or car parking, please contact our Customer Service Officer on 0438 743 603. Additional information regarding car parking can be obtained from the Rockhampton Regional Council web site [http://www.rockhamptonregion.qld.gov.au/Council\\_Services/Airport](http://www.rockhamptonregion.qld.gov.au/Council_Services/Airport) or by calling Council's general enquiry line on 1300 22 55 77.

## DROP-OFF / PICK-UP (KERBSIDE)

For a range of safety and security reasons, passenger Drop-off and Pick-up areas have now been relocated to the Short Term Carpark. A large covered area, parallel to the terminal has been constructed for all passenger Drop-off / Pick-up activities.

There are two (2) dedicated 25 minute disabled parking bays, located at the northern end of the passenger Drop-off / Pick-up area within the Short Term Carpark.

There are also four (4) dedicated 25 minute disabled parking bays, directly opposite the Arrivals and Departures sections of the terminal building. These can be accessed by turning left after you enter the airport from Hunter Street. For enquiries regarding the use of these parking bays please contact our Customer Service Officer on 0438 743 603, as there is some flexibility as to their usage, e.g. extended timeframes and/or lack of a Disability Parking Permit pending on individual circumstances.

A large bus set down / pick-up area (with kerb ramps and raised pedestrian crossings) has been constructed opposite the terminal building. It has been located to minimise the distance from the bus to the terminal building.

**Disabled Parking Bays at Set-Down / Pickup in Short Term Car Park**



**Disabled Parking Bays at Opposite Terminal Front**



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## CAR PARKING

There are 19 marked disabled parking bays within the three (4) terminal carparks and they can be found in the following locations:

- Four (6) signed disabled parking bays are located adjacent to the walkways within the Short Term Car Park;
- Five (5) signed disabled parking bays are located adjacent to the walkways within the Premium Car Park;
- Seven (7) signed disabled parking bays are located adjacent to the marked walkways within the Long Term Car Park;
- One (1) signed disabled parking bay is located adjacent to the marked walkways within the Covered Car Park:

A courtesy wheelchair is located in the Short Term Carpark and can be accessed by asking the on site carpark Customer Service Officer. Alternatively you can prearrange carpark assistance by calling the Car Park Customer Service Officer on 0438 743 603.

To identify designated walkways from the Car Parks to the Terminal Building, they have been clearly marked with posts painted yellow, edge of pathways painted green and directional signage on the ground and fences. Seats are located along the walkways to provide resting points if required.

Should the driver need to leave the vehicle to assist a passenger, a number of alternate options are available:

- Option 1:** Park your vehicle in one of the disabled parking positions located in the northern end of the Drop-off / Pick-up area within the Short Term car park. Parking is free if you exit the Short Term carpark within the 20 minute 'grace' period;
- Option 2:** Park your vehicle in one of the 25 minute disabled parking bays located opposite to the front of the terminal (refer previous section);
- Option 3:** Taxis and other booked vehicles (e.g. limousines) are able to pick-up and drop-off people at the front of the terminal.



PLEASE NOTE THAT UNDER QUEENSLAND LAW, IF A DRIVER STOPS IN A DESIGNATED DISABLED PARKING AREA, THEY MUST DISPLAY A VALID PARKING PERMIT. UNFORTUNATELY DUE TO THIS REQUIREMENT; IF YOU ARE TRAVELLING AWAY AND WISH TO TAKE YOUR PARKING PERMIT WITH YOU, YOUR VEHICLE CANNOT BE LEFT IN A DISABLED PARKING BAY.

### Airport Terminal and Carpark Plan



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# SECURITY SCREENING

Appropriate preparation by all passengers is essential for a smooth security screening experience.

Security screening personnel undergo training in assisting passengers and visitors with the security screening process. The training is in accordance with the Screening Practice Guidelines issued by the Office of Transport Security and ensures that the needs of all patrons are handled appropriately, whilst maintaining the integrity of the security processes.

