

# Newcastle Airport Disabilty Access Facilitation Plan

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# Table of contents

1.0	Introduction.....	1
2.0	Purpose .....	1
3.0	Overview .....	1
3.1	Prior to Arrival .....	1
3.2	Kerbside Process and Car Parking.....	2
3.3	Security Screening.....	3
3.4	Airport terminal – other features .....	4
3.4.1	Access within the terminal.....	4
3.4.2	Emergency response .....	5
3.4.3	Physical Assistance Dogs .....	5
3.4.4	International Flights and Border Security Areas .....	5
3.5	Direct Assistance .....	6
3.6	Service Delivery .....	6
3.7	Contact Us.....	7
	Appendices – Maps of terminal.....	8

# 1.0 Introduction

Newcastle Airport Pty Limited (NAPL) is committed to the provision and maintenance of company owned and operated infrastructure, activities and services free from discrimination of people with disabilities. This plan also applies to those who may be an associate or aide of people with disabilities.

Newcastle Airport'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 and undertake to improve these facilities in accordance with the requirements of the Standards for new or upgraded works.

In addition, Newcastle Airport 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 Newcastle Airport 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 travelling public or their associates.

## 2.0 Purpose

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

- > The services Newcastle Airport will provide to ensure access for passengers with disabilities, and
- > How passengers with a disability can assist the airport and/or the airline to be best placed to provide an appropriate service (e.g. provision of information prior to travel).

## 3.0 Overview

### 3.1 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, if these services are available, make any necessary arrangements, for example book a wheelchair or reserve a suitable seating position 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 the carriage of people with reduced mobility and requirements for special assistance. Newcastle Airport recommends you speak to your airline at the time of booking.

The Newcastle Airport website [www.newcastleairport.com.au](http://www.newcastleairport.com.au) provides links to airlines and offers important information about the facilities at the Airport including accessible car parking, transport, security screening and other terminal facilities.

Guide dogs and other assistance animals are welcome in all areas of the terminal.

### **3.2 Kerbside Process and Car Parking**

Tactile ground surface indicators are used both within the terminal and outside the terminal to provide people with vision impairment an indication of changes of condition. The locations include lifts, ramps, stairs, pedestrian walkways and crossings.

Drop-off and pick-up areas are available in the Short Stay 1 Car Park (opposite the front of the terminal). Persons with a valid Disabled Parking Permit can park in Short Stay 1 for 60 minutes (one hour) free of charge to drop off or pick up a disabled passenger. If you are using this service, please let one of our Newcastle Airport Customer Experience and Airport Operations staff know and they will provide assistance.

Accessible parking is available in the public car parks and is clearly sign posted. The accessible parking within the public Short Stay 1 Car Park is located at the nearest point to the terminal entrances. The accessible parking in the Long Stay Saver Car Park is located adjacent to the entry/exit points and near the Newcastle Airport Shuttle bus stop. An appropriate and valid permit sticker is required to park in these spaces.

A free-of-charge shuttle bus service is operated between the Long Stay Saver Car Park and the terminal between 04.45 and 22.00 hours.

Car Parking pay stations have also been configured to assist people who use wheelchairs. Ground transport is easily accessed outside the terminal. The taxi rank is located a short distance from arrivals. Taxis that can accommodate wheelchairs can be requested via the free taxi phone inside the terminal (there may be a short wait for this type of taxi).

Alternatively, call Newcastle Taxis on 133 300 or (02) 4940 5995 for booking taxis that can accommodate wheelchairs. Newcastle Taxis also provide a free of charge phone, located in Arrivals, with direct access to their office.

Shuttle buses and Hire Cars to the city and regional locations are located outside the terminal. Bookings can be made using the Airport Information Services by phoning (02) 4928 9822.

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.

Newcastle Airport retains the services of friendly volunteer Ambassadors to assist with general on-site enquiries. The Ambassadors can be recognised by their teal (blue/green) coloured blazers.

### 3.3 Security Screening

Prior preparation by passengers is essential to ensure smooth security processing. Please advise your travel agent or airline prior to attending the airport.

All security screening staff undergo specific training in assisting passengers/visitors with disabilities using screening practice guidelines issued by the Office of Aviation and Maritime Security.

In accordance with Australian Government regulations, all passengers embarking on a flight will be subject to the passenger screening process. People with reduced mobility or a medical condition are encouraged to pass through a walk-through screening detector unaided. However, if this is not possible there is a facility available for discrete screening adjacent to the screening search area. Discreet screening will be conducted using personal search and handheld metal detector in accordance with the specification of secondary screening methods provided in the Aviation Screening Notice. Handheld metal detector screening for wheelchair-bound persons, as well as timber walking aids, are utilised to enhance screening measures and passenger facilitation.

If you have	Security screening process
<b>Medical implants</b>	Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through any machines that may affect their implant, e.g. cochlear implants
<b>Artificial limbs / prostheses</b>	Passengers are to advise the screening officer of their condition and request separate screening.
<b>Doctor's letter</b>	Where passengers have medical implants, artificial limbs, prostheses 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.
<b>Walking aids</b>	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.

