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# **DISABILITY ACCESS FACILITATION PLAN**

## **KARRATHA AIRPORT**

**November 2015**

Operated by: City of Karratha

This plan has been prepared in consultation with the following organisations:

*(The Australian Human Rights Commission, the Civil Aviation Safety Authority, disability advocacy groups)*

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# OBJECTIVE

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

- The service measures the City of Karratha will take to ensure access to Karratha Airport for passengers with disabilities, and
- How passengers with a disability can assist Karratha Airport to be best placed to provide an appropriate service, through the provision of information prior to travel
- Future enhancements to the provision of services for people with disabilities that are planned for Karratha Airport by the City of Karratha

# 1. Prior to Arrival

Passengers are requested, at the time of booking, to advise the airline or travel agent of any disability or special needs assistance required at the airport. The airline or agent will then make arrangements to supply a wheelchair and/or lifting equipment to access the aircraft. If a guide dog is to travel, the airline requires prior notice to reserve appropriate seating arrangements in the aircraft.

At time of booking passengers are required to provide the airline with information related to any special medical needs or medical equipment which will be required to travel with the passenger e.g. oxygen cylinder.

Each airline has their own procedures in place for dealing with passengers with special needs and passengers are encouraged to contact the airline well before travel to ensure a smooth transition from the airport to embarking the aircraft and disembarking at the destination airport. The individual airlines Conditions of Carriage are also a good location for information regarding passenger assistance this can be found on your airlines respective website.

Contact details for the airlines serving Karratha Airport can be found on the City of Karratha website under the “Airport Services” tab.

[www.karrathaairport.com.au/airport-services](http://www.karrathaairport.com.au/airport-services)

## 2. KERBSIDE PROCESSES

For a range of safety and security reasons, passenger Drop-off and Pick-up areas have now been relocated to the Short Term Carpark. There are three dedicated disabled bays immediately adjacent to the terminal building within the short term car park.

A dedicated coaster bus and taxi lane is available in a dedicated drop off lane adjacent to the front of the terminal building.

A concourse area is provided and this includes access area suitable for wheelchairs with a graduated transition from roadside to kerbside.

Access to both the arrivals and departures areas of the terminal building is provided through double automatic doors.

Multiple car-parking bays are provided within the main short-term carpark closest to the terminal building. See the section “Expected Improvements” for further details in relation to car parking improvements.

Airline staff may be able to assist with direct assistance requirements for passengers with disabilities from kerbside to the terminal building. Accordingly, passengers are encouraged to make these arrangements directly with the airline they are travelling with.

Contact details for the airlines serving Karratha Airport can be found on the City of Karratha website under the “Airport Services” tab. [www.karrathairport.com.au/airport-services](http://www.karrathairport.com.au/airport-services)



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## 3. SECURITY SCREENING

To ensure a smooth and hassle free security screening experience it is essential all passengers are aware of the requirements of security screening personal.

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.

The below is a summary of general advice of some of the security related enquires asked at the airport security screening point:

<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.



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## 4. AIRPORT TERMINAL

Access to both the arrivals and departures areas of the terminal building is provided through double automatic doors. Access to the airline check-in counters from that point is on one level and accessible with a wheelchair.

Disabled toilets are located throughout the terminal building. There is a disabled toilet located opposite security screening, right of the check-in counters. In addition, a disabled toilet is located opposite the arrivals baggage collection belt number 2.

A further disabled toilet is located within the departure lounge opposite the lift to level 2.

Karratha airport terminal has two tactile floor surface indicators, these are located at the top and bottom of the main stair case in the departures lounge.

Please refer to the section “Expected Improvements” for further details in relation to the installation of tactile indicators in the expanded carpark area.

Announcements relating to flight boarding are made over a Public Address speaker system throughout the terminal building. In addition, the terminal building is equipped with multiple FIDS (Flight Information Display System) screens displaying real-time flight arrival and departure

information. This information is also streamed live to the airport website and can be accessed directly at [www.karrathaairport.com.au](http://www.karrathaairport.com.au)

Assistance animals are permitted within the terminal building. Passengers travelling with a guide dog are encouraged to provide this information to the airline when making a booking to allow for appropriate seating arrangements.

An Automatic Emergency Defibrillator (AED) is located in the Security Screening area within the terminal building.

When arriving at Karratha 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 can be claimed from the designated area at the western end of the terminal adjacent to each baggage carousel. All enquiries relating to luggage should be directed to the airline check-in desk, located at the eastern end of the terminal.