General advice for some of the more common security enquiries is summarised below:

- |                          |   |
|--------------------------|---|
| <b>Medical Implants</b>  | Passengers are to advise the screening officer of their condition and can request separate screening to avoid passing through any machines that may affect their condition;   |
| <b>Prostheses</b>        | Passengers should advise the screening officer of their condition and can request separate screening to avoid passing through a metal detector;   |
| <b>Walking Aids</b>      | All walking aids must be screened and therefore may require X-Ray and/or other security checks;   |
| <b>Wheelchairs</b>       | Security staff are familiar with limited mobility passengers requiring assistance at the Security Screening Point. It is required that patrons in wheelchairs submit to screening by way of a “pat down” search by a security officer of the same gender. |
| <b>Prams / Strollers</b> | These items must be screened prior to being allowed through the Security Screening Point. Passengers should contact their airline or travel agent to confirm the security conditions or requirements applicable to these items.                           |

## Airport Security Screening Point Entry



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# AIRPORT TERMINAL

All normal passenger facilities, including check-in, security screening, toilets and the departure lounge are located on the ground level and within easy access to the public. The following information is provided on specific services or facilities within the terminal environs:

**Assistance Animals** Assistance animals are welcome inside the terminal building; please note that we have specialised toilet facilities for these animals centrally located outside at the front of the terminal. Please ensure that your airline is provided with adequate advanced notice if an assistance animal is travelling with the passenger;

**Defibrillator** An Automatic Emergency Defibrillator (AED) is located close to the security screening point within the terminal.

**Toilets** Dedicated toilets for patrons with disabilities have been provided at both the Arrivals and Departure ends of the terminal. There are also two (2) access toilets in the departure lounge. Braille and pictogram signs have been installed on all toilet entry doors to assist vision impaired travellers.

**Baggage Collection** When arriving at Rockhampton Airport, passengers should follow the 'Arrivals' signage to the baggage carousels. If you require a wheelchair or other assistance on arrival, please contact your airline prior to your flight.

**Oversize Luggage** Oversize luggage can be claimed from the designated area at the southern end of the terminal. All enquiries relating to luggage should be directed to the airline check-in desk, located at the northern end of the terminal.

**Personnel Lift** A personnel lift has been installed for visitors wishing to access the Airport Management Offices that are located on the mezzanine floor. An intercom has been installed next to the ground floor lift door for persons wishing to access the Airport Management Offices. Please note that the management offices are only open during normal business hours.

- Visual Signage** Visual signage, including pictograms and Braille text where applicable has been installed throughout the terminal building.
- Kerb Ramps** Kerb ramps have been installed on raised medians to enable easy access from vehicles and footpaths.
- TSGI's** Tactile Surface Ground Indicators (TSGI) are installed at some key locations throughout the terminal building to assist patrons with visual impairments to identify kerb ramps and pedestrian crossing locations.

