



# Flinders Island Airport Information

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## **Preface**

Flinders Council is committed to the provision and maintenance of its owned and operated infrastructure, activities and services free from discrimination of people with disabilities.

This policy also applies to those who may be an associate or aide of people with disabilities.

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

In addition, Flinders Council is committed to providing a work environment free from discrimination against people with disabilities, consistent with its Equal Employment Opportunity Policy.

Everyone who works for Flinders Council has 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 traveling public or their associates.

## 1. Purpose

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

- The service measures Flinders Airport will take to ensure access for passengers with disabilities; and
- How passengers with a disability can assist the Flinders Airport and Airline operations to be best placed to provide an appropriate service (e.g. Provision of information prior to travel).

## 2. Key Elements

Prior to arrival

Curbside Processes

Security Screening

Airport Terminal

Direct Assistance

Service Delivery

Expected Improvements

## 3. Responsibilities

This document applies to those areas that Flinders Council has direct control over. Where an airline or other 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 best 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, for example book a wheelchair or reserve a specific seating requirement for a guide dog. 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. Flinders Council recommends you speak to your airline in advance and at the time of booking. If you will require staff assistance on departure or arrival, this will need to be pre-arranged. Please always arrive with plenty of time prior to your flight departure. Your airline will advise you of the correct check-in time requirements.

#### 4.2 Curbside Process & Car Parking

The drop-off and pick-up area is available at the front of the Terminal and is at ground level. Disabled parking is available in close proximity to the Airport Terminal and clearly sign posted. An appropriate permit sticker is required to park in these spaces. The short term car park is located at the closest point to the terminal entrances. The long term car park is located adjacent to the Airport Terminal main entry & exit. The taxi rank is located directly outside the Terminal.

Regular public bus transport is not available on Flinders Island. A taxi service is available, however prior contact of this service is advised to ensure that any special needs can be catered for. Direct assistance from the front of the terminal to check-in is not available unless agreed with the airline in advance. Direct assistance from the baggage collection area to the disabled parking area, is not available unless 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 undergoes specific training in assisting outgoing 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 can request a separate screening to avoid metal detecting devices 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.

#### Wheelchairs:

Council security staff are 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. Private screening room is available upon request.

#### 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.

#### 4.4 Airport Terminal

Toilet facilities- Public toilets are located in the terminal. The toilet facility includes a separate disabled toilet.

#### 4.5 Direct Assistance

Wheelchair mover- A wheelchair mover is available to facilitate comfortable access and exit from aircraft for persons in wheelchairs. Please contact the airline to ensure this service is available to you prior to arriving at the airport.

#### Airline responsibility

The airlines are directly responsible for offering assistance with, and information about your travel. Please contact the airline to ask any questions related to terms

and conditions of carriage, or to arrange assistance to and from the aircraft, gate and baggage areas.

#### 4.6 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.

Performance monitoring- Flinders Council 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:

- Compliance to current Aviation Airport Regulations and regular Terminal inspections.
- A complaints monitoring and reporting system.

#### 4.7 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.

## **5. References**

- Civil Aviation Act 1988, Civil Aviation Safety Regulations 1998  
Disability Discrimination Act 1992 (DDA)