Disability Access Facilitation Plan
For Cairns Airport

September 2013
Disability Access Facilitation Plan for Cairns Airport

This plan has been developed with assistance and expertise provided by Adelaide Airport through their Airport Disability Facilitation Plan (AAPDFP) and in conjunction with Australian Airports Association. In acknowledging Adelaide Airport’s pivotal role in the development of the CAPL Plan acknowledgement must also go to the various disability advisory organisations, both State and Federal listed in the (AAPDFP) who assisted Adelaide Airport and Cairns Airport management.

In consultation with:

- Cairns Regional Council Access & Equity Advisory Committee
- Far North Queensland Regional Disability Council
- Board of Airline Representatives of Australia
- Australian Airports Association
- Australian Federal Police
- Aviation Rescue Fire Fighting
- Air New Zealand
- Air Niugini
- United Airlines
- Cathay Pacific Airways
- Jetstar Airways
- Skytrans
- Qantas Airways
- Virgin Australia
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CAPL DAFP 2013 v2 | Final | September 2013 | Kate McCreery-Carr  |
                |       |               | General Manager Operations |
                |       |               | Cairns Airport Pty Ltd  |
Preface

Cairns Airport Pty Ltd (CAPL) is committed to the provision and maintenance of company-owned and operated infrastructure, activities and services free from discrimination of people with disabilities and their associates and aides.

Cairns Airport’s 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 disabilities and to undertake to improve these facilities in accordance with the requirements of the standards for new or upgraded works.

Cairns Airport is committed to following the principles of Equal Employment Opportunity and maintaining a non-discriminatory working environment for all employees, including people with a disability, be it physical, sensory, intellectual or psychiatric.

All Cairns Airport employees have a responsibility to ensure that equal opportunity principles are followed when dealing with people with disabilities, whether they are other employees, customers, members of the travelling public or their associates.

Cairns Airport has consulted with relevant representative agencies to provide relevant information on our website as a service to people with disabilities their families, carers and support workers.

Kevin Brown
Chief Executive Officer
Cairns Airport Pty Ltd
Disability Access Facilitation Plan for Cairns Airport

1 Purpose

The primary purpose of the Disability Access Facilitation Plan is to advise passengers with disabilities of:

- the service measures Cairns Airport will take to ensure access for passengers with disabilities; and
- how passengers with a disability can assist the airport and/or their airline to be best placed to provide an appropriate service (e.g. provision of information prior to travel).

2 Key Elements

- Prior to Arrival
- Kerbside Processes Security Screening
- Airport Terminals
- Direct Assistance
- Service Delivery
- Communication Strategies
- Expected Improvements
- General Aviation

3 Responsibilities

This document applies to those areas that Cairns Airport has direct control over.

Where an airline or government agency has the prime accountability any special assistance requirements are the responsibility of that airline or agency.
4 The Plan

4.1 Prior to Arrival

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 assistance animal. It is also important to check if medical clearance is required by the airline for your specific circumstances.

Each airline has different guidelines on carriage of people with reduced mobility and requirements for special assistance. Cairns Airport recommends you speak to your airline at the time of booking.

T1 (International) and T2 (Domestic) Terminals are connected by a 250m covered walkway. It must be noted that the layout of each terminal is different.

If you will require staff assistance on departure or arrival, this will need to be pre-arranged. Always arrive well in advance of your flight departure. Your airline will advise you of the correct check-in time requirements.

Website information – www.cairnsairport.com.au

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

4.2 Kerbside Processes and Car Parking

Tactile ground surface indicators (TGSI) are used both within the terminals and outside the terminals to provide an indication of changes of condition to people with vision impairment. The locations include escalators, ramps and stairs.

Dedicated drop off and pick up areas for people with limited mobility are available at the front of T1 (International) and at the main drop off and pick up areas of T2. At T2 (Domestic) a specific accessible drop-off point has been provided kerbside at departures for Taxi, limousine and other charter operators.
Accessible parking is available in the public car parks and is clearly sign posted. The accessible parking within the public car park is located at the nearest point to the terminal entrances. The accessible parking in the long term car park is located adjacent to the entry/exit point. An appropriate and valid permit sticker is required to park in these spaces.

Pay stations are configured to assist people who use wheelchairs.

Ground transport is easily accessed outside of both terminals. The taxi rank is located directly outside arrivals at both terminals. Taxis that can accommodate wheelchairs can be requested by calling Cairns Taxis on 131008.

Shuttle buses to the city and regional locations are located outside both Terminals. Bookings can be made from the booth in the arrivals area at both terminals.

Direct assistance from the front of the terminal to check-in is not available unless pre-arranged and agreed with the airline in advance.

Direct assistance from the baggage collection area to the front of the terminal is not available unless pre-arranged and agreed with the airline in advance.
4.3 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. Screening points have chairs available to assist 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.* 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 available upon request.
4.4 Airport Terminals – Other Features

Check-in Counter Heights

A number of check-in counters have been modified and lowered to allow easier access for people using a wheelchair.

Self Check in Booths

Self check-in booths installed within T2 have been configured to facilitate wheelchair access.
Hearing Loops

A number of hearing loops are in place within the terminals to assist people with hearing difficulties. Refer to the Terminal Service Location Diagrams on pages 17 - 19.

Hearing aid users within the loop system can pick up the speaker’s voice with a minimum of distortion and with minimal background noise.