<b>Wheelchairs</b>	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 same gender if preferred).
<b>Prams / strollers</b>	Prams / strollers will be screened and allowed entry to the sterile areas at the screening point. Passengers should liaise with their airline regarding the carriage of prams or strollers on board the aircraft.

As advised above, private screening rooms are available upon request.

### 3.4 Airport terminal – other features

#### 3.4.1 Access within the terminal

The Newcastle Airport terminal is a single level design with easy access to public facilities such as check-in, security screening, toilets and the departures lounge.

##### > **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 Terminal Services Location map at the rear of this document.

##### > **Public telephone**

The public phone within the terminal is at a height allowing access for people using a wheelchair.

##### > **Access to / from aircraft**

Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In some cases, a mobile assistance lift is also available.

##### > **Wheelchairs**

Passengers requiring a wheelchair to get to their aircraft will need to contact their airline directly. Most airlines have wheelchairs available adjacent to check-in areas.

##### > **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.

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 can receive visual messaging.

### 3.4.2 Emergency response

In the event of an emergency, a visual message will appear on the Flight Information Display screens. Public announcements will be made by Newcastle Airport Operations Coordinators in their capacity as Chief Fire Warden. Please follow any instructions given to you by the Newcastle Airport Customer Experience and Airport Operations staff.

### 3.4.3 Physical Assistance Dogs

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with a disability and reduce their need for support are welcome in all areas of Newcastle Airport, under the Guide, Hearing and Assistance Dog Act 2009. Relief areas for physical assistance dogs sited within close proximity of airport entrance and exit doors.

Certified physical assistance dogs should be wearing the appropriate badge on their coat or harness and people accompanied by a dog, including trainers, must also carry an identity card. If the dog is not wearing the accredited badge or if identification cannot be produced, the dog is not allowed in the terminal.

Certified guide dogs, hearing dogs or other assistance dogs will need to be screened through the passenger screening point if they are going to the sterile departures area. Their harnesses are not required to be removed during security screening.

#### Hearing loop

To assist our hearing-impaired customers, a hearing loop has been installed in the terminal. The hearing loop is designed to allow persons fitted with a hearing aid to be able to clearly hear announcements made within the terminal.



Flight Information Display Screens (FIDS) are located throughout the terminal. These screens provide the most up-to-date flight information for guests.

### 3.4.4 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 powders, liquids, aerosols and gels on international services. This includes restrictions on medications. Further information can be obtained via the Australian Government website

[www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine](http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine)

Assistance to/from the aircraft must be arranged with the airline in advance and should be mentioned when making a booking.

### **3.5 Direct Assistance**

#### **Airline responsibility**

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

#### **People movers (mechanised assistance vehicle)**

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

#### **First Aid**

All Airport Customer Experience and Airport Operations staff are trained first aid officers and are first responders to emergency requests including Automated External Defibrillator (AED).

#### **Reception for assistance enquiries**

If you would like to speak to a Newcastle Airport staff member, please visit Reception on Level 1 (above Arrivals) accessed next to the car park pay stations.

#### **Customer Experience and Airport Operations staff**

Newcastle Airport employs a number of operations staff who monitor activity within the terminal and on the road network. They are happy to provide assistance and advice as required and are easily recognisable by their hi-visibility uniform shirts and trousers. Should you require the assistance from an operations staff member, they can be contacted on your behalf by security screening staff or airline staff at check-in or boarding gates.

#### **Ambassadors**

A number of volunteer Ambassadors are stationed within the terminal during peak periods to assist in providing customer service to all passengers and visitors. The Ambassadors wear teal (blue/green) jackets or vests. They are more than happy to answer any questions you may have.

### **3.6 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 changes in the delivery of the level of disability access described in this plan.