#### Assistance Animal Toilet Facility



## Automatic External Defibrillator



## ACCESS TO / FROM AIRCRAFT

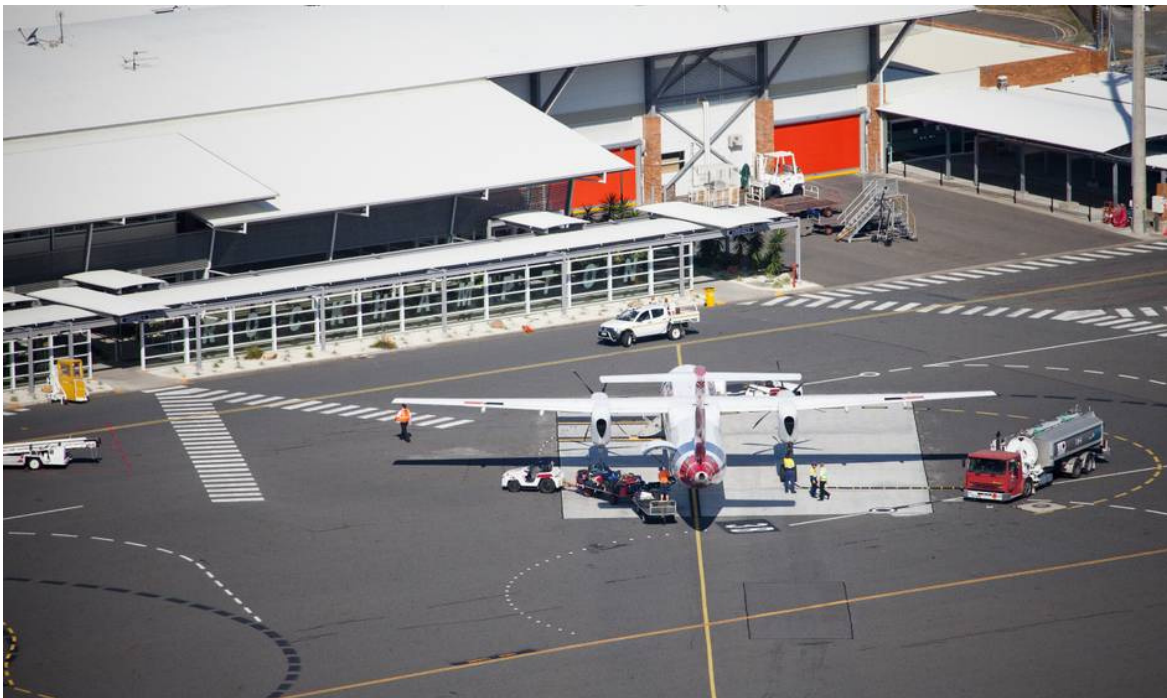
While there are airport and airline staff on site at all times, access to and from an aircraft on the apron (tarmac) is facilitated via signage, kerb ramps, pathways, handrails, Tactile Surface Ground Indicators (TSGI) and marked pedestrian areas.

Airline personnel are always available to assist passengers transiting to or from their aircraft.

A mobile elevator is also available to assist passengers in wheelchairs and those with mobility issues to be transported safely between the apron and the aircraft.

Airline flight attendants are always available to assist passengers within the aircraft.

Please direct all enquiries regarding passenger access around or within aircraft to the respective airline.



## Aircraft Parking Apron & Walkways





## FUTURE DEVELOPMENTS & IMPROVEMENTS

Rockhampton Regional Council's objective is to meet the current requirements of the Public Transport Disability Standards, the Australian Standard 1428-1 and/or any relevant Codes and Acts in regard to building accessibility, signage and other information required to assist people with disabilities.

The ongoing development of our main terminal building will provide opportunities to review and enhance our compliance with applicable disabled access requirements. An overview of some of the areas for ongoing improvement are:

- Tactile Surface Ground Indicators (TSGI) to be installed at other key locations throughout the car parks and terminal building to assist patrons with visual impairments to identify kerb ramps and pedestrian crossing locations;
- Staff Training – delivery of regular training of airport staff in Dealing with People with Disabilities.

## ENQUIRIES

### **Further Information:**

Further information on any of the items discussed within this Plan can be obtained by contacting:

ROCKHAMPTON REGIONAL COUNCIL

PO Box 1860, Rockhampton Qld 4700

Phone: 1300 22 55 77 or +61 (7) 4936 8314 (8am to 4:30pm Mon to Fri)

Fax: +61 (7) 4927 7523

Email: [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

Web: [http://www.rockhamptonregion.qld.gov.au/Council\\_Services/Airport](http://www.rockhamptonregion.qld.gov.au/Council_Services/Airport)

### **Feedback & Complaints:**

For feedback on what worked well or suggestions on how services could be improved, please use the Rockhampton Airport contact details above.