Toilet facilities

Public toilets are located throughout the terminal. Each toilet facility includes an accessible toilet. Braille is included on toilet doors/signs to assist a person with vision impairment locate the correct facility. Refer to the Service Location diagrams on pages 17 - 19.

Public telephones

The public phones throughout the terminal are at a height allowing access for people using a wheelchair.

Access to/from aircraft

Ramps and aerobridges allow easy access to and from the gate lounge to the aircraft. Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In some cases, a mobile assistance lift is also available, particularly for regional flights.

Flight Information and Displays

The terminal has numerous Flight Information Display Screens (FIDS) throughout the public areas to communicate flight arrival and departure times, boarding status, flight landed information and gate numbers. Public address announcements are also made by airline staff.
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The FIDS also have the capacity to provide emergency warning information in the event of an incident or emergency in the terminal. This is to ensure that passengers and visitors with hearing difficulties are able to receive visual messaging.

Directory Signage
Cairns Airport has recently installed new ‘You are here’ and directional signage as part of the T2 redevelopment.

Guide Dogs and Other Accredited Assistance Animals
Guide dogs and other accredited assistance animals are welcome inside the terminal.

International Flights and Border Security Areas
If you are arriving or departing on an International flight, you will be subjected to security screening and Border Security processes.

There are strict rules regarding the carriage of liquids, aerosols and gels on International services. This includes restrictions on medications. Further information can be obtained via the Department of Infrastructure, Transport, Regional Development and Local Government website www.infrastructure.gov.au

If you have any specific enquiries regarding International Border Security procedures, please contact Australian Customs Service or Australian Quarantine and Inspection Service or visit their websites www.daff.gov.au/biosecurity and www.customs.gov.au

As with domestic and regional flights, assistance to/from the aircraft must be arranged with the airline in advance and should be mentioned when making a booking.
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Emergency Response

In the event of an emergency, public announcements will be made by the Cairns Airport Customer Service staff in their capacity as Chief Fire Warden. Please follow any instructions given to you by the fire wardens who can be identified by the red helmets they will be wearing.

5 Direct Assistance

People Movers (Mechanised Assistance Vehicle)

Not all airlines have people movers. Therefore, please contact your airline to check if this service is available.

Airline responsibility

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

Reception for assistance enquiries

If you would like to speak to a Cairns Airport staff member please call 4080 6703 or visit the Tom McDonald Building located just past the arrivals hall at the northern end of T2 and use the enquires courtesy telephone.
Customer Service Officers (CSO)

Cairns Airport employs a number of CSOs who monitor activity in both terminals and are happy to provide assistance, including first aid and advice as required. They are easily recognised by their monogrammed white uniform shirts and dark trousers and often also wear high visibility vests. Should you require the assistance from a CSO they can be contacted on your behalf by security screening staff or airline staff at check-in, or boarding gates.

Note: All CSO’s are duly authorised and trained officers who coordinate all emergency response requests including medical assistance.

Tropical Ambassadors

In conjunction with Tourism Tropical North Queensland (TTNQ) a number of Tropical Ambassadors are stationed within the terminals during peak periods to assist in providing customer service to all passengers and visitors. The Ambassadors wear bright blue shirts and fawn coloured trousers. They are more than happy to answer any questions you may have.
5.1 Service Delivery

Security Environment

Please be aware that a heightened security threat level applied to an airport, or the industry as a whole, could lead to challenges in the delivery of the level of disability access described in this plan.

Consultation

Airlines, disability advocacy consultants, relevant Government bodies, Cairns Airport staff and contractors were consulted. In addition significant consultation was undertaken with Adelaide airport who authorised the use of their disability facilitation plan as a guide for the Cairns Airport plan.

Performance monitoring

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

Our performance is monitored through the following:

- Cairns Airport conducts twice yearly airport surveys
- Comprehensive feedback monitoring and reporting systems
5.2 Communication Strategies

For further information:

- Contact Cairns Airport General Enquiries line between 08:30am and 05:00pm Monday to Friday on + 6 1 7 4080 6703

- The Cairns Airport web site has accessibility for persons with vision impairment and can be made available in an audio or Braille format on application. Please visit www.cairnsairport.com.au

Talk to us on Social Media:
  Facebook - https://www.facebook.com/cairnsairport
  Twitter - https://twitter.com/cairnsairports

Enquiries and Feedback:

- Please email enquiries@cairnsairport.com.au

5.3 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.

5.4 General Aviation

The General Aviation precinct is a tenanted aviation industry area on the 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.

6 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
7 Terms and Definitions
CAPL Cairns Airport Pty Ltd
T1 Terminal 1 International Terminal Building
T2 Terminal 2 Domestic Terminal Building
CSO Customer Service Officer
FIDS Flight Information Display Screens
TMB Tom McDonald Building Cairns Airport Administration Building

8 Supporting Documentation
- Cairns Airport website – www.cairnsairport.com.au
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9 Cairns Airport - Service Location Diagrams

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T2 (Domestic) Ground Floor

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LEGEND

Information
First Aid
Disability Access
Hearing Loop
Toilets
Showers
Baby Change Room
Public Telephone
Rent
Postal box
Internet
Check-in
Baggage Claim
Baggage Lockers
Baggage Trolley
Group Meeting Point
Food Court
Cafe
Bar
To Departures
Bus Bays
Australian Air Express
To Arrivals
Bus Bays
To International
Terminal
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