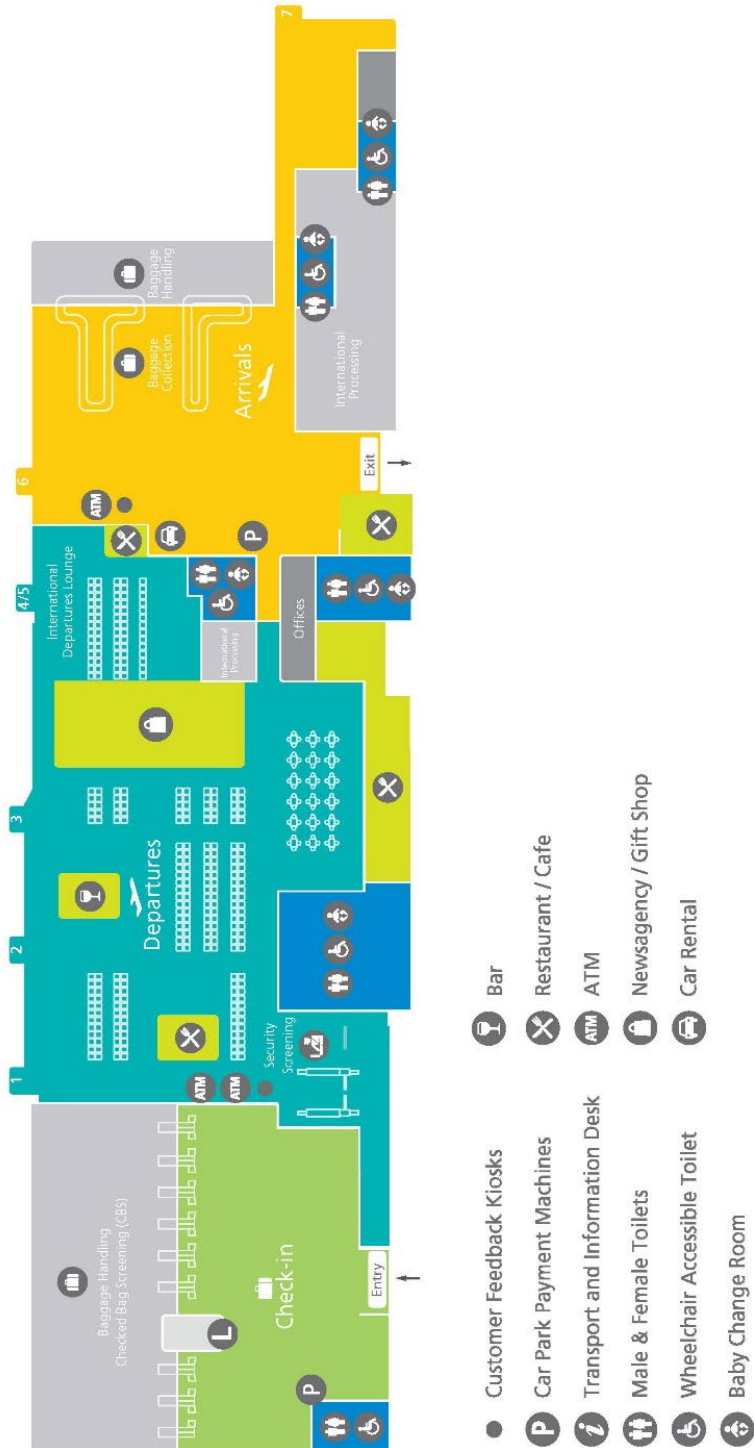


### **3.7 Contact Us**

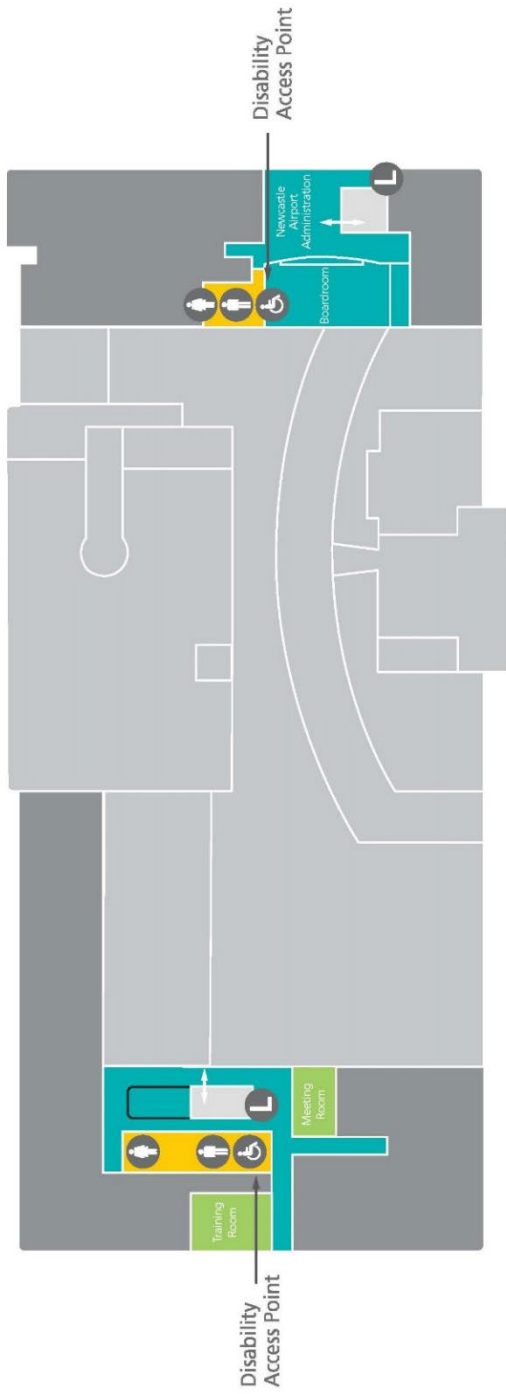
To discuss how we may be able to assist you, please contact Newcastle Airport between 8.30am and 5.00pm Monday to Friday on +61 2 4928 9800, visit [www.newcastleairport.com.au](http://www.newcastleairport.com.au) or email [admin@newcastleairport.com.au](mailto:admin@newcastleairport.com.au).




# Appendices – Maps of terminal

## Terminal - Ground floor



Terminal - Level 1



-  Disability Access Point
-  Male Toilets
-  Female Toilets
-  Lift Access

## Map of Car Parks