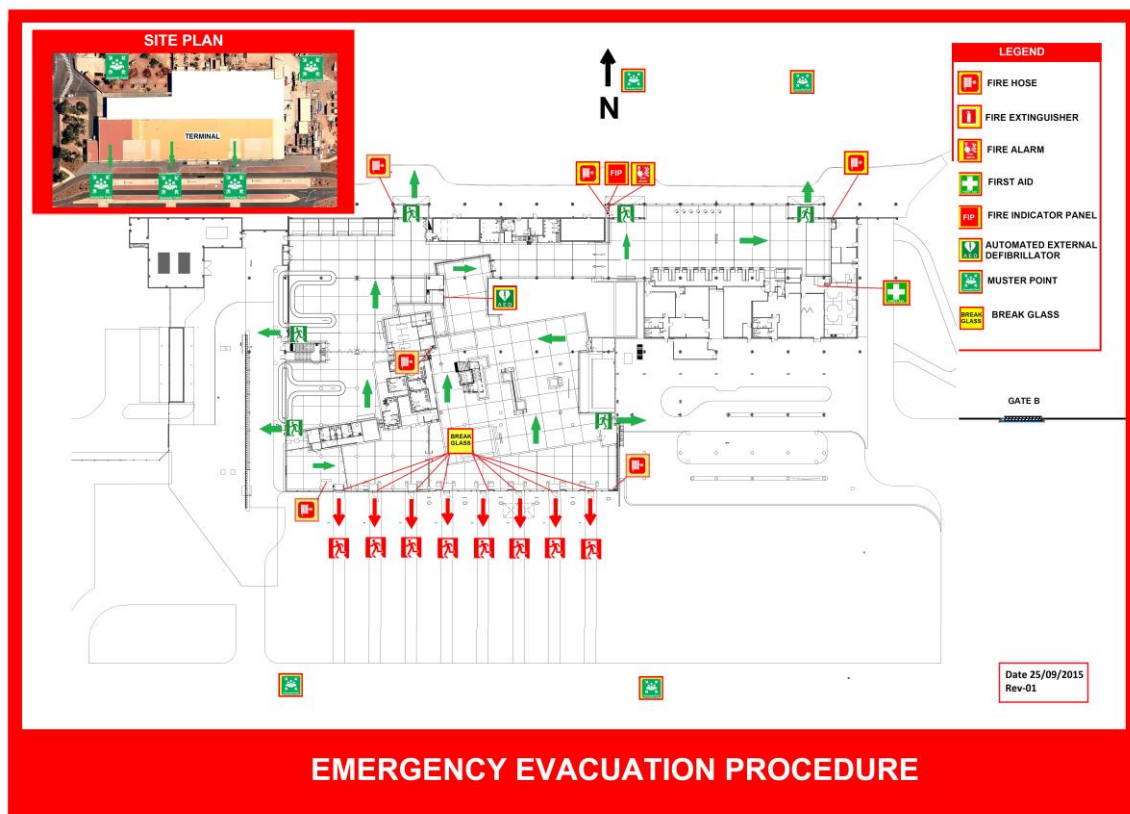
A floor plan of the terminal building and an evacuation plan of the terminal is attached to this plan. In the case of an emergency, designated fire wardens will provide emergency instructions. To ensure safety, passengers are required to follow instructions.

### ***Karratha Airport terminal floor plan***





## Karratha Airport terminal emergency evacuation plan



## 5. DIRECT ASSISTANCE

The Karratha Airport office is staffed between the hours of 0700-1700 Monday – Friday, this is located left of the check-in counters at the eastern end of the terminal building.

For direct assistance requirements, these will need to be arranged with the relevant airline.

Contact details for the airlines serving Karratha Airport can be found on the City of Karratha website under the “Airport Services” tab. [www.karrathaairport.com.au/airport-services](http://www.karrathaairport.com.au/airport-services)

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## 6. SERVICE DELIVERY

### **Security Environment**

Karratha Airport is a security controlled airport and operates under the guidance of a Transport Security Programme, endorsed by the Office of Transport Security. If a heightened threat level is applied to Karratha Airport, or the aviation industry as a whole, this may lead to a reduction in the level of service available to disabled person/s utilising the airport facility.

### **Consultation**

The local disability advocacy groups are encouraged to provide information regarding any concerns which are disclosed to them regarding travel through Karratha Airport.

### **Performance Monitoring**

Any concerns regarding the content of this plan, or the level of disability access provided at Karratha Airport, should be communicated to Airport Management. These concerns will be dealt with in a timely manner, and where appropriate involve consultation between the City of Karratha and other parties, such as airlines.

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## 7. COMMUNICATION STRATEGIES

Feedback and complaints should be relayed directly to Airport Management, in order to efficiently resolve any issues.

**Airport Office Contact Details :**

Ph : (08) 9186 8508

Fax : (08) 9144 4972

\*Please note that airport staff are on-site Monday-Friday 0700-1700

Alternatively, feedback and complaints can be logged via the City of Karratha website at;

<http://www.karratha.wa.gov.au>

To view our list of Frequently Asked Questions in regards to the Karratha Airport please visit the below link on our Karratha Airport website:

<http://www.karrathairport.com.au/faq>

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## 8. EXPECTED IMPROVEMENTS

A major carpark expansion is currently being undertaken and this will be commence in 2016.

This will create an enlarged pick-up/drop-off area, including a dedicated disabled parking bay within this area. A user friendly terminal forecourt with open spaces and shade structures providing direct access to and from the carpark to the terminal building as well as providing protection from the elements.